verizon

BROADBAND +

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1. GENERAL

1.1 **Service Definition.** Broadband + (Broadband) utilizes public internet protocol (IP) as a means of transport from Customer Sites to Verizon's and/or Third Party network services using a range of broadband access technologies including but not limited to copper, wireless, fiber, satellite or cable lines. Verizon may provision Broadband to Customer either directly, through different Third Parties, either through resale of such Third Party's service to Customer or, as described below, as agent for such Third Party in certain locations. Broadband must be used in conjunction with a Verizon or Third Party- provided global network service, and primarily for the purpose of connecting a Customer Site to that network service. Broadband cannot be used solely for Internet access and is not sold on a standalone basis. The Parties acknowledge and agree that, in certain locations within the United States (Out of Franchise or OOF locations), Broadband will be provided to Customer directly by a Third Party (i.e., Verizon shall act as an agent on behalf of the Third Party in arranging Service) and, in such instances, Verizon may provide consolidated billing,

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customer care and other ancillary services to Customer pursuant to agreement with such Third Party. The identification of the OOF locations and details of such arrangements will be available from Customer's account representative. With respect to services provided in OOF locations, all references in this Service Attachment to Verizon shall be deemed to be references to the applicable Third Party that is providing Broadband directly to Customer in such OOF locations.

1.2 Standard Service Features

1.2.1 **IP Addresses.** A suitable number of dynamic or static (as available) IP addresses (IPv4 protocol) to be used in conjunction with Broadband will be assigned in accordance with the currently applicable assignment guidelines in the relevant region. These IP addresses are provided from the ASN network of Verizon or a third party supplier.

1.2.2 **Service Equipment.** Service Equipment may be connected to the Broadband circuit via an Ethernet interface as required for the technology used. In the countries where Service Equipment is not available as part of Broadband the Broadband circuit will be terminated on Verizon or Customer provided equipment. Customer must not, allow any person to, remove, relocate, modify, damage, destroy or interfere with any settings, parameters or parts of the Service Equipment. Customer shall keep the Service Equipment safe and report any damage, fault, loss or theft of the Service Equipment promptly to Verizon. Notwithstanding the forgoing, if Customer orders portable Broadband services, the Customer may relocate the Service Equipment to another Customer Premise, within the same country as ordered, during the term. Initial delivery of the Service Equipment will be made to the location specified in the original Order. Customer assumes all responsibility for any onward shipping thereafter, and will be responsible for returning the equipment to the original location for repair, maintenance or cancellation of the service. Customer is responsible for setting up and taking down the Service Equipment for each re-deployment. When purchasing through Verizon, the Service Equipment will be self-setup and Customer is responsible for following the setup and activation instructions provided with the Service Equipment.

When self-set up equipment is ordered, Verizon or Third Party will drop-ship the Service Equipment to the customer. Customer acceptance of the delivery is an acknowledgement that the Service Equipment is complete, all equipment listed on the packing slip was included in the delivery and is in good condition. Customer is responsible for the safe installation of the equipment. Customer will be liable for any costs incurred by Verizon to replace or repair any Service Equipment damaged, faulty, lost or stolen in Customer's possession.

1.2.3 **Broadband Technology.** Broadband and Wireless services are based on different technologies including (but not limited to) copper, wireless, fiber, satellite or cable and the quality of the service can vary based on the technology available including services provided by Third Parties.

