



ETHERNET DEDICATED E-LINE +

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1. GENERAL

- 1.1 **Service Definition.** Ethernet Dedicated E-Line + (Dedicated E-Line) 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 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 **Dynamic Network Manager.** With Dynamic Network Manager (DNM), Verizon provides a web-based interface through which Customer can dynamically manage its connection speeds. Customer accesses the DNM interface through the Verizon Enterprise Center portal.
 - 1.4.3 **Diversity.** The following diversity capabilities are available with Dedicated E-Line:
 - 1.4.3.1 **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.



1.4.3.2 **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 **Intrastate or Interstate Service (United States Only).** Dedicated E-Line in the U.S. Mainland is considered interstate for regulatory jurisdiction purposes if more than 10% of the total traffic over an instance of Dedicated E-Line (e.g., a circuit) is Internet traffic, or otherwise begins and ends in different states. If at least 90% of the total traffic over a Dedicated E-Line instance will begin and end in the same state, and is not Internet traffic, then Customer may order it as intrastate for regulatory jurisdiction purposes. When ordering intrastate Dedicated E-Line, Customer will be required to certify that (1) the traffic over the Dedicated E-Line instance purchased will be intrastate, as defined above; (2) if this certification is incorrect, Customer will be responsible for any unbilled surcharges and applicable fees; and (3) if this certification is no longer true, Customer has a duty to notify Verizon within thirty (30) days.

2.3 **Geographic Requirements (India Only).** This clause applies to any use of Dedicated E-Line in India.

Additional Documentation. Prior to the Activation Date, Customer will complete and sign, or will cause its Indian Affiliate (or other end user) receiving Dedicated E-Line in India to complete and sign, the Private Network Inspection Pro Forma (Pro Forma) in the form found at the following URL: www.verizon.com/business/service_guide/reg/private-network-proforma.pdf. To the extent the Pro Forma cannot be completed (or is otherwise not completed) until after the Activation Date Customer authorizes Verizon to complete the Pro Forma and undertakes to provide any additional necessary information as requested by Verizon for that purpose.

2.3.1 **Restriction on Encryption Functionality.** Prior to connecting any encryption equipment to Verizon Facilities in India Customer must obtain prior evaluation and approval from the relevant telecom authority.

2.3.2 **Usage.** To the extent usage of Dedicated E-Line requires it, Customer warrants that it and/or its Indian Affiliate (or other end user) is an OSP as described in the "Revised Guidelines for Other Service Providers (OSPs)" released by the Indian Department of Telecommunications (DoT) on June 23, 2021 as amended from time to time.

2.4 **Restriction on Use (Russia Only).** Customer shall not use 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.

2.5 **Turkey Use Prohibition.** Connections to and use of the public Internet, world wide web, and social media by a user in Turkey requires the exclusive use of the service of a locally licensed Internet service provider (such as Verizon) in a manner that is compliant with all applicable laws and with any licenses, codes of practice, instructions, or guidelines issued by regulatory authorities. Customer must immediately notify Verizon of any known contravention of the foregoing. Any violation of this express prohibition may result in immediate suspension of the relevant Services by Verizon until, in Verizon's sole judgement, the violation



has been cured. Customer is responsible for any fines, penalties, losses, damages, costs or expenses incurred by Verizon due to Customer’s violation of this prohibition.

3. SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) for Dedicated E-Line may be found at the following URL:
www.verizon.com/business/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.verizon.com/business/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
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.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
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 component rearrangements not involving a physical change.
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.
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, at the request of Customer, for 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.