AMENDMENT No. 07 TO
MASTER SERVICES AGREEMENT FOR GTA DIRECT SERVICES
CONTRACT NUMBER 98000-GTA Direct-CONTRACT-4666-VER

This Amendment No. 07 (the "Amendment No. 07") is made this 3rd day of April, 2024, by and between the **GEORGIA TECHNOLOGY AUTHORITY** ("GTA") and **VERIZON BUSINESS NETWORK SERVICES LLC ON BEHALF OF MCI COMMUNICATIONS SERVICES LLC D/B/A VERIZON BUSINESS SERVICES AND ANY OTHER VERIZON AFFILIATES** ("Service Provider"), a New Jersey based corporation (each a "Party" and, collectively the "Parties").

WHEREAS, GTA and Service Provider entered into that certain Master Services Agreement for GTA Direct Services on September 18, 2020 having contract number 98000-GTA Direct-CONTRACT-4666-VER, with respect to certain services to be provided to GTA by Service Provider, as more particularly described therein (the "MSA").

WHEREAS, the MSA has been amended from time to time by mutual agreement of GTA and Service Provider as follows:

Amendment No. 01, entered into on September 24, 2020;
Amendment No. 02, entered into on May 25, 2021;
Amendment No. 03, entered into on September 20, 2021;
Amendment No. 04, entered into on May 31, 2023:
Amendment No. 05, entered into on December 19, 2023: and
Amendment No, 06, entered into on January 23, 2024.

WHEREAS, the Parties wish to further amend the MSA to extend the term for an additional year and to add Verizon VoIP for Operator Connect, Secure Cloud Interconnect (SCI), CPE (Out of Band modem wireless) and Securelogix to Exhibit 1.

NOW, THEREFORE, in consideration of the promises, the terms and conditions stated herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereto hereby agree as follows:

1. Exhibit 1 – Catalogue of Services, Service Levels, Pricing. The MSA is hereby amended by deleting Exhibit 1 Catalogue of Services, Service Levels, Pricing (effective December 28, 2023) attached to Amendment No. 06, and replacing it with the revised Exhibit 1 Catalogue of Services, Service Levels, Pricing ((effective May 1, 2024) including all attachments)) attached to this Amendment No. 07.

2. Term. The MSA is further amended by extending the term from July 1, 2024 until June 30, 2025.

3. Definitions. All capitalized terms used herein and not expressly defined herein shall have the respective meanings given to such terms in the MSA.

4. Successors and Assigns. This Amendment No. 07 shall be binding upon and inure to the benefit of successors and permitted assigns of the Parties hereto.

5. Entire Agreement. Except as expressly modified by this Amendment No. 07, the MSA shall be and remain in full force and effect in accordance with its terms and shall constitute the legal, valid, binding and enforceable obligations of the Parties. This Amendment No. 07 and the MSA, collectively, are the complete agreement of the Parties and supersede any prior agreements or representations, whether oral or written, with respect thereto.

IN WITNESS WHEREOF, the Parties have caused this Amendment No. 07 to be duly executed by their authorized representatives as of the date set forth above.

VERIZON BUSINESS NETWORK SERVICES LLC ON BEHALF OF MCI COMMUNICATIONS SERVICES LLC D/B/A VERIZON BUSINESS SERVICES AND ANY OTHER VERIZON AFFILIATES

By: David Brown

Name: David Brown

Title: Sr. Director

Date: 04/03/2024

GEORGIA TECHNOLOGY AUTHORITY

DocuSigned by:

By: Mark Albright
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Name: Mark Albright

Title: Customer Experience Officer

Date: 5/2/2024

EXHIBIT 1 (including Attachments)

Catalogue of Services, Service Levels, Pricing (effective May 1, 2024)
Attached as a separate Document

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ATTACHMENT C TO EXHIBIT 1

VOICE OVER IP SERVICE

1. GENERAL

1.1 **Service Definition.** Voice over IP (VoIP) Service enables Customer to make telephone calls via the Internet. Verizon offers two types with Optimized and Non-Optimized Service: IP Integrated Access (for sites with key or PBX systems) and IP Trunking (for premise based IP PBX equipment or cloud hosted calling platforms); and a third type with Non-Optimized VoIP Service: Hosted IP Centrex, where all the features of a PBX or key system reside on Verizon's VoIP network.

- **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized VoIP + Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized VoIP Service.

1.2 **Standard Service Features**

1.2.1 **Calling Capacity.** With VoIP Service, Verizon provides Customer the ability to select its simultaneous calling capacity.

1.2.2 **Burstable Enterprise Shared Trunks (BEST).** Customer's VoIP sites that are provisioned with BEST will be able to share the total simultaneous calling capacity purchased by Customer across its enterprise on a regional basis. Thus, simultaneous call units within a region contribute to the total available concurrent call capacity only within that region. Concurrent call pools cannot be regionally

shared between the Americas (U.S./Canada/Latin America), Europe, and Asia-Pac regions. BEST applies to enterprises in which all locations are on a metered or tiered pricing model. Simultaneous calling capacity can be shared between locations receiving both Local and LD VoIP service, and between locations receiving only LD service, but not across those two kinds of locations.

1.2.3 **Local/National Calling Services**

1.2.3.1 **Outbound Public Service Telephone Network (PSTN or Local) Calls.** Verizon enables Customer to place calls to most PSTN destinations, including but not limited to, local, national, international, fixed-to-mobile, Directory Assistance and non-geographic destinations. For Europe, a list of destinations not currently supported by VoIP Service is available upon Customer's request.

1.2.3.2 **Number Portability.** Verizon enables Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time VoIP Service is made available for use, or delay LNP for up to 10 days afterwards.

1.2.4 **Caller ID Information – Outbound**

1.2.4.1 **Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) Caller ID Information are supported.** Verizon enables Customer to prevent, or control, the presentation of its outbound Caller ID information to call recipients through the Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) features.

- CLIP presents a default Calling Line Identity (CLI).
- CLIR blocks the presentation of Customer's CLI.

1.2.4.2 **Alternative Caller ID (VoIP IP Trunking only).** Through the Alternative Caller ID feature, Verizon enables Customer to present an alternative CLI to call recipients, e.g., to display a local presence. Details on what types of numbers are supported are available on request.

1.2.4.3 **Elective Calling Number (ECN).** If configuring Alternative Caller ID correctly is difficult on Customer's equipment, ECN may be a better choice because it is configured in Verizon's network. Changes will require a change order. Customer must identify a Primary place of Use per location at time of ordering.

1.2.5 **Directory Assistance.** Verizon provides directory assistance, so that Customer can call the directory assistance operator to request telephone numbers (up to two per call in the U.S.).

1.2.6 **Operator Services.** Verizon provides operator assistance, so that Customer can call to request help to complete a long distance or local exchange telephone call.

1.2.7 **Codecs Support.** Verizon supports calls originating from Customer equipment on any of the following codecs (compression standards): G.711, G.729, T.38, and G.722/H.264. Verizon's VoIP Service transmits faxes sent using the G.711 and T.38 codecs.

1.2.8 **Key Group (IP Integrated Access only).** Verizon supports all features of the Key System at a Customer Site, and Customer can also use the following Verizon VoIP features: Call Return, Call Trace, Call Transfer, Call Waiting, Cancel Call Waiting, Consultation Hold, Hold, Flash Call Hold, Last number redial, Three-way calling, using the Feature Access Codes (as applicable).

1.2.9 **Support Services**

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1.2.9.1 **Online Integrated Administrator Console.** Verizon provides an online VoIP portal known as the Integrated Administrator Console (IAC) which Customer's designated administrator can use to set up and manage VoIP Service-related call routing and restrictions for Customer-defined groups across Customer' enterprise.

