GLOBAL BUSINESS INTERNET (GBI)
SERVICE LEVEL AGREEMENT ATTACHMENT

1. GENERAL & SCOPE

1.1 **Service Definition.** This SLA performance assurance attachment defines the operational metrics, availability commitments, and financial credit frameworks for the Verizon Global Business Internet ("GBI") Service.

2. OPERATIONAL DEFINITIONS

2.1 **Outage Identification and Measurement.** Measurement of an eligible Service interruption begins strictly when a valid trouble ticket is registered and accepted with Verizon following a complete loss of signal at the site, and terminates when the Third-Party Vendor (TPV) or Verizon Service Management restores basic IP connectivity to the physical handoff interface.

2.2 **Protocol Overhead and Throughput Factors.** Subscribed transmission speeds denote the symmetrical maximum download and upload data-carrying capacity achievable strictly under baseline physical interface parameters. Actual usable application throughput will inherently be lower than the subscribed physical connection speed due to mandatory network encapsulation techniques (e.g., Ethernet packet overhead and MPLS framing). Accordingly, throughput constraints resulting from standard protocol overhead or transient public Internet network congestion during peak hours are explicitly excluded from availability calculations.

2.3 **Customer Responsibilities.** To maintain eligibility for performance credits, Customer must provide prompt, unhindered physical access to site facilities for Verizon or Third-Party Vendor (TPV) field technicians and cooperate with remote diagnostic verification.

2.4 **Service Disruption.** The GBI SLA defines service disruption as:

- **Service Outage:** A complete and total loss of signal or IP connectivity at the physical handoff interface, rendering the Service unusable. A condition shall be classified as a Service Outage only if the Customer reports the issue, releases the circuit for immediate diagnostic testing, and provides the necessary access to site facilities as required. Service Outages do not include conditions where performance is degraded, but the circuit remains operational.

2.5 **Planned Service Activities:** Encompasses all Scheduled Maintenance activities, Requests for service changes, requests for service testing.

3. SERVICE LEVEL AGREEMENT (SLA)

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3.1 Availability Commitment Tiers

Availability is determined by computing the total number of eligible Service Outage Minutes per Priority 1 Trouble Tickets in a calendar month for a specific Customer Circuit divided by the total number of minutes based on a 30-day calendar month. Availability is calculated after a Trouble Ticket is opened with Verizon and represents the percentage of time that the Circuit is available within a given calendar month. Availability is calculated based on the following formula:

$$A (\%) = (T - M - D) / (T - M) \times 100 (\%)$$

A = Availability
T = Total Monthly Minutes
M = Any Maintenance Time in Minutes
D = Downtime in Minutes

Target thresholds and credit structures are partitioned by the assigned Operational Performance Grade of the GBI Circuit as designated on the Service Order:

Operational Performance Grade	Monthly Service Availability Target
Platinum Grade	≥ 99.95%
Gold Grade	≥ 99.90%
Silver Grade	≥ 99.50%
Bronze Grade	≥ 99.00%

SLA Payout Tiers Based on Availability Breach:

Operational Performance Grade for All Grades	Availability Missed (Range)	SLA Credit (% of MRC)
All Grades	0.01% - 0.50% below target	5%
	0.51% - 1.00% below target	7%
	> 1.00% below target	10%

3.2 Time to Repair (TTR) Commitment Tiers

Time to Repair (TTR) is defined as the elapsed duration of each individual qualifying, reactive Trouble Ticket. Duration is measured from the registration of a valid Trouble Ticket in the Verizon Ticket Management System to the restoration of basic IP layer connectivity by the Third-Party Vendor (TPV) or Verizon Service Management. TTR commitments represent the target restoration timeframe for each individual outage. Measurements of elapsed time for each individual Trouble Ticket exclude any delays attributable to the exclusions identified in Section 4 (e.g., Customer accessibility issues, site clearance delays, Force Majeure, or Scheduled Maintenance). Restoration is formally documented upon the closure of the associated Trouble Ticket in the VZ Ticketing system. In the event that Verizon does not achieve the specified Time to Repair (TTR) performance objective for an individual outage event, the Customer will qualify for a financial reimbursement applied as a percentage of the Monthly Recurring Charge (MRC).