1.2.4 **LTE Business Internet.** In the U.S., LTE Business Internet is sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless. Current coverage details and additional plan information can be found at www.verizonwireless.com These plans are restricted to the Verizon Wireless 5G Nationwide® network and 4G network (domestic and international roaming are not available). For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. LTE Business Internet plans are for mobile broadband service, and can only be activated on select compatible Customer-provided data routers or designated devices sold through Verizon. If Customer supplies its own receiver/router, Customer is responsible for (i) ensuring that such receiver/router is compatible for use with LTE Business

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Internet; and (ii) any necessary installation or connection to the Verizon network. Customer should contact Customer's account representative to determine if a Customer-provided receiver/router is compatible. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment. When purchasing the device through Verizon, this device will be self-setup. Customer is responsible for following the setup and activation instructions provided with the Verizon-Equipment. Speeds represent the maximum speed but may be lower in the event of network congestion. After the data de-prioritization threshold is met on a line during any billing cycle, usage on that line may be prioritized behind other customers in the event of network congestion for the remainder of the billing cycle. All plans will be given 300 GB/month/line of data; if usage exceeds that allowance, blocks of 5 GB will be automatically added to your account for an additional charge. These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon. Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). Text messages cannot be sent or received on these plans.

1.2.5 **5G Business Internet.** In the U.S., 5G Business Internet is sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless. Current coverage details and additional plan information can be found at www.verizonwireless.com This plan is restricted to the Verizon Wireless 5G Ultra-Wide Band (C-Band) network (domestic and international roaming are not available). 5G Business Internet plan is for mobile broadband service, and can only be activated on select 5G C-Band compatible Customer-provided data routers or designated devices sold through Verizon. A compatible 5G-enabled receiver/router is required, either Verizon-Equipment or Customer-provided. If Customer supplies its own receiver/router, Customer is responsible for (i) ensuring that such receiver/router is compatible for use with 5G Business Internet; and (ii) any necessary installation or connection to the Verizon network. Customer should contact Customer's account representative to determine if a Customer-provided receiver/router is compatible. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment. When purchasing the device through Verizon, this device will be self-set-up. Customer is responsible for following the setup and activation instructions provided with the Verizon-Equipment. 5G Business Internet plan includes an unlimited data allowance. The monthly access fee will be pro-rated when changing price plans during a billing cycle. Speed Tier Limit represent the maximum downlink speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds. These plans are fixed location plans. Customer agrees to only use the Service at the qualified service address that Verizon approved at the time the Service was activated.

If Customer uses the Service outside of the qualified service address without the specific written approval of Verizon Wireless or Verizon, Verizon Wireless reserves the right to terminate the Service at any time thereafter upon written notice.

1.2.6 **LEO Satellite Internet.** Verizon offers Low Earth Orbit (LEO) Satellite Broadband Internet Services sourced from various providers, with installation vendors and configurations varying based on the regional jurisdiction of service delivery and Verizon's vendor arrangements. In the United States, Verizon procures bulk data from Starlink, a subsidiary of Space Exploration Technologies Corp., and develops proprietary service plans featuring pooled customer data, a 24/7 Satellite Network Operations Center, long-term partnerships with installation and maintenance vendors, customer portals accessible through the Verizon Enterprise Center, and a dedicated team of satellite engineers overseeing partner and service provider compliance.

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This offering is a best-effort broadband internet service that provides bandwidth and throughput for client internet applications. Actual bandwidth may be affected by environmental factors, including weather and other conditions that impact radio frequency propagation, and throughput may vary based on the size and model of the deployed antenna dish. While Verizon maintains Service Level Objectives for this offering, it is classified as a best-effort broadband service and does not include financial remedies or performance guarantees.

1.3 Optional Service Features

1.3.1 **IP Address Blocks.** Additional IP address blocks may be available, though such availability and block size may vary. An IP justification form may be required if additional IP addresses are requested.

1.3.2 **Service Equipment Upgrades.** Upgraded or additional equipment such as external antennas or ruggedized equipment may be available for an additional fee.

1.3.3 **Quantum Enabled Layer-2 Ethernet Bridge.** For an additional fee, Verizon Broadband + supports the transport of quantum-encrypted Layer-2 Ethernet traffic using quantum-derived entropy. This operates via preconfigured customer-premises routers to encapsulate Ethernet frames without inspecting or modifying your payload data.