1.2.9.2 **Technical Support – Local Helpdesk.** Verizon provides a Helpdesk, which Customer's administrator can call for help with VoIP service issues.

1.3 **Optional Service Features**

1.3.1 **VoIP IP Enterprise Routing (VIPER).** Verizon will complete calls dialed over public numbers between Verizon VoIP Service Customer locations enabled with the VIPER feature without applying per-minute domestic or international usage charges. VIPER is available in the Americas (U.S., Canada, Latin America), Europe, and Asia-Pacific (except India).

1.3.2 **Additional Optional Features.** Call Forwarding; Calling Name Inbound (U.S. only; does not show names of wireless callers); Voice Mail (U.S. only); Auto-attendant; Accounting/Authorization codes; Call Intercept.

1.4 **Additional Verizon Responsibilities – Demarcation.** Verizon provides VoIP Service up to the demarcation point, which is the following:

- For VoIP IP Trunking, the Ethernet interface card where Customer's LAN is connected to the IP router.
- For IP Integrated Access with a PBX, the back end of the router (to enable Verizon to gain limited access to the gateway to provide limited assistance with repairs).
- For IP Integrated Access with a Key system, the FXS port.
- For Multi-Site IP Trunking Service – If Customer purchases Verizon VoIP IP Trunking Service for a centralized multi-site environment where the Customer WAN connects remote Site(s) through a single site (Hub site) to the Verizon VoIP network, the demarcation for the IP Trunking VoIP Service for each Customer Site in the centralized multi-site environment is the Hub site termination.

1.5 **Customer Responsibilities**

1.5.1 **Transport.** As transport for use with VoIP Service, Customer will, at its discretion, (a) separately purchase Verizon Internet Dedicated, Internet Dedicated Ethernet, Private IP Service, or Ethernet to Private IP Service (the latter two are the only forms of transport in Asia Pacific); or (b) in the case of use in the U.S. or in the Europe, Middle East, and Africa (EMEA) region, provide internet dedicated or internet dedicated Ethernet, service. Customer will contract directly with Verizon Wireless if Customer utilizes Verizon Wireless as access in the U.S. into Verizon's PIP network (available only with Optimized Service).

1.5.2 **Customer Facilities.** Customer will ensure that all Customer Facilities are compatible with VoIP. Customer may meet this responsibility by contracting separately with Verizon to perform associated tasks.

1.5.3 **Customer Not Ready.** The Customer must provide the order information sought by Verizon (e.g., porting telephone numbers, demarcation information) and, if applicable, provide to Verizon the date the Customer's site will be ready for the service within 10 business days of the date Verizon first contacts the Customer for such information. If the Customer does not provide such information by the 10th business day, then Verizon may cancel your order.

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1.5.4 **Emergency Calling Services**

1.5.4.1 **Busy Signal.** If the maximum number of concurrent calls on an IP trunk is exceeded or a Service outage occurs, an end-user may receive a busy signal when the end-user attempts to contact emergency services. Customer will inform its end-users of such possibility as described further in Section 3.8.1 and is responsible for developing and implementing alternative methods for its end users to obtain access to emergency services.

1.5.4.2 **Customer Relocates IP Phone.** If Customer relocates any of its IP phones to another Customer site or within the existing site (e.g., to another floor), Verizon will have no knowledge of such relocation and will continue to route emergency services calls based on the address associated with the registered ANI or STN the Customer initially provided to Verizon, providing the associated location to public safety. Customer is responsible to inform Verizon of relocation of IP phones through available methods (i.e., service order update or available portal), so that the outbound geographic call routing rules and location data used by public safety can be updated for the relocated phones. Dynamic E911, as provided herein, addresses IP phone relocation so Customers with Dynamic E911 are not subject to this section.

1.5.4.3 **Extension Formats.** Customer must ensure that extension numbers are not formatted using any European emergency number format, regardless of the country in which the end-user is located. (A List of European Emergency Numbers is available to Customer upon its request.) Use of any of those formats may prevent emergency calling from operating properly.

2. **AVAILABLE VERSIONS**

2.1 **Optimized VoIP Service**

2.1.1 **Service Description.** Verizon provides the following optional Service features.

2.1.2 **Optional Service Features**

2.1.2.1 **Verizon VoIP for Microsoft Teams Operator Connect (U.S., Canada and Mexico).** Verizon VoIP for Microsoft Teams Operator Connect (Verizon VoIP for Operator Connect) is a variation of voice over IP service that is integrated with Microsoft Teams Operator Connect. This service allows Verizon to provide telephone numbers and PSTN calling capabilities to Microsoft Teams users. Microsoft Teams is connected to Verizon via the geo redundant, high availability Microsoft Azure Peering Service (MAPS). Enterprise Trunk Premium and Dynamic E911 is included with Verizon VoIP for Operator Connect at no additional cost.

In addition to the codecs listed above, Verizon VoIP for Operator Connect supports the SILK codec.

The following Standard Service Features or Optional Service Features are not available with Verizon VoIP for Operator Connect:

- Alternative Caller ID
- Elective Calling Number (ECN)
- VoIP Essential Feature Package (U.S.)
- LD-only Service

Customer is responsible to i) obtain all Microsoft licenses and other Microsoft services (e.g., Phone System) necessary for Verizon VoIP for Operator Connect, and ii) configure the Microsoft Teams environment as necessary. Verizon must be selected as the operator in the Teams Administration Center.

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2.1.2.2 **Dynamic E911 (U.S. and Canada).** Dynamic E911 enables the routing of emergency calls to the appropriate Public Safety Answering Point (PSAP) based on the user location information dynamically acquired at call set-up in Customer's environment. In addition to emergency call routing, Verizon will provide the dispatchable user location as received from the Customer to the PSAP. Customer is responsible to ensure the proper dynamic emergency calling configuration in Customer's environment. Depending on the quality of the user location information provided to Verizon from the Customer environment, emergency calls will either be directly routed to a PSAP or will be screened by a certified emergency call response center before transferring to a PSAP. Dynamic E911 is currently only supported for Verizon VoIP for Operator Connect.

2.1.2.3 **BEST+.** With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic.

2.1.2.4 **Enterprise Trunk Premium.** With Enterprise Trunk Premium, Verizon provides a billable business continuity option if Customer desires session border controller (SBC) geographic redundancy.

2.1.2.5 **Enterprise Route Overflow.** In the event of an IP address being unreachable, thereby causing inbound calls to fail, Enterprise Route Overflow enables all inbound VoIP calls to be automatically redirected to an alternate number (which can be a VoIP or PSTN number), whether or not Verizon owned and whether or not within the same country. Once connectivity with the original IP address is re-established, the primary route will be resumed (except for those calls that have already been redirected).

2.1.2.6 **Premium Support Services.** Verizon offers the following post-implementation, supplemental Premium Support Services for VoIP Services:

- **VoIP Feature Management.** VoIP Feature Management consists of those feature configuration and profile changes that could be performed by Customer either via the VEC or IAC if Customer chose to do so.
- **CPE and local area network (LAN) Support.** Premium CPE and LAN support services consists of activities that enable or improve the capabilities provided by Customer's CPE. Examples of CPE and LAN support activities include performing IOS upgrades for phones and IP phone configuration.
- **Alternative Re-routing (U.S. only).** Verizon will work with Customer to provision pre-defined re-routing plans for each of its VoIP telephone numbers (TNs) to facilitate Service continuity in the event of an emergency or disaster, using remote call forwarding for each such TN.