SLA Payout Tiers Based on TTR Breach

Operational Performance Grade	Target	5% Credit on MRC	7% Credit on MRC	10% Credit on MRC
Platinum Grade	≤ 4h	0-2h over target	2-4h over target	>4h over target
Gold Grade	≤ 4h	0-2h over target	2-4h over target	>4h over target
Silver Grade	≤ 8h	0-4h over target	4-8h over target	>8h over target
Bronze Grade	≤ NBD	>1 business day over	1-2 business days over	>2 business days over

Performance grades are indicated on the Customer's Service Order Form and Invoices

3.3 **Multi-Circuit Site Availability (Optional)**

Customer has the option to enroll in a Site-Level Availability commitment if they implement two separate GBI Circuits—or a combination of one GBI and one Internet Dedicated Service or Private IP circuit—provided both maintain at least a Silver operational performance grade at a single physical Service Location.

- **Definition of Site Unavailability:** Site Unavailability is defined as the total accumulated elapsed time during a calendar month during which *both* GBI Circuits are simultaneously experiencing a Service Outage, as confirmed by concurrent, valid reactive Trouble Tickets with Verizon.
- **Site Availability Target:** The target for Site Availability is ≥ 99.99%
- Site SLA Credit: In the event that Site Unavailability exceeds the target, Customer shall be eligible for a credit of 20% of the combined Monthly Recurring Charges (MRC) of the two affected Circuits.
- **Double-Dipping Restriction:** Customers may claim *either* the individual Circuit Availability SLA (as defined in 3.1) *or* the Multi-Circuit Site-Level Availability SLA (as defined here in 3.3), but not both, for the same outage event.

3.4 **Installation Service Level Standard**

Verizon's commitment for Service deployment is to achieve the provisioning of the underlying Third-Party Vendor (TPV) access Circuit and the functional activation of the Verizon Internet port on or before the committed Customer Due Date.

3.4.1 **Installation Measurement**

The provisioning interval is measured as the total elapsed duration in days commencing from the formal acceptance of the Service Order by Verizon and concluding upon the successful Service Activation Date.

3.4.2 **Installation Breach Remedy**

In the event that Verizon fails to achieve functional activation by the committed Customer Due Date by more than 10 business days, the Customer is eligible for a one-time Service credit equal to 50% of the Monthly Recurring Charge (MRC) for the affected GBI Circuit.

3.4.3 **Installation Service Level Standard Exclusions**

In addition to the General Exclusions defined within this attachment, measurements for provisioning performance exclude the following factors:

- Deployment delays resulting from Customer-initiated scheduling conflicts, site moves, or lack of cooperation.
- Lapses in activation timelines caused by modifications to a previously accepted Service Order by Customer or its third-party agents.
- Inaccessibility of site facilities, internal wiring constraints, or the absence of necessary Customer-provided equipment at the Service Location.
- Timeframe extensions required for localized infrastructure builds or the relocation of the Local Access demarcation interface (e.g. special construction).
- Inaccurate technical specifications or incorrect site contact information provided during the formal ordering process.
- Changes to a previously accepted Service Order by the Customer or its agents.
- Inaccurate or incorrect order information provided by the Customer.
- Delays in signing requires Verizon or Third Party Vendor (TPV) authorization or IP Justification documents.
- Delays resulting from the delivery or availability of other services (e.g. CPE or managed overlay services) related to the GBI service.

Any elapsed duration attributable to the specified exclusions will be explicitly deducted from the total Service Activation Date calculation.

4. EXCLUSIONS & REMEDIATION

4.1 **General Exclusions**

No Service credits will be payable if the failure to reach any Service Level Standard is due to any of the following factors:

- Acts or omissions by the Customer or its employees, affiliates, contractors, agents, or representatives.
- Suspensions in the provisioning workflow arising from Customer financial credit reviews or payment delinquencies.
- Failure of power at the Service location.
- Failure to grant access to the Service location.
- Failure or malfunction of equipment or systems not managed by Verizon or its Third Party Vendor (TPV).
- Lack of sufficient space for equipment at the Service location.
- Lack of adequate cooling for the equipment room.