1.4 Customer Responsibilities

1.4.1 **Forms.** Where Verizon or a Third Party requires certain forms to be signed or information to be provided to process Customer's order (e.g., warranties of agency, letters of agency, Know Your Customer information (including identity information and associated evidence, registration or IP justification forms), service terms), Customer shall provide such information and/or sign and return such forms promptly.

1.4.2 **Customer Equipment.** Customer is responsible for providing the necessary Customer Equipment to connect its network to the Service Equipment to enable Customer's use of Broadband and for ensuring that such Customer Equipment is fully compatible with the Service Equipment. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment.

1.4.3 **Customer-Provided Local Access.** Where required by Verizon or as otherwise may be agreed with Customer, a Customer provided Local Access may be used. Local Access should have the technical specifications required for Broadband. For Broadband using a Customer provided local access, Customer may use the local access for PSTN/ISDN services in addition to Broadband; however, certain PSTN/ISDN-services may not be compatible or may operate at a lower speed. PSTN and ISDN services are not part of the Broadband.

1.4.4 **Customer Space.** Customer is solely responsible to assess Customer's space, facilities, computer and transmission capacity needs, interoperability of Broadband with Customer Equipment and Customer's network. Customer shall provide access to building spaces, roof, power supplies, conduit to Customer's IP connection and any other areas required to install and provide the Service. Any extra cabling necessary within the Customer Site, including but not limited to the connection between the Broadband entrance point and Customer's IP connection point, is not included in the provision of Broadband and is Customer's responsibility.

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1.4.5 **Compliance with Instructions.** In order to safeguard the integrity of Verizon or the Third Party network, or to enable provisioning of Broadband, Verizon or the Third Party may take certain measures and give instructions to Customer, where necessary, to prevent or correct deficiencies in the Verizon Facilities or Third Party facilities or Broadband. Customer shall comply with any such instructions promptly.

1.4.6 **Disconnection.** Upon termination of the Broadband, Customer shall be required to disconnect the Customer Equipment from the Third Party's network.

1.4.7 **POTS Line.** If required, Customer shall arrange for a Carrier-provided POTS line – standard telephone line – to be in place for Broadband. The POTS line should have the technical specifications required for Broadband.

1.4.8 **IPv4 Addresses.** Prior to requesting any IPv4 addresses from Verizon, Customer will ensure that it is utilizing a minimum of 80% of any IPv4 addresses obtained from any source prior to making the request. Customer also acknowledges and agrees that (i) Customer will retain such addresses for at least 30 days after Verizon's activation of the circuit associated with such addresses; and (ii) Customer agrees to use 80% of the IP addresses provided by Verizon within 12 months after Verizon's activation of the circuit associated with such addresses.

2. SUPPLEMENTAL TERMS FOR THIRD PARTY SERVICES

2.1 **Third Party End User Agreement.** Where Verizon acts as an agent on behalf of a Third Party for Broadband in the United States and Customer orders such services, the acceptance of a Service Order for the Third Party's Broadband services will constitute a contract with the Third Party Broadband provider and Customer agrees to allow Third Party Broadband provider to commence the provisioning process and to install and provide ordered services. Customer agrees to be bound by the terms and conditions of the end user services agreement for such services. Customer authorizes Verizon to submit the order for such services to the Third Party on Customer's behalf and to perform any administrative functions required to formalize the contract between Customer and the Third Party. If the Third Party provides notice to Verizon that Customer has breached the Third Party's end user services agreement, the applicable Broadband services will be terminated as directed by the Third Party. The Third Party end user services agreement is specified at the following URL: www.entelesource.com/exhibits/Verizon_EUSA_20.pdf (Note: This section does not apply to any Low Earth Orbit (LEO) Satellite service.)