2.1.2.7 **Verizon Wireless Connected VoIP.** If Customer orders the Verizon Wireless Connected VoIP feature, Verizon will complete calls originating from a Verizon VoIP Service Customer location enabled with the VIPER feature in the U.S. to any Verizon Wireless telephone number without applying per-minute U.S.-domestic or international usage charges on the VoIP originating end Applicable Verizon Wireless usage charges may still be charged on the terminating end.

2.1.3 **Optional Feature Package**

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3. **SUPPLEMENTAL TERMS**

3.1 **No Resale.** This VoIP Service offering is not designed for resale as a stand-alone service. If Customer is buying VoIP Service on a tiered or metered pricing plan, Customer may provide and be compensated

by end-users for VoIP-based services as a component of a larger service offering provided, for example, to a retirement home, campus-living facility, or hotel.

3.2 **Auto Dialing.** Customer's call capacity is limited to 10 call attempts per second on the Verizon network. If additional capacity is requested by Customer, provided such additional capacity is available, Verizon will provide such additional capacity to the Customer.

3.3 **SIP (Session Initiation Protocol) Message Rate Limiting.** To protect Verizon network infrastructure from potential overload conditions (and the resulting impairment of VoIP Service to customers) due to excessive traffic from specific network elements (e.g., traffic floods from misconfigured Customer Equipment), SIP messages from Customer's devices are rate limited in Verizon's network. Received SIP messages that surpass certain thresholds during a thirty-second interval may receive lower-priority treatment or be discarded before processing. The thresholds applicable for any particular device may vary over time, but are designed to be sufficient to allow for Customer's full utilization of its VoIP Service.

3.4 **Service Limitations**

3.4.1 **Modems.** Communications from analog modems may have protocol interaction issues when used over VoIP technology (due to their handshake and error-checking rules) and cannot be assured of the same quality as other communications; modems may not be used on VoIP Service except with Codec G.711 without silence suppression.

3.4.2 **Fax Transmission.** Fax transmission is highly dependent on Customer's facsimile device, its ability to disable error correction, and other factors. Therefore, the VoIP Service SLA does not include fax transmission success.

3.4.3 **Alarm Lines.** Alarm lines (whether or not they use modems) are not supported on, and should not be used with VoIP Service, with respect to both service and wiring, without limitation.

3.5 **Design/Configuration Modification.** Within Customer's Verizon-approved Service design, Customer may, if it chooses, upgrade its CPE configuration to the next-generation configuration of the same combination of manufacturer and design. To avoid disruption to Customer's or other customers' VoIP service, however, Customer will develop a written plan to be approved by Verizon before implementing an entirely new CPE architecture.

3.6 **Call Origination.** Verizon will pay and assess applicable taxes and inter-carrier compensation on VoIP Service calls based on the originating location provided by Customer. Customer is responsible for any Customer or third-party claims arising from Customer's provision of an originating location that differs from the actual origin of a call.

3.7 **Emergency Calling Access Limitations.** Customer is responsible for notifying its end users of the following common events that can limit access to emergency calling via VoIP Service:

- **Loss of Power.** VoIP Service will be interrupted if there is a loss of electricity/power supply.
- **Loss of Broadband Service.** VoIP Service will be interrupted if the attendant broadband connection is not available.
- **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access to emergency services.
- **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon.
- **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).

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- **LD-only Service.** Emergency calling is not available with LD-only service.
- **IP phones connected to an IP PBX indirectly.** Emergency services cannot be reached from IP phones connected to an IP PBX indirectly connected to Verizon's VoIP Network (e.g., IP phones at Customer's internal remote sites as part of an IP PBX Centrex installation) that are not subscribed to an IP Trunking centralized multi-site environment.

3.8 **E911 Regulatory Requirements – U.S.** A provider of interconnected VoIP service, as defined by the Federal Communications Commission (FCC), is required by the FCC to route emergency 911 calls in conjunction with such VoIP service where such 911 calling is available.

3.8.1 **End-User Notice Requirements.** Customer will notify all of its end-users of VoIP Service of the interaction and/or limitations of Dynamic E911 and E911 with VoIP Service as set forth in the Service Terms for VoIP Service. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users.

3.8.2 **E911 and VoIP IP Trunking Service.** Customer's IP Trunking may permit end-users to use VoIP

Service at locations other than Customer's or the end-users' primary service location. If using Dynamic E911, the user location information is dynamically acquired at call set-up in Customer's environment when a VoIP phone (i.e., any device used for VoIP calling) uses the service at a nonprimary service location. However, without Dynamic E911 in use, Customer will be responsible to:

- detect when an end-user has moved a VoIP phone to a non-primary service location, and suspend VoIP Service unless and until either Customer (a) verifies that the end-user is at the location for which the VoIP phone is registered for service with Verizon or (b) use a third-party service to enable the conveyance of E911 calls to the location appropriate PSAP from the end-user's current location;
- only permit such nomadic service when E911 calls made via the nomadic service include the information needed to route a 911 call to the PSAP serving that location in the manner required by the FCC's E911 requirements for interconnected VoIP service; and
- otherwise block all VoIP calls attempted to be made via the nomadic service.

3.8.3 **Provider Parity.** For purposes of 47 U.S.C. 615a – commonly referred to as the NET 911 Improvement Act – and with respect to the provision of Verizon VoIP Service, Verizon is an IP-enabled voice service provider.

3.9 **Access to CPNI in U.S.** Verizon shall provide CPNI related to Customer's use of VoIP Service only to the CPNI authorizers selected by Customer and designated in writing to Verizon.

3.10 **Alternative Caller ID, Call Forwarding, Call Origination, and Onward Routing Limitations.** Certain country regulations prohibit presenting a number to the called party different from the original party. This may result in call blocking and/or a fine being applied. Should this be the case, Verizon will pass on the fine.

4. SERVICE LEVEL AGREEMENT (SLA)

4.1 **SLA.** The SLA for VoIP Service applicable to Customer sites in the respective regions is set forth at Exhibit A below.

4.2 **SLA Credits.** Information provided to Customer through the VEC or through the IAC is for Customer information purposes only and is not used to calculate any service credits that Customer may be entitled

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to pursuant to an applicable VoIP Service SLA. Under these SLAs, the maximum amount of credit available to Customer for any calendar month is the simultaneous calling capacity monthly recurring charge (MRC) plus the applicable MRC for the related Internet Dedicated service under the Agreement.

4.3 **Enterprise Trunk Premium.** If Customer purchases Enterprise Trunk Premium (ETP), the standard VoIP Network Availability SLA threshold is enhanced to 100%. To make an ETP SLA claim for credit, Customer will request such credit within 30 business days after the month in which the ETP Network Availability SLA was not met in accordance with the standard VoIP Service SLA process guidelines at Exhibit B below. For ETP-related SLA claims, Customer will note in the Comments section of the on-line credit request form that it is an ETP SLA Network Availability credit request.

5. **FINANCIAL TERMS**

5.1 **Optimized Service.** Customer will pay the charges for Optimized VoIP Service + specified in the Agreement including those below.

