



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

2. SUPPLEMENTAL TERMS

2.1 **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.

2.2 **Customer-Provided Broadband Access.** Where Customer has a third-party local broadband access circuit, Verizon will establish an IP SEC Tunnel over the local internet broadband access circuit. When providing their own broadband access circuit, Customer is responsible for the reliability and availability of such service. If a letter of authorization is provided by Customer, Verizon may work directly with the third-party access provider on the customer’s behalf in the event of an access service disruption. Customer shall notify us, by creating a ticket in the Verizon Enterprise Center, of any planned maintenance/outage relating to their local broadband access circuit.

3. 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

4. FINANCIAL TERMS.



4.1 **Secure Hybrid Network Service.** Customer will pay the charges for Secure Hybrid Network Service 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.

4.2 **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

5. **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

6. **Intrastate or Interstate Access Service (U.S. only).** Access in the U.S. mainland is considered Interstate for regulatory jurisdiction purposes if more than 10% of the total traffic over an instance of the Service (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 Service 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 Access, customer will be required to certify that (1) the traffic over the Service 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.