2.2 **Satellite Provider End User Terms.** Verizon provides Broadband connectivity through a Third Party satellite service provider ("Third Party Satellite Services"). Verizon is a reseller of Third Party Satellite Services, and Customer acknowledges having read, understood, and agreed to the end user service terms applicable to the Third Party Satellite Services, as specified at the following URL: www.starlink.com/legal?regionCode=US ("Satellite Provider End User Terms"). Customer agrees to contact Verizon, and not the Third Party satellite provider directly, for Customer support issues hereunder. If the Third Party provides notice to Verizon that Customer has breached the Satellite Provider End User Terms, the Third Party Satellite Services will be terminated as directed by the Third Party. The End User Terms may be updated by the Third Party from time to time.

For the purposes of Verizon's provision of low earth orbit satellite services to Customer hereunder, the following Third Party terms apply (which terms are also included herein as an exhibit for Customer's reference purposes only):

- **Acceptable Use Policy.** www.starlink.com/legal/documents/DOC-1001-59234-61

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- **Starlink Specifications.** www.starlink.com/legal/documents/DOC-1470-99699-90
- **Fair Use Policy.** www.starlink.com/legal/documents/DOC-1469-65206-75
- **Software License & Usage.** www.starlink.com/legal/documents/DOC-1003-77580-67

2.3 **Technical Feasibility and Broadband Availability.** In order to determine whether Customer can receive Broadband, the Third Party may conduct a technical feasibility check after receipt of an Order signed by Customer. In addition, the actual availability of Broadband may not be determined definitively until the date of installation. If Broadband is determined to be unavailable, Verizon will notify Customer promptly, cancel the unavailable order, and upon Customer request, requote Broadband circuit(s) based on the latest availability information. There will be instances where a circuit is quoted, using the information available at the time of a quote, but at the time the order is placed or upon installation, the Broadband circuit(s) is deemed not available and other Broadband circuit(s), sometimes with higher charges may be required and in such instances the circuit is requoted to Customer. For information purposes, sometimes it is only when an engineer arrives on site that a lack of capacity at the local level is discovered.

2.4 **Special Construction.** If, after an order is placed, Verizon finds that third-party special construction services are needed to build, configure or install any additional facilities and/or equipment necessary for Verizon to provide Broadband service, Verizon will notify the Customer of any such special construction charges. Upon customer acceptance, Special Construction charges may be billed separately and prior to completion of circuit. If Customer does not accept the special construction charges or changes in special construction charges, Customer may terminate the Order(s) affected by the special construction charges, with no cancellation fees.

2.5 **No Control and No Warranty.** Customer acknowledges that where Broadband is provided via a Third Party, Verizon exercises no control over that Third Party. Other than as specified in the clause entitled Support, Verizon does not resolve any performance issues relating to Third Party provided Broadband. Broadband is provided as-is. Neither Verizon nor Third Party warrants that Broadband will be available, uninterrupted or error-free.

2.6 **Support.** In the event of a report of Broadband interruptions or other performance issues, Verizon helpdesk will contact the Third Party and relay any information received from the Third Party to the Customer.

2.7 **Termination.** In the event Broadband is cancelled or is no longer offered by the Third Party or its underlying suppliers, for any reason at all, Verizon shall have a right to terminate the Broadband upon providing reasonable notice to Customer. In such cases, Verizon shall make reasonable efforts to provide a replacement service. If Customer does not wish to accept a functionally equivalent service or where such functionally equivalent service is not available, Broadband will be cancelled.

3. OTHER SUPPLEMENTAL TERMS

3.1 **Wireless Services.** The following terms apply to the provision of (i)Verizon as a reseller or agent for a third party; (ii) Wireless Service sold and/or provided by Verizon Wireless and/ or (iii)LTE Business Internet and/or 5G Business Internet sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless in the U.S.