5.1.1 **Administrative Charges**

Administrative and Supplemental Services	Nonrecurring Charge (NRC)
Expedite Fee	
During Normal Working Hours	$700.00 per event per location
Outside Normal Working Hours	$1,050.00 per event per location
Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	$800.00 per location
Premium Services – Americas (U.S./Canada/Latin America) Locations	$100 per instance
Enterprise Activity Charge	$50 per instance
Administrator Activity Charge	$25 per instance
User Charge	$125 per hour
Onsite Support	$90 per hour
Remote Support	
Premium Services – Europe, Asia-Pacific Locations	
Enterprise Activity Charge	$200 per instance
Administrator Activity Charge	$100 per instance
User Charge	$50 per instance
Onsite Support	$125 per hour
Remote Support	$175 per hour
Service Establishment Fee – Americas (U.S./Canada/Latin America) Locations	
During Normal Working Hours	$100.00 per location
1 – 500 telephone numbers	$500.00 per location
> 500 telephone numbers	
Outside Normal Working Hours	$150.00 per location
1 – 500 telephone numbers	$750.00 per location
> 500 telephone numbers	

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Service Establishment Fee – Europe, Asia-Pacific Locations	
During Normal Working Hours	
1 – 500 telephone numbers	$250.00 per location
> 500 telephone numbers	$500.00 per location
Outside Normal Working Hours	
1 – 500 telephone numbers	$375.00 per location
> 500 telephone numbers	$750.00 per location
Dispatch Charge For dispatch of Verizon technician to make Customer-requested changes – charged per occasion:	
During Normal Working Hours	$500.00 per event
Outside Normal Working Hours	$750.00 per event
Service Change Fee – Americas (U.S./Canada/Latin America) Locations	
During Normal Working Hours	
Simple	$100.00 per event per location
Complex	$300.00 per event per location
Outside Normal Working Hours	
Simple	$150.00 per event per location
Complex	$450.00 per event per location
Service Change Fee – Europe, Asia-Pacific Locations	
During Normal Working Hours	
Simple	$250.00 per event per location
Complex	$300.00 per event per location
Outside Normal Working Hours	
Simple	$375.00 per event per location
Complex	$450.00 per event per location
Porting Charge per Order	
Finland	$250 per order per location
Norway	$100 per order per location
Portugal	$500 per order per location
Singapore	$1,250 per order per location
Slovakia	$100 per order per location

5.1.2 **Pricing Options.** VoIP Service is available with Tiered and Metered pricing options. Rates and charges will apply for International calls, national (in-country) calls, certain Local Service features, Directory Assistance, and related items. In the case where VoIP Service is purchased with Webex Calling, the pricing is as set forth in Section 5.1.2.3.

5.1.2.1 **Tiered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise),
- an allotment of inter-enterprise VoIP minutes (termination is outside Customer's enterprise), based on Customer's tier selection, which further includes –
  - for U.S./Canada/Latin America VoIP locations, an allotment of domestic long distance (LD) minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer;

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- for Europe and Asia-Pac VoIP locations, an allotment of national minutes to enable calls to non-mobile terminations. National calls to mobile terminations are subject to per-minute usage rates.

Customer will pay a per-minute charge for all minutes in excess of its allotment of inter-enterprise VoIP minutes.

If simultaneous calling units are provisioned at the location level (level available with Non-Optimized VoIP Service and Optimized VoIP Service), a minimum of one unit must be purchased for each location and allotted minutes cannot be shared between locations, nor can they be rolled over from month to month.

If the simultaneous calling capacity is provisioned at the enterprise level (level available with Optimized VoIP Service), minutes can be shared between Customer locations (with like Services, e.g., Local and LD to Local and LD), but they cannot be rolled over from month to month. Tiered simultaneous calling units cannot be provisioned at the enterprise level in the Europe and Asia-Pac regions.

Calls to international locations can also be made but are billed at metered rates.

5.1.2.2 **Metered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise), and
- for U.S./Canada VoIP locations, local calling if Local service is offered in the affected region and purchased by Customer.

Inter-enterprise VoIP calls (termination is outside Customer's enterprise), including LD or national calls, as applicable, are billed a per-minute charge. Calls to international locations can also be made but are billed at metered rates.

Simultaneous calling units can be provisioned for metered pricing at both the location and enterprise levels for Optimized Service and at the location level for Non-Optimized Service. If simultaneous calling units are provisioned at the location level, a minimum of one unit must be purchased for each hub and remote location.

5.1.2.3 **Webex Calling over VoIP Pricing - Simultaneous Calling Capacity Charge.**
Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects when Customer implements Webex Calling over VoIP at sites in the U.S. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise); and
- Unlimited U.S. domestic LD minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer.

Webex Calling over VoIP may only be installed in sites in the U.S. Unlimited concurrent calls is only available when the U.S. site (i) uses location level concurrent calls; and (ii) implements Webex Calling with VoIP.

5.1.2.4 **BEST+.** BEST+ is an optional billable feature available if Customer (i) purchases Optimized VoIP Service via a right to buy arrangement, and (ii) purchases a minimum of 200 simultaneous calling

units at the enterprise level. With BEST+, Customer can exceed (or burst) its simultaneous calling capacity if, for example, it experiences an unplanned burst of inbound/outbound voice calls. To enable BEST+, Customer will be charged an MRC based on its simultaneous calling capacity purchased at the enterprise level and its selected tier of burstable simultaneous calling units (see table below). Customer also will be charged an NRC for the maximum number of busted simultaneous calling units attained during the affected billing period.

Simultaneous Calling Capacity		
BEST+ Tier	**Per Enterprise***	**Maximum Additional Simultaneous Calling Capacity**
1	200 – 399	+ 50
2	400 – 799	+100
3	800 – 1,199	+ 200
4	1,200 – 1,599	+ 300
5	1,600+	+ 400
*Customer may purchase at its Per Enterprise level or below. For example, if Customer purchases a Simultaneous Calling Capacity of 1,000 calls, it is in BEST+ Tier No. 3. It can purchase the Maximum Additional Simultaneous Calling Capacity for Tier Nos. 3, 2, or 1. It cannot purchase at Tier Nos. 4 or 5 (unless it subsequently purchases additional Simultaneous Calling Capacity to advance into either of those Tiers).		

5.1.3 **Alternative Re-routing**

5.1.3.1 **Conditions.** Alternative Re-routing is limited to 50 TNs per plan and 100 TNs per location, all TNs that Customer desires to include in the pre-defined plan must be served by the same Class 5 switch, and a plan must be invoked in its entirety when it is activated. Customer must open a trouble ticket with Verizon to invoke Alternative Re-routing.

5.1.3.2 **Charges**

- Set-up/Configuration: 5.5 Premium Services Remote Support hours per plan.
- Enterprise Activity Charge applies per plan activation on demand.
- Enterprise Activity Charge applies per plan de-activation on demand.

5.1.4 **Class 5 Diverse Provisioning (US).** A one-time charge of two Premium Services Remote Support hours will apply for each block of 150 DIDs provisioned to an alternate Class 5 Central Office.

5.1.5 **Installation.** If Customer requests an expedited installation at a Customer Site or requires installation at a Customer Site outside Verizon's Normal Working Hours in the applicable country, such installation shall be subject to a site survey and then will be performed on an expedited basis, if practicable, pursuant to Customer's request. As applicable, Customer shall pay an additional expedited install fee (Expedite Fee) or any applicable Service Establishment Fee (e.g., After Hours or Extended Office Hours (Extended Hours)) or both (see Rates and Charges in Part I, above). If Customer's request involves expedited services or Extended Hours or both from a third party provider (e.g., a Telco), Customer shall pay the associated third party provider charges.

5.1.6 **Billing Initiation.** Billing for VoIP Service will begin on the Service Activation Date, even if Customer's numbers have not been ported to the VoIP Service.

