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ETHERNET SWITCHED E-LAN + VIRTUAL PRIVATE LAN SERVICE

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1. GENERAL

1.1 **Service Definition.** Ethernet Switched E-LAN + and Virtual Private LAN Service (VPLS) are functionally comparable wide area networking services that provide multi-point, any-to-any connectivity between Customer Sites (subject to availability).

1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to both: Ethernet Switched E-LAN +, an Optimized Service (denoted with a “+” and sometimes referred to as Rapid Delivery) and Virtual Private LAN Service, a Non-Optimized Service.

1.2 Standard Features

1.2.1 **Ethernet Virtual Connection/VPLS Flow.** Verizon provides multi-point connectivity using Ethernet Virtual Connections (EVC) (Optimized Service)/VPLS Flow (Non-Optimized Service) and EVPLAN EVC (formerly SES) between two or more Customer Sites within a Customer domain, as designated by Verizon.

1.2.2 **Class of Service.** As a part of the standard EVC/VPLS Flow, Ethernet Switched E-LAN + and VPLS provide classes of service (CoS) that allow a Customer to select either a single CoS or multiple CoS for prioritized handling of priority, business, and basic data. CoS on EVPLAN EVC (formerly SES) are Basic or Real Time only.

1.3 Optional Features

1.3.1 **Traffic Replication.** With Traffic Replication, Verizon allows a Customer to replicate its traffic from a single Customer Site to all Customer Sites within a Customer domain, as designated by Verizon. This feature is not available on EVPLAN EVC (formerly SES).

1.3.2 **Dynamic Network Manager (Optimized Only).** With Dynamic Network Manager (DNM), Verizon provides a web-based interface through which Customer can view reports related to its EVC/VPLS Flow. Customer accesses DNM through the Verizon Enterprise Center portal. None of these features is available on EVPLAN EVC (formerly SES).

1.3.3 **Diversity.** The following diversity capabilities are available with Ethernet Switched E-LAN:

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- 1.3.3.1 **Service Edge Diversity.** With Service Edge Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device as determined by Verizon. This feature is not available on EVPLAN EVC (formerly SES).
- 1.3.3.2 **Service Edge Geographic Diversity.** With Service Edge Geographic Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device in a different building as determined by Verizon. This feature is not available on EVPLAN EVC (formerly SES).
- 1.3.4 **Real Time Class of Service (Optimized Service Only).** As an option for a Customer selecting multiple CoS, Verizon offers Real Time CoS, which provides an additional, higher priority CoS on an EVC.
- 1.3.5 **Premium Quality of Service (Non-Optimized Service Only).** With Premium Quality of Service (QoS), Verizon provides an additional, higher priority Real Time CoS on the VPLS Flow.
- 1.3.6 **Media Access Control Address Blocks (Non-Optimized Service Only).** Verizon provides a defined number of Media Access Control (MAC) addresses (MAC Address Block) based on the number of Customer Sites per Customer domain. Customer may order an additional MAC Address Block with 50 MAC addresses within a particular Customer domain to supplement the Verizon-provided MAC Address Block.

2. SUPPLEMENTAL TERMS

- 2.1 **Intrastate or Interstate Service (United States Only).** Ethernet Switched E-LAN in the U.S. Mainland are considered interstate for regulatory jurisdiction purposes if more than 10% of the total traffic over an instance of Ethernet Switched E-LAN (e.g., a circuit) is Internet traffic, or otherwise begins and ends in different states. If at least 90% of the total traffic over a Ethernet Switched E-LAN instance will begin and end in the same state, and is not Internet traffic, then Customer may order it as intrastate for regulatory jurisdiction purposes. When ordering intrastate Ethernet Switched E-LAN, Customer will be required to certify that (1) the traffic over the Ethernet Switched E-LAN instance purchased will be intrastate, as defined above; (2) if this certification is incorrect, Customer will be responsible for any unbilled surcharges and applicable fees; and (3) if this certification is no longer true, Customer has a duty to notify Verizon within thirty (30) days.
- 2.2 **Voice over IP (VoIP) Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VoIP transmission over Ethernet Switched E-LAN. To the extent such regulations apply, Customer shall comply with those regulations and indemnify, defend, and hold Verizon harmless for any claims arising from Customer's violation of such regulations.
- 2.3 **Geographic Requirements (India Only).** This clause applies to any use of Ethernet Switched E-LAN in India.
- 2.3.1 **Additional Documentation.** Prior to the Activation Date, Customer will complete and sign, or will cause its Indian Affiliate (or other end user) receiving Ethernet Switched E-LAN in India to complete and sign, the Private Network Inspection Pro Forma (Pro Forma) in the form found at the following URL: www.verizon.com/business/service_guide/reg/private-network-proforma.pdf. To the extent the Pro Forma cannot be completed (or is otherwise not completed) until after the Activation Date Customer authorizes Verizon to complete the Pro Forma and undertakes to provide any additional necessary information as requested by Verizon for that purpose.
- 2.3.2 **Restriction on Encryption Functionality.** Prior to connecting any encryption equipment to Verizon Facilities in India, Customer must obtain prior evaluation and approval from the relevant telecom