3.1.1 **Wireless Service Availability.** Wireless Service uses radio technologies and is subject to transmission and service area limitations, interruptions, and dropped calls caused by atmospheric, topographical or

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environmental conditions, cell site availability, the router or its installation, governmental regulations, system limitations, maintenance or other conditions or activities affecting operation. Wireless Service is only available within each applicable plan coverage area, within the operating range of the wireless systems, and routers that are approved to operate on our network. Wireless Service may be provided by a third-party roaming carrier and subject to agreements with such carriers, and as such may be limited or slowed. Customer must activate and use the CPE within the areas served by Verizon owned and operated network. Verizon Wireless or Verizon Business Services reserves the right to terminate any Wireless Service that roam permanently on a third-party carrier's network. Customer Wireless Service must be used in a fixed location and must always be within the areas served by a Verizon owned and operated network.

3.1.2 **Enhancement of Wireless Service.** Customer must obtain Verizon's written approval before installing, deploying or using any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate Wireless Service. Verizon may terminate Wireless Service if Customer violates this section.

3.1.3 **Use of Wireless Service and CPE; MTNs; SIMs.** Wireless Service must be used for the purpose of connecting a Customer Site to the Verizon-provided network service or the Internet. Verizon may, in order to protect the Network, operations, and other customers, suspend or terminate the Wireless Service, if Wireless Service or CPE is used: (a) in an illegal manner (including "spamming" or other abusive messaging); (b) in a manner prohibited by the Agreement; or (c) in a manner that has an adverse impact on the Network, operations or customers. Customer is solely responsible for the use of the Wireless Service to transmit, receive, store or process its data in compliance with applicable law and regulations. Verizon Wireless provides applications that involve the storage of information which are not designed or intended for use with protected health information (PHI), as defined by the Health Insurance Portability and Accountability Act of 1996, as amended; therefore, the applications must not be used to create, store, transmit or receive PHI. Verizon will assign one mobile telephone number (MTN) to each line. Customer can port a MTN to another carrier, but you do not have any property right in the MTN. Verizon may change, reassign or eliminate a MTN upon reasonable notice to Customer under certain circumstances, including fraud prevention, area code changes, and regulatory or statutory law enforcement requirements. If the CPE requires a Subscriber Identity Module (SIM) card provided by Verizon, we own any intellectual property or software on the SIM card.

3.1.4 **Limitation of Liability – 911 Calls.** NEITHER VERIZON NOR VERIZON WIRELESS WILL BEAR ANY LIABILITY FOR USE OF THE WIRELESS SERVICE PROVIDED UNDER THIS ATTACHMENT ARISING OUT OF THE USE OR ATTEMPTED USE OF, OR THE INABILITY TO ACCESS, LIFE SUPPORT OR MONITORING SYSTEMS OR DEVICES, 911 OR E911, OR OTHER EMERGENCY NUMBERS OR SERVICES.

3.1.5 **Other Terms.** The speed provided by the Wireless Service is the maximum speed for such service. The Parties acknowledge and agree that with regard to Wireless Service the following uses are not permitted: Data sharing with another device; High bandwidth constant bit rate (CBR) or high bit rate applications; International or domestic roaming; Multimedia messaging (MMR).

3.1.6 **Wireless Connections.** Customer will be billed monthly, and is responsible for paying all fees, charges, Taxes and Surcharges (as defined in the "Taxes; Surcharges and Exemptions" section above) and charges for any usage in excess of the monthly data plan allowance based on the data plans ordered. on your data plans. Generally Customer is billed the monthly access fees and feature charges in

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advance, and airtime overage and other usage charges in arrears. Monthly billing cycles vary and may not correspond to calendar months.

For metered data plans overage usage (usage in excess of the monthly data plan amount) will be rounded to the next full GB of traffic, blocks of 5 GB will be automatically added to the Customer's account for an additional charge and will be billed in arrears. Data usage not used in a particular monthly billing period may not be carried forward to another month in the data plan selected by Customer. With regard to Wireless UNI, Customer overage charges are based on data usage sent through the wireless connection (including resent data), not data usage received by Customer Equipment.

