



ETHERNET SWITCHED E-LAN + (Optimized Service) VIRTUAL PRIVATE LAN SERVICE (Non-Optimized 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 Service Features**
 - 1.2.1 **Ethernet Virtual Connection/VPLS Flow.** Verizon provides multipoint 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 provides classes of service (CoS) that allows 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.
 - 1.2.3 **Dynamic Network Manager (Optimized Only).** With Dynamic Network Manager, Verizon offers E-LAN Burstable and E-LAN Scalable bandwidth options providing Customer the ability to dynamically manage E-LAN connection speeds. This feature is not available on EVPLAN EVC (formerly SES).
 - 1.2.3.1 **Burstable.** With Burstable, Customer selects a Bandwidth Commitment and may burst up to a higher selected bandwidth as required. This feature is not available on EVPLAN EVC (formerly SES).
 - 1.2.3.2 **Scalable.** With Scalable, Customer selects its connection speeds in specified increments. Customer can dynamically manage its connection speeds in the Verizon Enterprise Center portal. This feature is not available on EVPLAN EVC (formerly SES).

1.3 **Optional Service Features**

- 1.3.1 **Traffic Replication.** With Traffic Replication, Verizon allows a Customer to replicate its traffic from a single site to all sites within a Customer domain, as designated by Verizon. This feature is not available on EVPLAN EVC (formerly SES).
- 1.3.2 **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 **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).

1.4 **Optimized Service - Optional Service Features**

- 1.4.1 **Real Time Class of Service.** As an option for a Customer selecting multiple CoS, Verizon offers Real Time CoS, which provides an additional, higher priority CoS on an EVC.

1.5 **Non-Optimized Service - Optional Service Features**

- 1.5.1 **Premium Quality of Service.** With Premium Quality of Service (QoS), Verizon provides an additional, higher priority Real Time CoS on the VPLS Flow.
- 1.5.2 **Media Access Control Address Blocks.** Verizon provides a defined number of Media Access Control (MAC) addresses (MAC Address Block) based on the number of 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 **Restriction on Encryption Functionality in India.** Prior to connecting any encryption equipment to Verizon Facilities in India Customer must obtain prior evaluation and approval from the relevant telecom authority.

- 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.verizonenterprise.com/external/service_guide/reg/cp_eseLAN_plus_sla.pdf for U.S. Services and non-U.S. Services

Virtual Private LAN Service Summary and Service Level Agreement at www.verizonenterprise.com/us/publications/service_guide/secure/cp_evpl_vpls_sla_summary_page_S_G.htm

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

4. **FINANCIAL TERMS**

- 4.1 **Optimized Services.** Customer will pay the charges for Ethernet Switched E-LAN+ specified in the Agreement or a Contract, including those below and at the following URL: www.verizonenterprise.com/external/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.

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 overage 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 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 connections based on connection speed changes Customer made during the month. Customer will be billed for a commit speed and any overage speeds.
- 4.2 **Non-Optimized Services.** Customer will pay the charges for VPLS specified in the Agreement or a Contract. Online pricing for Service provided by a U.S. Verizon entity is at Virtual Private LAN Service at www.verizonenterprise.com/external/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.verizonenterprise.com/external/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.