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6. **DEFINITIONS.** The following definitions apply to VOIP:

Term	Definition
Customer Facilities	Customer equipment, software, wiring, power sources, telephone connections and/or communications services necessary for Customer to use VoIP Service.
Interconnected VoIP Service	Means the VoIP service (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the end-user's location; (3) requires IP-compatible CPE; and (4) permits end-users generally to receive calls that originate on the PSTN and to terminate calls to the PSTN.
Simultaneous Calling Capacity	The maximum number of concurrent calls available at a site or enterprise, as applicable. Simultaneous calling capacity for Non-optimized VoIP Service is purchased at the location level, i.e., per Customer site. Simultaneous calling capacity for Optimized Service may be purchased at the location level or the enterprise level. For Non-Optimized Service, only off-net calls (i.e., calls that do not remain IP end-to-end, e.g., a call that terminates to the PSTN) count against Customer's simultaneous calling capacity. For Optimized Service, off-net and on-net calls count against Customer's simultaneous calling capacity.
Webex Calling	Means Verizon's cloud based PBX Webex Calling that uses Verizon IP Trunking for transport.

Administrative Charges Definitions

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.
Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

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EXHIBIT A

VOICE OVER IP SERVICE
SERVICE LEVEL AGREEMENT

VoIP Service Level Agreement

1.1 Verizon offers the following performance Service Level Agreements (SLAs) covering Jitter, Mean Opinion Score (MOS), Network Availability, Provisioning Interval and Time To Repair (TTR). These SLAs are available in the United States, Canada and Mexico and in the following European countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, and the United Kingdom and in the following Asia Pacific countries: Australia, Hong Kong, India, Singapore, and South Korea.

1.2 **VoIP Service Level Agreement Credit Process - General.** To receive a credit, Customer must submit its written request as set out in the table below within 30 business days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the table below. No credits will be given with respect to VoIP Service not affected by the unmet SLA.

VoIP SLA	**For Applicable Locations in Europe and Asia Pacific**	**For Locations within the U.S., Canada and Mexico**
Applicable Network	Verizon's VoIP Network	Verizon's VoIP Network
SLA eligible VoIP related access method	Verizon Private IP Verizon Internet Dedicated in European countries only 3rd party access (unless excluded otherwise) in European countries only	U.S. and Canada applicable: - Verizon Private IP - Verizon Internet Dedicated U.S. only applicable: - Verizon Wireless LTE (unless excluded otherwise) - Verizon FiOS (unless excluded otherwise) - 3rd party access (unless excluded otherwise) U.S., Canada and Mexico applicable: - MAPS (Microsoft Azure Peering Service) for Verizon VoIP for Operator Connect

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Available Methods for Requesting Credit	Customer must submit its written request (email or FAX is acceptable) to its Verizon Account Team within the timescale defined in section 1.2 above. If a trouble ticket is required to document an outage or service event for credit compliance, a trouble ticket can be generated either through the Verizon Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Verizon Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested by registering at the Verizon	Customer must complete and submit the online Verizon Enterprise Solutions Verizon Business VoIP Jitter Credit Request Form Verizon Enterprise Solutions Verizon Business VoIP MOS Credit Request Form Verizon Enterprise Solutions VoIP Network Availability Credit Request Form Verizon Business VoIP TTR Credit Request Form, as applicable. Verizon Enterprise Solutions VoIP Provisioning Interval Credit Request Form
	Enterprise Center portal: enterprisecenter.verizon.com.	
MRC Service Credit Calculation	The Verizon VoIP SLA credit (the "Credit") will be based upon the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable. The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.	The Credit will be based upon the MRC equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the applicable MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable. For Business Connection, the MRC used to calculate the Credit is the customer's bundled MRC. The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement. For Business Connection, the maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the bundled MRC.
Jitter Credit Calculation	If Verizon does not meet the Jitter SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
MOS Credit Calculation	If Verizon does not meet the MOS SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	

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Network Availability Credit Calculation	If Verizon does not meet the VoIP Network Availability SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service at the impacted site(s), multiplied by each hour Verizon fails to meet its VoIP Network Availability SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site. The credit will be applied to each Verizon site affected and is based on the total downtime the customer experienced during the relevant month.
TTR Credit Calculation	If Verizon does not meet the TTR SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as being an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated, then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service, multiplied by each hour Verizon fails to meet its VoIP TTR SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site.
	The credit will be applied to each affected Verizon VoIP site. The Customer may receive multiple TTR SLA credits in a given month.
Provisioning Interval Credit Calculation	If Verizon fails to meet the Provisioning Interval SLA, and Verizon confirms such failure, Verizon will provide to Customer a Service Credit equivalent to the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee.
Basis for SLA claim for Jitter and MOS	Verizon will use Verizon's public backbone statistics Web site to verify that the MOS SLA and the Jitter SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.
Basis for SLA claim for Network Availability and TTR	Customer must open a trouble ticket with Verizon while it is experiencing a VoIP Service problem. The calculation of unavailable time is based on trouble ticket times. The unavailable time starts when Customer opens a trouble ticket with Verizon and releases the VoIP Service for immediate testing. The unavailable time stops when the Applicable Network or access circuit trouble has been resolved and the VoIP Service is again available to Customer. If the Customer has multiple locations affected by an outage, the Customer may submit one ticket to address the multiple locations; however, the affected individual locations must be identified on the ticket.
Basis for SLA claim for Provisioning Interval	The Provisioning Interval is calculated by computing the period of time beginning on the date Verizon submits the Customer's VoIP order to Verizon's provisioning group and ends on the date that Verizon determines the VoIP service is ready for activation.

1.3 **Jitter SLA.** Also known as delay variation, jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. The VoIP Jitter SLA provides that Verizon's monthly jitter performance within the Applicable Network will not exceed 1.0 millisecond. Performance

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is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. Jitter performance statistics are available for review at www.verizon.com/business/terms/voipsla/voicequality/.

1.4 **Mean Opinion Score (MOS) SLA.** MOS is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The VoIP MOS SLA provides that the Applicable Network performance will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. MOS performance statistics are available for review at www.verizon.com/business/terms/voipsla/voicequality/.

1.5 **VoIP Network Availability SLA.** The VoIP Network Availability SLA provides that Applicable Network will be available at least 99.99 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Network is considered not available for the number of minutes that a trouble ticket shows the Applicable Network was not available to Customer. The network availability SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service. Customer is responsible for tracking the time via trouble tickets that any portion of the VoIP Service is unavailable due to Applicable Network unavailability.

1.6 **Time to Repair SLA.** The VoIP Time to Repair (TTR) SLA provides that priority one (PTY 1) tickets will be resolved within 5 hours or less in the European and Asia Pacific countries listed above and within 4 hours or less within the United States, Canada and Mexico. PTY 1 Tickets are categorized as a "hard outage" where there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls from a given location using Verizon VoIP. "Time to Repair" is defined as time taken to restore VoIP Service during a Hard Outage based on trouble ticket time. The TTR SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service.

Provisioning Interval SLA

Provisioning Interval Scope. The Provisioning Interval SLA requires that the ordered VoIP services are ready for use within 20 calendar days of the date of the submission of the order to Verizon's provisioning group except for South Korea and Mexico.

Provisioning Interval SLA Exclusions. In addition to the General Exclusions, the Provisioning Interval SLA does not include any period of time arising out of or associated with the following:

- Delays in provisioning related to Customer actions, moves or scheduling difficulties
- Delays attributed to the provisioning of other services when ordered together with VoIP
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to provision the Service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information
- Delays resulting from an order suspension due to credit issues involving Customer Service changes (Move, add, change activity)
- Porting of telephone numbers to Verizon

Any periods of delay attributable to the reasons above will be deducted from the provisioning interval time period.