Where applicable to the monthly data plan, after the data de-prioritization threshold is met on a line during any billing cycle the following may occur: (i) usage on that line may be prioritized behind other customers; (ii) speeds may be reduced for the remainder of the billing cycle and/or (iii) temporary suspension of the service for the remainder of the billing cycle. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon. Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). Text messages cannot be sent or received on these plans.

3.1.7 **Wireless Connection - Upgrades.** With respect to Customer-requested upgrades to its data plan for Access with Wireless UNI, the MRC will be prorated according to the date the new data plan is available to Customer. For metered data plans overage usage will be based on the data plan in effect on the last day of the billing period when traffic usage is calculated. The billing period with respect to overage usage may differ according to the country where Access with Wireless UNI is provisioned.

3.2 **Security.** Customer acknowledges that it is solely responsible for the security of its network, facilities and Customer's traffic when using Broadband, including determining whether such traffic should be encrypted. With the optional Quantum-Enabled Layer-2 Ethernet Bridge, the transport channel is encrypted without inspecting, processing, or modifying the Customer's payload data or application-level keys.

3.3 **Speeds.** Any quoted transmission speeds for Broadband as set out in the Order based on the data plan requested refers to either speed under ideal conditions; (ii) the maximum download and upload speed achievable with Broadband or (ii) the speed stated within the Order. For information purposes the normally available download and upload speed and minimum download and upload speed may be lower than the maximum download and upload speed for a variety of reasons including without limitation, network congestion, line interference, atmospheric / topographical or environmental conditions, governmental regulations, system limitations, maintenance and network / Internet congestion and when there is a high volume of users during a peak time.

3.4 **U.S. Services for Mass Market Customers.** Mass-market customers, as defined by the Federal Communications Commission, should view important information regarding Network Management Practices and Service Performance information for the internet access service by visiting www.verizon.com/about/our-company/open-internet

3.5 **Delays in Installation.** In the event that Customer cancels the original installation date, Verizon reserves the right to terminate the Customer's Order where Customer has failed to agree with Verizon on a revised installation date for Broadband within 25 days from the original installation date. In such circumstances Customer will be liable for any costs incurred by Verizon resulting from cancellation of Broadband.

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3.6 **VoIP Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VOIP transmissions over the Verizon Facilities. To the extent such regulations apply, Customer shall comply with such regulations as applicable.

3.7 **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.

3.8 **Service in India**

3.8.1 **No Internet Telephony in India.** Verizon's license from the Indian Ministry of Communications, Department of Telecommunications (DoT) requires Verizon to restrict use of its Broadband Service for Internet telephony. Customer expressly agrees that it shall not use, or permit others to use, the Service for Internet telephony except in one of the following three ways: (i) personal computer (within or outside India) to personal computer (within or outside India); (ii) personal computer (within India) to the public switched telephone network (PSTN) outside of India (PSTN connection gateway located outside India); or (iii) IP-based H.323 or SIP terminal connected directly to a licensed ISP within India to a H.323, SIP, or similar terminal connected directly to a licensed ISP anywhere in the world (including India).

3.8.2 **Restriction on Encryption Functionality in India.** The use of encryption shall be governed by the government policy/rules made under the Information Technology Act, 2000. Customer will not employ bulk encryption equipment in connection with Verizon Facilities in India.

3.8.3 **End User Identification in India.** Customer acknowledges that DoT and other Indian governmental authorities may from time to time require Customer to identify the end users of Broadband in order to monitor and prevent unlawful activity over Verizon Facilities. Where Customer uses Wi-Fi connectivity in relation to Broadband, Customer shall employ appropriate authentication processes to secure Verizon Facilities and retain records of all authorized end users of Broadband. Such records shall include sufficient details to permit DoT or other Indian governmental authorities of India to identify and locate end users.

