



ETHERNET DEDICATED E-LINE +

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1. GENERAL

- 1.1 **Service Definition.** Verizon's Ethernet Dedicated E-Line + (Dedicated E-Line) service uses dedicated virtual circuits, with security characteristics similar to traditional private line services, to provide point-to-point or point-to-multipoint connectivity. As these circuit paths are predetermined, Dedicated E-Line also provides predictable latency, in addition to options for diverse, redundant connections for business continuity (subject to availability).
- 1.2 **Standard ~~Service~~ Features.** With Dedicated E-Line, Verizon provides a static, predetermined Ethernet Virtual Circuit (EVC) that is provisioned through Verizon's private network (sometimes known as Explicit Routing Option or ERO), with the highest Class of Service (COS) for priority routing.
- 1.3 **Reconfiguration.** Verizon will reconfigure the bandwidth available on Dedicated E-Line, upon Customer request. Related Local Access must have sufficient bandwidth and the correct specification provisioned to support the reconfiguration request.
- 1.4 **Optional ~~Service~~ Features**
 - 1.4.1 **Business Continuity Options.** As an alternative to a single, unprotected ERO EVC, Customer can choose an EVC with protection. ~~Under this option, where~~ Verizon provides (i) an ERO primary path EVC, and a backup EVC with a system-selected path, or (ii) an ERO primary EVC with a backup ERO EVC.
 - 1.4.2 **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.
 - 1.4.3 **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.

2. SUPPLEMENTAL TERMS

- 2.1 **Rejection of Orders.** Verizon may reject Customer's order request for Dedicated E-Line in the event when ~~(a) of the inability or impracticality of providing Dedicated E-Line in a particular geographic area in which~~



Verizon does not have sufficient presence, capacity, corporate infrastructure, or network technical infrastructure to effectively support Dedicated E-Line Services; or (b) Verizon has ceased supporting new implementations of Dedicated E-Line.

- 2.2 **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.
- 2.3 **Restriction on use of VoIP and/or Internet in Russia.** Customer shall not use Ethernet Dedicated E-Line + 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 Dedicated E-Line + services.

3. SERVICE LEVEL AGREEMENT

The [Service Level Agreement \(SLA\)](http://www.verizonenterprise.com/external/service_guide/reg/cp_edeline_plus_sla.pdf) for Ethernet Dedicated E-Line may be found at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_edeline_plus_sla.pdf

4. FINANCIAL TERMS

- 4.1 **General.** Customer will pay the ~~charges~~**Charges** for Dedicated E-Line specified in the Agreement, including those below and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Monthly recurring charges (MRCs) are fixed for the Service Commitment (if applicable). Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

4.2 **Administrative Charges.**

| Administrative Charge | Charge Instance | Non-Recurring Charge (NRC) |
|-----------------------|-----------------|----------------------------|
| 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 |

- 4.3 **Reconfiguration Charges.** An NRC applies per bandwidth reconfiguration, in addition to charges applicable to an Administrative Change. For orders which require a change in Customer's existing interface, physical access facility, and/or provider of the physical access facility, either Customer's Local Access circuit or Dedicated E-Line Service or both may need to be terminated and re-installed. Such termination may generate applicable ~~early termination charges~~ **Early Termination Charges** for which Customer is responsible. Customer will also be responsible for any ~~charges~~**Charges** resulting from installation of new Dedicated E-Line Service and/or Local Access circuit, as applicable.



5. **DEFINITIONS.** The following definitions apply to Dedicated E-Line, 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.

| Terms | Definitions |
|--------------------------------|---|
| Administrative Change | The modification of an existing circuit that involves changes to Customer name, Customer contact name, Customer phone number, verification of testing performed by third parties other than Verizon, and Service component rearrangements not involving a physical change. |
| Pending Order Change | The modification of an Order at Customer's request prior to the completion date of the Order. |
| Physical Change | The modification of an existing circuit, at the request of Customer, requiring physical change or re-termination of the circuit. |
| Service Date Change | The modification of an order Order, at the request of Customer, to request a new order due date that is within 30 days of the original order due date. Charges will apply for each occurrence in addition to other applicable Administrative Charges. |
| Explicit Routing Option | Routing of the Label Switched Path (LSP) that allows for a fixed path with deterministic latency. In the case when Customer diversity is required, the ability to configure either two explicitly routed diverse LSPs or a single LSP with explicit routed primary path and standby path. |