

## SECURE HYBRID NETWORK

### 1. GENERAL

- 1.1 Service Definition
- 1.2 Standard Service Features
- 1.3 LTE Business Internet
- 1.4 5G Business Internet
- 2. SUPPLEMENTAL TERMS
  - 2.1 Voice over IP (VoIP) Restrictions
  - 2.2 Customer Provided Broadband Access
  - 2.3 Customer Premises Equipment
  - 2.4 Wireless Services
  - ~~2.5 Taxes, Surcharges, and Exemptions~~
  - ~~2.6 Wireless Connections~~
- 3. SERVICE LEVEL AGREEMENT
- 4. FINANCIAL TERMS
  - 4.1 Secure Hybrid Network Service
  - 4.2 Administrative Charges
- 5. DEFINITIONS
- 6. ACCESS

### 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

- ~~1.2.1~~ **3 LTE Business Internet.** In the U.S., LTE Business Internet is sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless. Current coverage details and additional plan information can be found at [www.verizon.com](http://www.verizon.com). These plans are restricted to the Verizon Wireless 5G Nationwide® network and 4G network (domestic and international roaming are not available). For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. LTE Business Internet plans are for mobile broadband service, and can only be activated on select compatible Customer-provided data routers or designated devices sold through Verizon. If Customer supplies its own receiver/router, Customer is responsible for (i) ensuring that such receiver/router is compatible for use with LTE Business Internet; and (ii) any necessary installation or connection to the Verizon network. Customer should contact Customer's account representative to determine if a Customer-provided receiver/router is compatible. Customer can purchase

Customer Premises Equipment from Verizon pursuant to a separate Service Attachment. When purchasing the device through Verizon, this device will be self-setup. Customer is responsible for following the setup and activation instructions provided with the Verizon-Equipment. Speeds represent the maximum speed but may be lower in the event of network congestion. After the data de-prioritization threshold is met on a line during any billing cycle, usage on that line may be prioritized behind other customers in the event of network congestion for the remainder of the billing cycle. All plans will be given 300 GB/month/line of data; if usage exceeds that allowance, blocks of 5 GB will be automatically added to your account for an additional charge. These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon. Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). Text messages cannot be sent or received on these plans.

**4.31.4 5G Business Internet.** In the U.S., 5G Business Internet is sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless. Current coverage details and additional plan information can be found at [www.verizon.com](http://www.verizon.com). This plan is restricted to the Verizon Wireless 5G Ultra-Wide Band (C-Band) network (domestic and international roaming are not available). 5G Business Internet plan is for mobile broadband service, and can only be activated on select 5G C-Band compatible Customer-provided data routers or designated devices sold through Verizon. A compatible 5G-enabled receiver/router is required, either Verizon-Equipment or Customer-provided. If Customer supplies its own receiver/router, Customer is responsible for (i) ensuring that such receiver/router is compatible for use with 5G Business Internet; and (ii) any necessary installation or connection to the Verizon network. Customer should contact Customer's account representative to determine if a Customer-provided receiver/router is compatible. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment. When purchasing the device through Verizon, this device will be self-set-up. Customer is responsible for following the setup and activation instructions provided with the Verizon-Equipment. 5G Business Internet plan includes an unlimited data allowance. The monthly access fee will be pro-rated when changing price plans during a billing cycle. Speed Tier Limit represent the maximum downlink speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds. These plans are fixed location plans. Customer agrees to only use the Service at the qualified service address that Verizon approved at the time the Service was activated. If Customer uses the Service outside of the qualified service address without the specific written approval of Verizon Wireless or Verizon, Verizon Wireless reserves the right to terminate the Service at any time thereafter upon written notice.