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Exclusions and Limitations to SLA Applicability

2.1 **General Exclusions.** The following exclusions apply to all VoIP Service SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

2.2 **VoIP Network Availability and TTR SLA Exclusions**. In addition to the General Exclusions, the VoIP Network Availability SLA and Time to Repair SLAs do not include time related to unavailability or outages resulting from:

- Customer-ordered third-party circuits;
- Inappropriate VoIP Service configuration change(s) made by or through Customer at the Verizon Enterprise Center web-site;
- Customer premise equipment including, but not limited to, Customer-provided PBX, black phones, SIP phones, firewalls, router/modem and/or analog/ethernet adapter;
- Acts or omissions of Customer or its users, or any use or user of the VoIP Service that is authorized by or enabled through Customer but outside the scope of Customer's VoIP Service; and
- "Customer Time," which is the time identified on the trouble ticket (if any) attributable to, or caused by, through no fault of Verizon, the following: (a) incorrect or incomplete contact information provided by Customer which prevents Verizon from completing the trouble diagnosis and VoIP Service restoration; (b) Verizon being denied access to network components at the Customer location when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing; (c) Customer's failure or refusal to release the circuit for testing; (d) Customer being unavailable when Verizon calls to close a trouble ticket or verify VoIP Service restoration, (e) any other act or omission on the part of Customer; or (f) down-time caused by the PTT or Local Exchange Carrier (LEC) for periods where the PTT's or LEC's maintenance support is not available.

Verizon reserves the right to amend any applicable SLA from time to time effective upon posting of the revised SLA where the SLA is set out or other notice to Customer of the change, provided that in the event of any amendment resulting in a material reduction of the SLA's service levels or credits, Customer may terminate Services without early termination liability (except for payment of all charges up to the effective date of the termination of any such Services) by providing Verizon at least 30 days written notice of termination during the 30 days following posting of such amendment.

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EXHIBIT B

Overview

Verizon offers the following performance Service Level Agreements (SLAs) covering Jitter, Mean Opinion Score (MOS), Network Availability, Provisioning Interval, and Time To Repair (TTR). These SLAs are available in the United States and Canada and in the following European countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, and the United Kingdom.

Credit Process - General

To receive a credit, Customer must submit its written request as set out in the table below within 30 business days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the table below. No credits will be given with respect to VoIP Service not affected by the unmet SLA.

VoIP SLA	For Applicable Locations in Europe	For Locations within the U.S. and Canada
Applicable Network	Verizon's VoIP Network	Verizon's VoIP Network
SLA eligible VoIP related access method	Verizon Private IP Verizon Internet Dedicated 3rd party access (unless excluded otherwise)	US and Canada applicable - Verizon Private IP - Verizon Internet Dedicated US only applicable: - Verizon Wireless LTE (unless excluded otherwise) - Verizon FiOS (unless excluded otherwise) - 3rd party access (unless excluded otherwise)
Available Methods for Requesting Credit	Customer must submit its written request (email or FAX is acceptable) to its Verizon Account Team within the timescale defined in section 1.2 above. If a trouble ticket is required to document an outage or service event for credit compliance, a trouble ticket can be generated either through the Verizon Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Verizon Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested by registering at the Verizon Enterprise Center portal: enterprisecenter.verizon.com.	Customer must complete and submit the online Verizon Enterprise Solutions Verizon Business VoIP Jitter Credit Request Form Verizon Enterprise Solutions Verizon Business VoIP MOS Credit Request Form Verizon Enterprise Solutions VoIP Network Availability Credit Request Form Verizon Business VoIP TTR Credit Request Form as applicable. Verizon Enterprise Solutions VoIP Provisioning Interval Credit Request Form
MRC Service Credit Calculation	The Verizon VoIP SLA credit (the "Credit") will be based upon the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service as applicable.	The Credit will be based upon the MRC equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the applicable MRC for the related Verizon Internet Dedicated Service or Private IP Service as applicable. For Business Connection, the MRC used to

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	The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.	calculate the Credit is the customer's bundled MRC. The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement. In the case of Business Connection the maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the bundled MRC.
Jitter Credit Calculation	If Verizon does not meet the Jitter SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
MOS Credit Calculation	If Verizon does not meet the MOS SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
Network Availability Credit Calculation	If Verizon does not meet the VoIP Network Availability SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service at the impacted site(s), multiplied by each hour Verizon fails to meet its VoIP Network Availability SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site. The credit will be applied to each Verizon site affected and is based on the total downtime the customer experienced during the relevant month.	
TTR Credit Calculation	If Verizon does not meet the TTR SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as being an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated, then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service, multiplied by each hour Verizon fails to meet its VoIP TTR SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site. The credit will be applied to each affected Verizon VoIP site. The Customer may receive multiple TTR SLA credits in a given month.	
Provisioning Interval Credit Calculation	If Verizon fails to meet the Provisioning Interval SLA, and Verizon confirms such failure, Verizon will provide to Customer a Service Credit equivalent to the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee.	
Basis for SLA claim for Jitter and MOS	Verizon will use Verizon's public backbone statistics Web site to verify that the MOS SLA and the Jitter SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.	

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Basis for SLA claim for Network Availability and TTR	Customer must open a trouble ticket with Verizon while it is experiencing a VoIP Service problem. The calculation of unavailable time is based on trouble ticket times. The unavailable time starts when Customer opens a trouble ticket with Verizon and releases the VoIP Service for immediate testing. The unavailable time stops when the Applicable Network or access circuit trouble has been resolved and the VoIP Service is again available to Customer. If the Customer has multiple locations affected by an outage, the Customer may submit one ticket to address the multiple locations; however, the affected individual locations must be identified on the ticket.
Basis for SLA claim for Provisioning Interval	The Provisioning Interval is calculated by computing the period of time beginning on the date Verizon submits the Customer's VoIP order to Verizon's provisioning group and ends on the date that Verizon determines the VoIP service is ready for activation.

Jitter SLA

Also known as delay variation, jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. The VoIP Jitter SLA provides that Verizon's monthly jitter performance within the Applicable Network will not exceed 1.0 millisecond. Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. Jitter performance statistics are available for review at verizonenterprise.com/terms/us/products/advantage/voicequality/ for the United States and Canada and verizonenterprise.com/terms/emea/voipsla/voicequality/ for Europe.

Mean Opinion Score (MOS) SLA

MOS is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The VoIP MOS SLA provides that the Applicable Network performance will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. MOS performance statistics are available for review at verizonenterprise.com/terms/us/products/advantage/voicequality/ for the United States and Canada and verizonenterprise.com/terms/emea/voipsla/voicequality/ for Europe.

VoIP Network Availability SLA

The VoIP Network Availability SLA provides that Applicable Network will be available at least 99.99 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Network is considered not available for the number of minutes that a trouble ticket shows the Applicable Network was not available to Customer. The network availability SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service. Customer is responsible for tracking the time via trouble tickets that any portion of the VoIP Service is unavailable due to Applicable Network unavailability.

Time to Repair SLA

The VoIP Time to Repair (TTR) SLA provides that priority one (PTY 1) tickets will be resolved within 5 hours or less in the European countries listed above and within 4 hours or less within the United States. PTY 1 Tickets are categorized as a "hard outage" where there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls from a given location using Verizon VoIP. "Time to Repair" is defined as time taken to restore VoIP Service during a Hard Outage based on trouble ticket time. The TTR SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service.

Provisioning Interval SLA

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Provisioning Interval Scope. The Provisioning Interval SLA requires that the ordered VoIP services are ready for use within 20 calendar days of the date of the submission of the order to Verizon's provisioning group.

Provisioning Interval SLA Exclusions. In addition to the General Exclusions, the Provisioning Interval SLA does not include any period of time arising out of or associated with the following:

- Delays in provisioning related to Customer actions, moves or scheduling difficulties
- Delays attributed to the provisioning of other services when ordered together with VoIP
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to provision the Service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information
- Delays resulting from an order suspension due to credit issues involving Customer
- Service changes (Move, add, change activity)
- Porting of telephone numbers to Verizon

Any periods of delay attributable to the reasons above will be deducted from the provisioning interval time period.