- Circumstances or causes beyond the reasonable control of Verizon or its representatives.
- Planned Service Interruptions (scheduled maintenance, planned enhancements, or upgrades; Verizon will endeavor to provide at least five (5) business days notice).
- Emergency Maintenance (maintenance required to prevent serious degradation or loss of Service).
- Periods during which Verizon is not provided with necessary access to the Service location or network elements.
- Periods while Customer is actively testing or verifying that a reported issue has been resolved.
- Customer inquiries for circuit monitoring purposes only.
- Force Majeure events.

Any Service degradation, packet drop, or outage arising from Customer Premises Equipment ("CPE") not directly managed under a concurrent Verizon Managed Services contract, or Customer-provided firewalls, shall be entirely excluded from performance evaluations.

4.2 **Cooperative Remediation Protocol**

If an individual GBI Circuit breaches the Service Availability target for three (3) consecutive calendar months, or experiences a single continuous outage lasting greater than seventy-two (72) hours, Verizon and Customer will initiate a mandatory joint remediation path to mitigate systemic downtime. Verizon reserves the right to execute one of the following remedies at its sole discretion:

- **Mandatory Provider Migration with Price Protection:** Verizon may migrate the Service to an alternate underlying Third-Party Vendor (TPV) within Verizon's vetted partner network. To eliminate Customer financial risk during infrastructure remediation, Verizon guarantees that the replacement Circuit's Monthly Recurring Charge (MRC) will not exceed a 15% price increase over the original contracted site Monthly Recurring Charge (MRC), and the new installation NRC will be waived. The provided IP Addresses for the service will likely change in this case.
- **Service Disconnection:** If no viable alternative Third-Party Vendor (TPV) is available in the region, or if the Customer rejects a price-protected alternative provider switch, Verizon retains the right to disconnect and terminate the GBI Service at that specific site upon thirty (30) days' written notice. Following a termination executed under this chronic clause, all Early Termination Charges ("ETCs") for that specific site are mutually waived, and Verizon is completely released from subsequent SLA credit liabilities or performance claims for that location.
- **Service Retention (Degraded Performance):** In instances where a suitable alternative is unavailable, the Customer may elect to retain the current GBI Circuit in its degraded state. If the Customer elects to continue the Service, such service shall no longer be subject to the Service Level Agreements set forth in this document, and the Customer waives all future eligibility for SLA credits regarding this specific Service.

5. CLAIMS & REPORTING PROCEDURES

To qualify for service credits, customers must report service interruptions by opening a valid trouble ticket within 72 hours of the event. Once a ticket is open, formal claims must be submitted to the assigned Verizon Account Manager or via the VEC Portal within 30 days following the end of the calendar month in which the breach occurred. Each claim must include the relevant trouble ticket and circuit IDs; we recommend attaching telemetry logs for faster processing. Please note that account payment obligations remain in effect while the claim is under review, and Verizon's internal logging serves as the definitive source for calculating downtime and credit eligibility.

Credit eligibility is governed by the following criteria: payouts are capped at three consecutive months per circuit, and claims are evaluated strictly on a per-circuit basis, meaning outages cannot be leveraged against unaffected circuits. Credit calculations are limited to the core GBI service line-item charge, excluding hardware, feature uplifts, and taxes, and cumulative annual credit disbursements shall not exceed 30% of the aggregate Annual Recurring Charge (ARC). For any single trouble ticket, customers may claim either an availability credit or an TTR credit, but not both; in cases of cascading failures, only the primary or causal failure is considered.

The appropriate refund amount will be credited to the Customer's account at the billing account number (BAN) level in one lump sum, as opposed to each individual circuit or all circuits under multiple BANs. The appropriate refund amount will be appearing as a line item on a bill delivered within 90 calendar days following Verizon's confirmation of non-compliance with the Service Level Standard.