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authority. Customer will not employ bulk encryption equipment in connection with Verizon Facilities in India.

2.3.3 **Usage.** To the extent usage of Ethernet Switched E-LAN requires it, Customer warrants that: (a) it and/or its Indian Affiliate (or other end user) is an OSP as described in the "Revised Guidelines for Other Service Providers (OSPs)" released by the Indian Department of Telecommunications (DoT) on June 23, 2021 as amended from time to time; and (b) it and/or its Indian Affiliate (or other end user) will comply with all regulatory requirements applicable to OSPs.

2.4 **Turkey Use Prohibition.** Connections to and use of the public Internet, world wide web, and social media by a user in Turkey requires the exclusive use of the service of a locally licensed Internet service provider (such as Verizon) in a manner that is compliant with all applicable laws and with any licenses, codes of practice, instructions, or guidelines issued by regulatory authorities. Customer must immediately notify Verizon of any known contravention of the foregoing. Any violation of this express prohibition may result in immediate suspension of the relevant Services by Verizon until, in Verizon's sole judgement, the violation has been cured. Customer is responsible for any fines, penalties, losses, damages, costs or expenses incurred by Verizon due to Customer's violation of this prohibition.

3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for Ethernet Switched E-LAN+ and VPLS may be found at the following URLs:

Ethernet Switched E-LAN + Service Level Agreement at
www.verizon.com/business/service_guide/reg/cp_eseLAN_plus_sla.pdf for U.S. Services and non-U.S. Services.

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Virtual Private LAN Service Summary and Service Level Agreement at
www.verizon.com/business/service_guide/secure/cp_evpl_vpls_sla_summary_page_sg.htm

For EVPLAN EVC (formerly SES) there is no Service Level Agreement.

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4. FINANCIAL TERMS

4.1 **Optimized Services.** Customer will pay the Charges for Ethernet Switched E-LAN+ specified in the Agreement or an Order, including those below and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

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4.1.1 Administrative Charges

Administrative Charge	Charge Instance	Non-Recurring Charge
Administrative Change	Per Change	\$60.00
Cancellation Order	Per Connection	\$800.00
Expedite	Per Connection	\$1,000.00
Pending Order Change	Per Connection	\$60.00
Physical Change	Per Connection	\$200.00
Reconfiguration	Per Connection	\$200.00
Service Date Change	Per Connection	\$60.00

4.1.2 **Burstable.** With Burstable, Customer will pay a Burstable average charge monthly per circuit for any measured usage level greater than Customer's Bandwidth Commitment. Verizon will sample the E-LAN connection usage every five minutes during the monthly billing period and Customer's measured usage level will be based on usage at the 95th percentile of samples with the highest 5 percent of

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usage discarded for billing purposes. Incremental usage will be rounded up to the next full Mbps or Gbps.

4.1.3 **Scalable.** With Scalable, Customer will pay a Scalable overage charge per E-LAN connection based on connection speed changes Customer made during the month. Customer will be billed for a commitment speed and any overage speeds.

4.2 **Non-Optimized Services.** Customer will pay the charges for VPLS specified in the Agreement. Online pricing when provided by a U.S. Verizon entity is at www.verizon.com/business/service_guide/reg/cp_vpls_virtual_private_lan_service.htm.

5. **DEFINITIONS.** The following definitions apply to Ethernet Switched E-LAN and VPLS, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
Bandwidth Commitment	The portion of a port speed which Customer may use in a monthly period without incurring a Burstable or Scalable overage charge.
Reconfiguration	Reconfiguration provides Customer with the ability to reconfigure bandwidth or VLAN Tag on E-Line Ethernet Virtual Connection.

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