Exclusions and Limitations to SLA Applicability

General Exclusions

The following exclusions apply to all VoIP Service SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

VoIP Network Availability and TTR SLA Exclusions

In addition to the General Exclusions, the VoIP Network Availability SLA and Time to Repair SLAs do not include time related to unavailability or outages resulting from:

- Customer-ordered third-party circuits;
- Inappropriate VoIP Service configuration change(s) made by or through Customer at the Verizon Enterprise Center web-site;
- Customer premise equipment including, but not limited to, Customer-provided PBX, black phones, SIP phones, firewalls, router/modem and/or analog/ethernet adapter;
- Acts or omissions of Customer or its users, or any use or user of the VoIP Service that is authorized by or enabled through Customer but outside the scope of Customer's VoIP Service; and
- "Customer Time," which is the time identified on the trouble ticket (if any) attributable to, or caused by, through no fault of Verizon, the following: (a) incorrect or incomplete contact information provided by Customer which prevents Verizon from completing the trouble diagnosis and VoIP Service restoration; (b) Verizon being denied access to network components at the Customer location when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing; (c) Customer's failure or refusal to release the circuit for testing; (d) Customer being unavailable when Verizon calls to close a trouble ticket or verify VoIP Service restoration, (e) any other act or omission on the part of Customer; or (f) down-time caused by the PTT or Local Exchange Carrier (LEC) for periods where the PTT's or LEC's maintenance support is not available.

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Verizon reserves the right to amend any applicable SLA from time to time effective upon posting of the revised SLA where the SLA is set out or other notice to Customer of the change, provided that in the event of any amendment resulting in a material reduction of the SLA's service levels or credits, Customer may terminate Services without early termination liability (except for payment of all charges up to the effective date of the termination of any such Services) by providing Verizon at least 30 days written notice of termination during the 30 days following posting of such amendment.

SECURELOGIX +

1. GENERAL

1.1 **Service Definition.** SecureLogix provides security to the voice traffic of Customer sites through analysis, verification and authentication of call traffic. Depending on Customer's Order, SecureLogix may include software, managed services, cloud deployment and/or hosting through SecureLogix Call Defense™ or Orchestra One™ Call Authentication systems (individually a "Product" or a "Service" and collectively the "System") provided by SecureLogix through Verizon. Customer's SecureLogix solution will be documented by Verizon in a solution-specific Playbook as provided below.

1.2 **Standard Features.**

1.2.1 **Call Defense™ System.** The Call Defense System is deployed and positioned at the edge of the Customer's voice network to address robocalls and harassing callers. Components of the Call Defense System include a Voice Firewall, voice Intrusion Prevention System (IPS), a malicious callers database (Red List), and forensic reporting. Call Defense also helps secure Customer's voice infrastructure from more serious threats, such as telephony denial of service, toll fraud, and call pumping. It provides visibility and control of incoming and outgoing voice calls and includes an ability to implement and update voice security policies. Call Defense may be deployed as Enterprise Telephony Manager or PolicyGuru.

1.2.1.1 **Enterprise Telephony Manager.** Enterprise Telephony Manager (ETM) applications continuously patrol all signaling and bearer traffic, and use an expandable policy engine to examine calls and take actions based upon user defined rules. ETM supports a variety of hardware platforms, VoIP protocol and can be deployed in various configurations and hardware.

1.2.1.2 **PolicyGuru.** PolicyGuru (PG) monitors SIP signaling to provide visibility and call access control of activity across your enterprise voice/UC network. Centrally managed policy rules are distributed across the network to specify whether calls are allowed as dialed, terminated before call setup, or redirected to a different destination.

1.2.1.3 **Call Secure™ Managed Services.** Call Secure managed services provides the management of the Call Defense System, and works with Customer to optimize the Call Defense service.

1.2.2 **Orchestra One™ Call Authentication.** Orchestra One is a cloud-based subscription service that dynamically orchestrates the call authentication process using a variety of metadata services to assign a risk scoring matrix for incoming voice traffic from automated call authentication and spoofing detection through analysis of the incoming call invite. Orchestra One can be configured to interface with Call

Defense or Conductor Virtual Appliance software to execute security policies based upon risk scores assigned to calls. The Conductor Virtual Appliance can also store and employ for policy execution customer-specific phone number blacklists.

1.2.2.1 **Standard Authentication.** Standard authentication is the base subscription for validation leveraging the Orchestra One Application Programming Interface (API).

- **Level 1.** With Level 1 authentication, low-cost metadata, industry, and proprietary data sources are leveraged to complete the SIP analysis.
- **Level 2.** In addition to the Level 1 data sources, Level 2 uses additional sources, including STIR/SHAKEN, and recent porting data.

1.2.2.2 **Advanced Authentication.** Advance authentication is additional incoming call authentication using wireless carrier APIs to confirm that (i) a number is registered to that carrier and (ii) that number is engaged in an outbound call to the destination number registered for Advanced Authentication.

1.2.2.3 **External Authentication.** External authentication allows for additional authentication data sets that can be incorporated to the overall risk score returned on selected inbound calls.

1.2.2.4 **Conductor Virtual Appliance.** The Conductor Virtual Appliance is an optional virtual appliance that Customer can select as the mechanism to query the Orchestra One API solution and execute security policies to reject and/or redirect calls based upon risk scores assigned by Orchestra One or customer specific phone number blacklists.

1.2.2.5 **Managed Services for Conductor.** Managed Services for conductor provides management of The Conductor Virtual Appliance and is required with any purchase of the Conductor Virtual Appliance.

1.3 **Implementation.** Site survey and testing plans vary according to subscribed services.

1.3.1 **Site Survey.** Verizon will conduct a remote survey via conference calls or web meetings to capture necessary installation details (e.g., rack space, electrical power, network connectivity, and telco circuit technical details as applicable). Verizon will document these details in the Playbook and use them to identify all Customer Site preparation details prior to installation.

1.3.2 **Implementation and Configuration Services.** Verizon will remotely configure each virtual appliance to monitor voice traffic. This includes configuring Customer's ordered service for use and connecting to the SecureLogix platform to assure Verizon is able to remotely access system data. At the conclusion of the implementation services Verizon will provide documentation of Customer's solution via the Playbook.

1.3.3 **Testing.** Verizon will perform standard testing of Customer's System to validate that the Customer's system meets Verizon's implementation standards and is ready for use. After testing, Verizon will submit written notification of the testing and a summary of the test results to Customer (Test Completion Notice).

1.3.4 **Customer Acceptance Process.** Customer will have 5 business days after its receipt of the Test Completion Notice to indicate, in writing, whether any System implementation or Service defects have been found. If defects have been found, Verizon shall (i) investigate and respond in writing to Customer's concerns, and (ii) promptly remediate any material defect in its performance of the implementation. Customer Acceptance of the System shall occur upon the remediation of any material defect to the System or will be deemed to have occurred If Customer does not respond to a Test Completion Notice within 5 business days.

1.3.5 **Onboarding for Managed Services.** Upon Customer Acceptance, Verizon will assign an Onboarding Lead to coordinate and execute Managed Services onboarding. This includes the following:

- Schedule and lead a conference call with Customer to formally transition the project into the managed services and establish a schedule for Managed Services onboarding tasks;
- Perform Managed Services start-up tasks, including configuration and tuning of Customer's System to support the Managed Services, populating key data sets, and configuring the monitoring alarms and alerts, as appropriate, to be delivered to Customer;
- Conduct a comprehensive analysis of baseline reports to determine Customer's normal traffic patterns and establish initial recommendations for alert thresholds, as appropriate, and security policies provided under the Managed Services;
- Conduct a presentation to Customer of findings and guided instruction on how to interpret the data elements in the Automated Monthly Report, as appropriate; and
- Hold regular conference calls during Onboarding to review project status.