6. LOCAL JURISDICTION TERMS

6.1 **Germany Specific Terms.** For Agreements under German law, all of the quality objectives above should be understood as voluntary commitments on the behalf of Verizon, rather than amendments to the services description for the Service, which forms part of the SOF. They are not assurances in the sense of warranties for which Verizon is liable. These commitments are made free of charge and they are not meant to be guarantees by the means of the German Civil Code (BGB). They shall furthermore not extend the rights Customer is entitled to by the BGB if Verizon is in breach of contract. Claims for compensation are determined solely by the scope of services defined in the Service Description and the quality levels given therein.

6.2 **Austrian Specific Terms.** For Agreements under Austrian law, all of the quality objectives above should be understood as voluntary commitments on the behalf of Verizon, rather than amendments to the services description for the Service, which forms part of the SOF. They are not assurances in the sense of warranties for which Verizon is liable. These commitments are made free of charge and any liability of Verizon for their achievement is excluded.

7. DEFINITIONS

The following definitions apply specifically to GBI Service performance tracking, in addition to standard administrative charge definitions found within the Verizon Service Guide:

Term	Definition
Carrier Diversity	Where Verizon provides the primary Access circuit and Customer orders Carrier Diversity, Verizon will obtain an additional Access circuit from an alternate Third-Party Vendor (TPV), where available. Note: This feature is limited to vendor diversity and does not guarantee full physical path diversity or geographic separation.
Inavailability	The total accumulated elapsed time during a calendar month, measured from the opening of a valid reactive Trouble Ticket to the restoration of basic IP layer connectivity by the Third-Party Vendor (TPV).
IP	Internet Protocol
Emergency Maintenance	Any unplanned service activity or unscheduled work to prevent service loss.
Next business day	Next Business Day (NBD) means the next calendar day, excluding weekends (Saturday and Sunday) and public holidays observed by the Customer site. Standard Business Hours are defined as 08:00 to 17:00 (local time at the Customer site). Any Trouble Ticket or request received after 17:00 local time shall be deemed to have been received on the following business day.
Operational Performance Grade	The Service standard tier (Platinum, Gold, Silver, or Bronze) configured during pre-sales quoting that dictates baseline availability expectations and target parameters for the Operational Performance Grade.
Order Acceptance	When Customer has provided all information required by Verizon, Customer has successfully passed a credit check (if required), and Verizon's ordering systems has processed the Customer's information and have accepted the order as ready for provisioning.
Overhead	Ethernet technology, which is what the GBI service utilize, requires packets to have headers, a checksum, interframe gaps and preambles. Those components ensure that the data packets get sent to the right place and end up in the right order and each use a small amount of bytes, Commonly known as "overhead." Overhead is the gap between the subscribed bandwidth speed and usable bandwidth speed. Additionally, actual data transmission or throughput may be lower than the connection speed due to internet congestion, server or router speeds, protocol overheads, and other factors controlled by standard industry protocols.

Term	Definition
Scheduled Maintenance	Any maintenance on the Internet hub to which Customer's Circuit is connected of which Customer is notified 6 days in advance. Notice of Scheduled Maintenance will be provided to the Customer's designated point of contact by a method elected by Verizon (e.g., email).
Service Issue	A degradation of Service where Customer is able to use the Service and is not prepared to release the Service for immediate testing. Service Issues are a Priority 2 restoration priority.
Service Start Date	The SLA formally starts upon formal Service acceptance.
Site	The specific physical address indicated on the Service Order
Systemic Downtime	Systemic downtime is formally defined as the registration of three (3) or more independent reactive Trouble Tickets for a singular Circuit within any rolling thirty (30) day calendar window.
Third-Party Vendor (TPV)	An external local carrier, wholesaler, or Internet Service Provider contracted by Verizon to supply the underlying transport loop and internet port handoff.
Trouble Ticket	The formal incident logging record established within Verizon's ticketing system used to initiate and track reactive break/fix fault isolation or non-compliance with a Service Level Standard.
Verizon Enterprise Center (VEC)	The online customer portal (https://enterprisecenter.verizon.com/) designated as an authorized mechanism for the submission of service credit claims, the reporting of service interruptions, and the tracking of trouble tickets as provided for in this Agreement.