## 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.

2.3 **Customer Premises Equipment (~~CPE~~).** Secure Hybrid Network CPEs can be ordered from Verizon or a third-party, and ~~in either case~~ the CPEs ~~must~~ can be managed by Verizon or Customer-managed ("unmanaged CPE"). If ~~C~~customer uses third-party CPE, they are responsible for (1) ensuring it is, and will remain, compatible with all system and device requirements (e.g., ensuring the CPE sizing is capable of handling the traffic up to the port bandwidth selected in the order), and (2) any necessary installation of connection to the Verizon network. Customer further acknowledges that Verizon is not responsible for any loss in functionality that is attributable to the third-party CPE.

2.3.1 **Unmanaged CPE.** If Customer chooses this option, Customer will be responsible for (i) ~~the~~CPE installation, (ii) CPE management ~~of the CPE~~ and (iii) firewall security policy configuration. ~~ing the firewall security policies will be Customer's responsibility.~~ Customer is also responsible for ensuring that ~~their~~its CPE model(s) is/are compatible with ~~their~~its selected Secure Hybrid Network port bandwidth. Secure Hybrid Network portal access will be delivered~~provided via~~ the VEC portal to enable C-customer to set their~~relevant security policies.~~

2.4 **Wireless Services.** The following terms only apply to the provision of Wireless Service sold and/or provided by Verizon Wireless or LTE Business Internet and 5G Business Internet sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless in the U.S.

2.4.15 **Taxes, Surcharges and Exemptions.** If any federal, state, local or foreign tax, fee, assessment or other charge is required by law to be collected by Verizon Wireless (each, a "Tax"), or a serving carrier charges tax to Verizon Wireless on a roaming call, then Verizon Wireless or MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless ("Verizon Business Services") may bill such amount to Customer, and Customer shall pay such amount. If Verizon Wireless incurs a tax (other than a net income tax) or other expense to comply with regulatory or administrative obligations, (such as payments to local telephone companies for delivering calls from Verizon Wireless customers to their customers), Verizon Wireless or Verizon Business Services may bill a surcharge to defray such expense (a "Surcharge"). Taxes and Surcharges may change from time to time. With respect to any Tax other than a Tax charged by a serving carrier on a roaming call, if Customer provides Verizon Wireless or Verizon Business Services with an exemption certificate in the form provided by law, or with other evidence of exemption acceptable to Verizon Wireless or Verizon Business Services, then that specific Tax will not be collected from Customer. If an exemption applied by Verizon Wireless or Verizon Business Services at Customer's request is found not to apply, then Customer shall upon demand pay Verizon Wireless or Verizon Business Services the uncollected Tax and all related interest, penalties and additions to the Tax. Verizon Wireless or Verizon Business Services shall not issue credits for a Tax that is billed prior to Verizon Wireless or Verizon Business Services' receipt of evidence of exemption."

2.4.26 **Wireless Connections.** Customer will be billed monthly, and is responsible for paying all fees, charges, Taxes and Surcharges (as defined in the "Taxes, Surcharges and Exemptions" section above), on your data plans. Generally, Customer is billed the monthly access fees and feature charges in advance, and airtime overage and other usage charges in arrears. Monthly billing cycles vary and may not correspond to calendar months. For metered data plans overage usage (usage in excess of the monthly data plan amount) will be rounded to the next full GB of traffic and will be billed in arrears. Data usage not used in a particular monthly billing period may not be carried forward to another month in the data plan selected by Customer. With regard to Wireless User Network Interface (UNI), Customer overage charges are

based on data usage sent through the wireless connection (including resent data), not data usage received by Customer Equipment.

### 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](http://www.verizon.com/business/service_guide/reg/cp-shn-sla.pdf)  
[www.verizon.com/business/service\\_guide/reg/cp-shn-sla.pdf](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:

[https://www.verizon.com/business/service\\_guide/reg/applicable\\_charges\\_toc.htm](https://www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm)  
[www.verizon.com/business/service\\_guide/reg/applicable\\_charges\\_toc.htm](https://www.verizon.com/business/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:

[https://www.verizon.com/business/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](https://www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm)  
[www.verizon.com/business/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](https://www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm)

Term	Definition
<b>Port</b>	An entrance to and/or exit from a network
<b>Private IP</b>	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.