3.8.4 **Additional Documentation in India.** Customer will complete and sign, or will cause its Indian Affiliate (or other end user) receiving Broadband in India to complete and sign by the Activation Date and in any event not later than 15 days later, the Inspection Pro Forma (Pro Forma) set out at www.verizon.com/business/service_guide/reg/pro-formas.htm Schedule 1 Proforma for checking bona fide of Broadband Customers. To the extent the Pro Forma cannot be completed (or is otherwise not completed) by Customer within that time Customer authorizes Verizon to complete the Pro Forma and undertakes to provide any additional necessary information as requested by Verizon for that purpose. Failure to complete the Pro Forma or permit any inspection as required by Verizon's license and/or applicable law may result in the Broadband being disconnected.

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3.8.5 **Usage.** To the extent usage of Broadband 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 23 June 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

3.8.6 **Toll Bypass.** The Parties will not use Broadband to bypass international/long distance charges in contravention of applicable law or regulation, specifically inclusive of telecommunications law and regulations in any country where Broadband is used.

4. **SERVICE LEVEL AGREEMENT**

No service level agreements are included with Broadband except when Broadband is combined with Wireless Backup in the U.S. only. That Broadband SLA can be found at the following URL: www.verizon.com/business/service_guide/reg/cp_ibs_broadband_sla.pdf

5. **FINANCIAL TERMS**

5.1 **Details.** Customer will pay the monthly recurring charges (MRCs), which are fixed for the Service Commitment and non-recurring charges (NRCs) for Broadband as specified within this Service Attachment, including but not limited to any charges for any usage in excess of the monthly data plan allowance based on the data plans ordered, and below, at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm and in the applicable Order or Online Terms. Customer will also pay additional MRCs, which are fixed for the Service Commitment and NRCs for any optional features that may be applicable to the particular Broadband service and subscribed to in this Contract. MRCs will be charged in advance. Some wireless services may have usage/overage charges. On the invoice delivered to Customer, Broadband service will be identified as "Access-Broadband Access" and "Broadband". For Broadband provided by a Third Party, Verizon will invoice Customer for such services immediately following implementation.

5.2 **Administrative Charges.** The Administrative NRCs specified below are applicable to Broadband. While the charges shown are quoted in United States dollars, actual charges will be billed in invoice currency.

Administrative Charge	Charge Instance	NRC
Administrative Change	Per Change	$60
Pending Order Change	Per Order	$60
Physical Change	Per Order	$60
Service Date Change	Per Order	$60

5.3 **Return of Service Equipment.** If Verizon provides Customer with Service Equipment (e.g. router, antenna or terminal). Customer must return the Service Equipment within 10 business days following the end of the term or any termination of Broadband; whichever is earlier. If Customer fails to return the Service Equipment within such time period or if in Verizon's discretion the Service Equipment returned is in a condition materially inferior to the condition originally provided, save for reasonable wear and tear, Verizon will bill Customer Verizon's list price for the Service Equipment.

5.4 **Early Termination.** If Broadband is terminated by Customer without Cause, Verizon has no further responsibility under the Service Order and Customer will promptly pay Verizon an amount up to the full amount of the remaining payments that would have been due under the Order for such terminated

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Broadband services, which Customer acknowledges are liquidated damages reflecting a reasonable measure of actual damages and not a penalty.

5.5 **Volume Commitments and Third Party Services.** Where Verizon acts as an agent on behalf of a Third Party for Broadband in the United States and Customer orders such services, the charges for such services shall not apply to any Volume Commitments agreed to by Verizon and Customer.

5.6 **Missed Appointment Charge.** If Customer schedules an appointment for a technician to install equipment or perform maintenance at a Customer Site and Customer misses the appointment or does not prepare the premise for installation, Customer may be subject to a missed appointment charge.

6. **DEFINITIONS.** The following definitions apply to Broadband, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
ASN	Autonomous System number
ISDN	Integrated Services Digital Network
PSTN	Public Switched Telephone Network
Verizon Wireless	Cellco Partnership d/b/a as Verizon Wireless

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