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ETHERNET SWITCHED E-LINE + ETHERNET VIRTUAL PRIVATE LINE

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1. GENERAL

1.1 **Service Definition.** Verizon's Ethernet Switched E-Line + and Ethernet Virtual Private Line (EVPL) provide point-to-point and point-to-multipoint connectivity between two Customer Sites, including data center-to-data center, LAN-to-LAN, and host-to-remote sites (subject to availability). Ethernet Switched E-Line + and EVPL are referred to collectively in this document as Ethernet Line Service.

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

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1.2 Standard Service Features

1.2.1 **Ethernet Virtual Connection.** Verizon provides an Ethernet Virtual Connection (EVC), which is a switched path that allows frames to move between two Customer Sites.

1.2.2 **Class of Service.** Verizon provides classes of service (CoS) that allows Customer to select either a single CoS or multiple CoS on an EVC for prioritized handling of various types of data. Basic, priority and real time CoS are provided as standard features of EVCs identified as E-Line (formerly SES) on the relevant Order. Basic, business and priority CoS are provided as standard features of Ethernet Line Service. Business CoS is not available with EVCs identified as E-Line (formerly SES) on the relevant Order.

1.3 Optional Features

1.3.1 **Dynamic Network Manager.** With Dynamic Network Manager (DNM, f/k/a Dynamic Bandwidth), Verizon provides a web-based interface through which Customer can dynamically manage its connection speeds. Customer accesses the DNM interface through the Verizon Enterprise Center portal. This feature is not available with EVPL and EVCs identified as E-Line (formerly SES) on the relevant Order.

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1.3.2 **Diversity.** Ethernet Line Service has the following diversity capabilities, where available:

1.3.2.1 **Service Edge Diversity.** With Service Edge Diversity, Verizon provides a second circuit connected to a separate Layer 2 switch device as determined by Verizon.

1.3.2.2 **Service Edge Geographic Diversity.** With Service Edge Geographic Diversity, Verizon provides a second circuit connected to a separate Layer 2 switch device in a different building as determined by Verizon.

1.3.3 **Real Time Class of Service (Optimized Only).** As an option for Ethernet Switched E-Line and EVPL, Verizon offers Real Time CoS which provides an additional, higher priority CoS on an EVC.

2. AVAILABLE VERSIONS

2.1 **Optimized Service - Ethernet Switched E-Line +.** With Ethernet Switched E-Line + service, Verizon provides connectivity between endpoints regardless of location with the understanding that if Customer orders intra-LATA connectivity between ethernet access circuits in the following areas: CT, DC, DE, MA, MD, NJ, NY, PA, RI and VA, Verizon will provide such local connectivity, which will be identified as E-Line (formerly SES) on the relevant Order.

2.2 **Non-Optimized Service - Ethernet Virtual Private Line.** The following three (3) options are available for EVPL:

2.2.1 **EVPL Metro (U.S. Only).** With EVPL Metro, Verizon provides intra-LATA connectivity between ethernet access circuits (also Verizon-provided).

2.2.2 **EVPL National (U.S. Only).** With EVPL National, Verizon provides inter-LATA connectivity between ethernet access circuits (also Verizon-provided).

2.2.3 **EVPL International.** With EVPL International, Verizon provides connectivity between ethernet access circuits (also Verizon provided) at least one of which is outside the U.S. Mainland.

3. SUPPLEMENTAL TERMS

3.1 **Intrastate or Interstate Service (United States Only).** Ethernet Line Service in the U.S. Mainland is considered interstate for regulatory jurisdiction purposes if more than 10% of the total traffic over an instance of Ethernet Line Service (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 Line Service 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 Line Service, Customer will be required to certify that (1) the traffic over the Ethernet Line Service 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.

3.2 **Geographic Requirements (India Only).** This clause applies to any use of Ethernet Line Service in India.

3.2.1 **Additional Documentation.** Prior to the Activation Date, Customer will complete and sign, or will cause its Indian Affiliate (or other end user) receiving the Ethernet Line Service 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/req/private-network-proforma.pdf. To the extent the Pro Forma cannot be completed (or is otherwise not completed) until after the Activation Date

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Customer authorizes Verizon to complete the Pro Forma and undertakes to provide any additional necessary information as requested by Verizon for that purpose.

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

3.2.3 **Usage.** To the extent usage of the Ethernet Line Service 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.

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3.3 **Restriction on Use (Russia Only).** Customer shall not use any Ethernet Line Service for sending or receiving VoIP and/or Internet traffic. Any Customer violation of the foregoing obligation shall constitute Cause under the Agreement and Verizon shall have the right to suspend and/or terminate Customer's use of Ethernet Line Service.

3.4 **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.

4. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for Ethernet Line service may be found at the following URLs:

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

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For the Ethernet services identified on Customer's Order as E-Line (formerly SES) services, only the following SLA shall apply at www.verizon.com/business/service_guide/reg/eseline-formerly-ses-sla.pdf for U.S. and non-U.S. Services.

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Ethernet Virtual Private Line Summary and Service Level Agreement at
www.verizon.com/business/service_guide/secure/cp_evpl_vpls_sla_summary_page_sg.htm for U.S. Services and non-U.S. Services.

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5. FINANCIAL TERMS

5.1 **Optimized Services.** Customer will pay the charges for Ethernet Switched E-Line + specified in the Agreement, 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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5.1.1 Administrative Charges

Administrative Charge	Charge Instance	Non-Recurring Charge
Administrative Change	Per Change	\$60.00

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Cancellation of 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

*Access must have sufficient bandwidth and the correct specification provisioned to support the reconfiguration request. This charge is in addition to the Administrative Change charge and applies per bandwidth reconfiguration.

5.2 **Non-Optimized Service.** Customer will pay the Charges for EVPL specified in the Agreement. Online pricing for EVPL provided by a U.S. Verizon entity is at www.verizon.com/business/service_guide/req/cp_evpl_cpa-based_etherent_vpl_cpa-based.htm.

5.2.1 **Minimum Commitment.** Customer commits to a 12 month minimum per circuit Service Commitment for each order of EVPL National or EVPL International. The terms and conditions of the Agreement will continue to apply to such Orders until the Service Commitment has ended.

6. **DEFINITIONS.** The following definitions apply to Ethernet Switched E-Line + and EVPL, 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/req/definitions_toc_2017DEC01.htm

Term	Definition
Reconfiguration	Reconfiguration provides Customer with the ability to reconfigure bandwidth or VLAN Tag on E-Line Ethernet Virtual Connection.

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