



SECURE HYBRID NETWORK

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1. GENERAL

- 1.1 **Service Definition.** Secure Hybrid Network allows Customers to get access to both the Private IP and Public IP networks with one single port. This solution consolidates the delivery of traditional and new age cloud based applications over a single, optimized network.
- 1.2 **Standard Service Features.** Verizon provides Secure Hybrid Network with the following standard features:
 - Aggregation of public and private transport methods through a single port to provide a seamless and secure transport-agnostic experience
 - Quality of Service (QoS) capability enables prioritization of critical traffic
 - Comprehensive Unified Threat Management offers protection for all traffic, whether accessing private or public networks
 - Congestion management
 - Customized Firewall policies
- 1.3 **Access to the Secure Hybrid Network POP.** Secure Hybrid Network is designed to allow access to the Verizon private backbone via broadband. Subject to availability, the broadband access to a Secure Hybrid Network PoP may be achieved via services provided by Verizon or third party broadband providers.

2. **Customer Responsibilities**

- 2.1 **Installation.** Unless otherwise provided by Verizon under a separate Service Attachment, Customer will provide the following to support installation activities such as site surveys, testing and activation:
 - Space and power for Verizon terminating equipment if required to deliver service.
 - All facilities and internal cabling to connect Customer's Site to the Demarcation of the Secure Hybrid Network circuit.
 - Notice to Verizon of the existence and location of wiring or any other risk factors on the Customer's Site which may affect Verizon's installation of Secure Hybrid Network.



2.2. **Entry to Customer Site.** Where Verizon requires entry to a Customer Site in order to provide (including, but not limited to, physical changes to Secure Hybrid Network facilities), Customer shall: (a) grant or shall procure the grant to Verizon of such rights of entry to each Customer Site, including any necessary licenses, waivers and consents and (b) respond promptly to notice from Verizon requiring Customer action, such as to coordinate Verizon entry to Customer Site needed for a change in facilities at a mutually convenient time within 30 days of such notice from Verizon.

3. **SUPPLEMENTAL TERMS**

3.1 **Voice over IP (“VoIP”) Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VoIP transmission over the Network. Customer shall comply with such regulations, as applicable.

3.2 **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 Access service, Verizon will notify the Customer of any such special construction charges. If Customer does not accept the special construction charges, Customer may terminate the order(s) affected by the special construction charges, subject to payment of any third party provider cancellation charges incurred by Verizon.

4. **SERVICE LEVEL AGREEMENT (SLA)**

The Service Level Agreement (SLA) for Secure Hybrid Network may be found at the following URL: http://www.verizon.com/business/service_guide/reg/cp-shn-sla.pdf

5. **FINANCIAL TERMS.**

5.1 **Secure Hybrid Network Service.** Customer will pay the charges for Secure Hybrid Network specified in the Agreement, 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 of the associated service.

5.2 **Administrative Charges.**

Administrative Charges	Charge Instance	Port Type	Speed	NRC
Cancellation of Service Order	Per Port	n/a	n/a	\$800.00
Expedite	Per Port	n/a	n/a	\$1,000.00

6. **DEFINITIONS.** The following definitions apply to Secure Hybrid Network Service, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
Port	An entrance to and/or exit from a network
Private IP	Private IP is a wide area data networking service which provides any-to-any connectivity to transport Customer Data between Customer Sites

7. **INTRASTATE ACCESS.** Customers have the following options to access the Secure Hybrid Network PoP:



Internet. Access is offered on an interstate and intrastate basis. When a customer subscribes to intrastate access (Internet), the following conditions apply:

- i. Customer agrees to no Internet accessibility from the Secure Hybrid Network PoP; and
- ii. Customer must sign an intrastate certification (set forth in attached Addendum A)



ADDENDUM A

Intrastate Certification

It is the nature of the traffic over the facility that determines the jurisdiction under federal telecommunications regulations, not merely the physical endpoints of the facility over which service is delivered. Traffic is intrastate when it begins and ends in the same state. Traffic is interstate when it begins in one state and ends in a different state. Internet traffic is interstate as well. For purposes of this Intrastate Certification, Interstate and Intrastate are defined as follows:

- Interstate = A circuit is “interstate” when interstate traffic amounts to more than 10% of the total traffic over the facility.
- Intrastate = A circuit is “intrastate” when interstate traffic amounts to 10% or less of the total traffic over the facility.

Customer certifies that: (1) the traffic over the facilities purchased under this Agreement will be Intrastate, as defined above; (2) if this Intrastate Certification is incorrect, Customer will be responsible for any unbilled surcharges and applicable fees; and (3) Customer has a duty to notify Verizon within thirty (30) days if the traffic no longer meets the Intrastate definition above.

Customer signature