

WAN ANALYSIS REPORTING

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
 - 1.3 Optional Service Features
2. SERVICE LEVEL AGREEMENT
3. FINANCIAL TERMS
 - 3.1 General Financial Terms
4. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** WAN Analysis Reporting is a web-based reporting tool that provides customers with a consolidated view of their Verizon-provided network infrastructure for network bandwidth of 1Mbps to 10GB circuits.

- 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to both Optimized Service (denoted with a “+” and sometimes referred to as Rapid Delivery) and non-Optimized Service.

1.2 **Standard Service Features**

- 1.2.1 **Provider Edge Statistics Reporting.** Through Provider Edge (“PE”) Statistics Reporting, Verizon provides daily performance information about the Customer’s PIP network.

- 1.2.2 **Standard Select.** With Standard Select, Verizon provides detailed data from the performance of Customer’s managed or unmanaged network components.

- 1.3 **Optional Service Features.** The following optional service features are upgrades to the WAN Analysis Reporting- Standard Select feature.

	ETM	ETM Select	ETM Select with netflow	Threshold PPM
Managed Customer	Upgrade alternative to Standard Select	Upgrade alternative to Standard Select or ETM	Upgrade alternative to Standard Select, ETM or ETM Select	Optional Add on to Standard Select, ETM, ETM Select or ETM Select with netflow
Unmanaged Customer	Upgrade alternative to Standard Select	Upgrade alternative to Standard Select or ETM	Upgrade alternative to Standard Select, ETM or ETM Select	Not available.

- 1.3.1 **Enhanced Traffic Management Reporting.** Through Enhanced Traffic Management (“ETM”) Reporting, Verizon will provide all of the features and reports of Standard Select Reporting, plus Customer edge (“CE”) response path reporting and quality of service (“QoS”) performance reports.

- 1.3.2 **ETM Select Reporting.** Through ETM Select Reporting, Verizon will provide all of the features and reports of ETM Reporting plus end user CE performance exceptions and alarms, near real-time trending capabilities and CE network status maps, infrastructure capacity analysis reports, visual representation projections of performance exceptions and related faults, and allow Customer to set up email notification to its users when certain exceptions occur.

- 1.3.3 **ETM Select Reporting with netflow.** Through ETM Select with netflow Reporting, Verizon will provide all of the features and reports of ETM Select Reporting plus optional configuration of traffic monitoring across an IP network known as “netflow.”

- 1.3.4 **Threshold Proactive Performance Monitoring.** With Threshold Proactive Performance Monitoring (“PPM”), Verizon provides analysis of Managed WAN performance against Verizon-defined thresholds for standard performance and performance-related threshold alerts from Customer’s Network for automatic trouble ticket generation to Verizon.

2. SERVICE LEVEL AGREEMENT

The service level agreements for WAN Analysis Reporting (Optimized and non-Optimized) can be found at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_war_plus_sla.pdf.

3. FINANCIAL TERMS

3.1 **General Financial Terms**

- 3.1.1 **Optimized Services.** Monthly recurring charges (“MRCs”) for WAN Analysis Reporting+ are specified in the applicable Contract, and are fixed for the Service Commitment, and at the following URL: http://www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.

3.1.2 **Non-Optimized Services (U.S. only)**

- 3.1.2.1 **Private IP.** For Customers receiving non-Optimized Private IP services, the pricing for WAN Analysis Reporting is located at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_private_ip_service.htm

- 3.1.2.2 **Managed WAN.** For Customers receiving non-Optimized Managed WAN services, the pricing for WAN Analysis Reporting is located at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_managed_wan_services.htm

- 3.1.2.3 **Managed LAN.** For Customers receiving non-Optimized Managed LAN services, the pricing for WAN Analysis Reporting is located at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_managed_lan_services.htm

4. **DEFINITIONS.** In addition to the definitions identified in the Master Terms, the following administrative charge definitions apply to WAN Analysis Reporting: www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm