



## ETHERNET DEDICATED E-LINE +

### 1. GENERAL

- 1.1 Service Definition
- 1.2 Standard Features
- 1.3 Reconfiguration
- 1.4 Optional Features

### 2. SUPPLEMENTAL TERMS

- 2.1 Rejection of Orders
- 2.2 Restriction on Encryption Functionality ~~in (India Only)~~
- 2.3 Restriction on Use of VoIP and/or Internet in (Russia Only)

### 3. SERVICE LEVEL AGREEMENT

### 4. FINANCIAL TERMS

- 4.1 General
- 4.2 Administrative Charges
- 4.3 Reconfiguration Charges

### 5. DEFINITIONS

#### 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 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 Features**

1.4.1 **Business Continuity Options.** As an alternative to a single, unprotected ERO EVC, Customer can choose an EVC with protection 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 request for Dedicated E-Line when (a) 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 Only).** 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 Only).** 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) for ~~Ethernet~~ Dedicated E-Line may be found at the following URL: [www.verizonenterprise.com/external/service\\_guide/reg/cp\\_edeline\\_plus\\_sla.pdf](http://www.verizonenterprise.com/external/service_guide/reg/cp_edeline_plus_sla.pdf)

### 4. FINANCIAL TERMS

- 4.1 **General.** Customer will pay the 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](http://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 for which Customer is responsible. Customer will also be responsible for any 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](http://www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm).

| Terms                          | Definitions   |
|--------------------------------|---|
| <b>Administrative Change</b>   | 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 <del>Service</del> -component rearrangements not involving a physical change.    |
| <b>Pending Order Change</b>    | The modification of an Order at Customer's request prior to the completion date of the Order.   |
| <b>Physical Change</b>         | The modification of an existing circuit, at the request of Customer, requiring physical change or re-termination of the circuit.  |
| <b>Service Date Change</b>     | The modification of an Order, at the request of Customer, <del>to request</del> <u>for</u> a new due date that is within 30 days of the original due date. Charges will apply for each occurrence in addition to other applicable Administrative Charges.                                 |
| <b>Explicit Routing Option</b> | 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. |