1.3.6 **Other Services.** If necessary, a fixed number of hours may be required over and above the standard implementation cost shown in the SOF for Customer work or other work outside of the standard implementation parameters as shown in the site survey. Such services/hours will be agreed upon by both Parties.

2. **SUPPLEMENTAL TERMS**

2.1 **Customer Responsibilities**

2.1.1 **Implementation Support.** Customer must ensure that necessary technicians, configuration information, and responsible contacts are made available to access, support, operate and troubleshoot the implementation of the solution, as required. This may include, but is not limited to, any network and security infrastructure (routers, firewalls, etc.), voice infrastructure (PBX, SBC, etc.), and any servers or virtual machines that are required for the installation, management and use of the solution.

2.1.2 **Solution Lifecycle Maintenance.** Customer must ensure that any required access Verizon requires to systems to support the ongoing management is maintained and that the Customer provides necessary contacts to support the solution.

2.1.3 **Managed Services.** Customers must ensure that there is a primary point of contact (POC) that is available for regular communications including any alerts or policy updates and any regular status meetings. Such POC should have the ability to engage other Customer resources as necessary.

3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLAs) for the Services is set forth at Exhibit A below.

4. **FINANCIAL TERMS**

4.1 **Service Charges.** Customer will pay the charges for SecureLogix are set forth in the Agreement or in the Customer's Service Order Form ("SOF"), as applicable.

4.1.1 **Implementation.** The Implementation NRC is provided on the SOF.

4.1.2 **Activation Date.** The Activation Date is the date that Customer Acceptance has been provided for Orchestra One Implementation, Call Secure Managed Services, and/or related Call Defense System Implementation.

4.1.3 **Destination Management Fee.** The destination management fee is applied for the registration and maintenance of the set of destination telephone numbers.

4.1.4 **License Subscriptions.** Customer may order a 1, 2, or 3-year subscription term which will be billed on a monthly or annual basis, based on Customer's choice. The charge will be based on the term and the Service volume commitment.

4.1.4.1 **Overage Charges.** If the quantity of calls exceeds the volume commitment (overage), Verizon will true up the volume on a monthly or annual basis, following Customer's chosen billing term, and charge the Overage Rate set forth in the SOF.

5. **DEFINITIONS.** The following definitions apply to the SecureLogix service in addition to those identified in the Master Services Agreement:

Term	Definition
Intrusion prevention system or IPS	IPS is the group of policies that define thresholds for count or cumulative duration of suspect calling patterns, that systematically alert for investigation.
Playbook	The Playbook is the solution documentation used to conduct the initial Site Survey and provide configuration details post-implementation
Voice Firewall	Voice Firewall is the group of policies that include a white list (allow) and blacklists (log, alert, block, or redirect) depending on end user preferences.

Administrative Charges Definitions – Optimized

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

Exhibit A
SECURELOGIX + SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) applies to the SecureLogix Call Defense™ and Orchestra One™ Call Authentication systems (individually a "Product" or a "Service" and collectively the "System") provided by SecureLogix through Verizon. This SLA provides credits for Availability and remediation procedures for Time to Repair.

AVAILABILITY

1.1 **Status Response and Resolution.** In the event of a System outage, SecureLogix will identify the cause and work to resolve the outage. If the outage exceeds 30 minutes from the time of SecureLogix discovery or Customer notification, then SecureLogix will notify Customer of the status and expected restoration of the System. If the outage continues, then SecureLogix support will provide Customer notice as provided below. For prolonged outages, daily status updates will be provided until the outage is corrected.

Escalation Process		
Duration	**SecureLogix**	**Customer**
After 2 hours	SecureLogix Senior Management informs by telephone	Point of Contact
After 8 hours	SecureLogix Vice President informs by telephone	Senior Manager

1.2 **Availability SLA.** Verizon will provide credits based on the Monthly Recurring Charge (MRC) percentage for the unavailable System element for the month in which the unavailability occurred as shown below.

Monthly Availability	MRC Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0%	30%

TIME TO REPAIR

2.1 **Severity Level and Maintenance Response Schedules.** SecureLogix will respond to requests for maintenance in accordance with the reported Severity Level and corresponding Maintenance Response as shown in the schedules below.

2.1.1 **Severity Level Classification.**

Technical Support – Severity Classification	
Severity Level	**Determination Criteria**

0	There is no impact to Customer's business or important business process.
1	Low impact to Customer. Minor impact to Customer's business or important business processes. An acceptable workaround is available and this lack of functionality can be tolerated for a period of time.
2	Customer's business or important business processes are functioning with limited capabilities or are unstable with periodic interruptions. Any workarounds are considered unacceptable and will only be tolerated to keep a complete business outage from occurring.
3	Customer's business or important business processes are stopped or so severely impacted that Customer cannot reasonably continue work and no workaround exists.

Customer will make an initial classification of each error or defect and will report such error or defect to SecureLogix based on the determination criteria. SecureLogix will provide confirmation of Customer's classification. If there is a dispute between Customer and SecureLogix regarding the classification of an error or defect, which is not resolved within 24 hours after Customer's report, such dispute will be referred to each Party's senior management for resolution. SecureLogix's support specialist will return calls within the time specified in the Maintenance Response schedule set forth below. Response times will be measured from the time Customer requests support by one of the means set forth in the Reporting and Escalation section below.

2.1.2 Maintenance Response

	Maintenance Response		
Severity Level	**1st Level Response**	**2nd Level Response**	**3rd Level Response**
0	24 business hours	3 business days	As appropriate
1	2 hours	1 business days	Next minor release
2	1 hour (if called in)	2 hours	Next minor release
3	30 Minutes (if called in)	1 hour	Next minor release

2.1.3 Classification of Response

Response Level	**Action**
1st Level	Acknowledge receipt of error report.
2nd Level	Provision of patch, identification of work around, temporary fix, or other temporary resolution of the error and documentation of corrections.
3rd Level	Official object code fix incorporated in the next upgrade or minor release or a code-based work around (supported by maintenance) and reflected in the updated documentation.

If SecureLogix fails to comply with the Maintenance Response schedule more than 2 times in any given calendar month for 2 months of any 4 month period, then SecureLogix will develop and implement a written remediation plan within 90 days. SecureLogix will provide written progress reports to Customer on the development and implementation of such remediation plans.

ROOT CAUSE ANALYSIS

SecureLogix will perform a root cause analysis of each failure (Severity 1 through 3) to meet a service level as required hereunder and will document a plan for addressing the root cause of each such failure. SecureLogix will promptly investigate, assemble and preserve pertinent information with respect to, report on the causes of, and correct all performance-related failures associated with the service levels, including performing and taking appropriate preventive measures to prevent recurrence. In addition, within 5 business days, SecureLogix will provide Customer with information with respect to issues that impact or could reasonably be expected to impact Customer. SecureLogix will a) minimize recurrences of such failures for which it is responsible and b) address all issues and reasonable requests from Customer within the scope of a Product, notwithstanding whether any service level has or has not been met, and will promptly notify Customer of any such unresolved issues.

SecureLogix will use all commercially reasonable efforts to provide solutions, changes and corrections to the Service as are required to (a) keep the Service(s) conforming in all material respects to applicable documentation and specifications, and (b) correct reported problems that are replicated and diagnosed by SecureLogix as defects in the Service(s).

SERVICE CREDIT REQUEST AND PAYMENT PROCEDURES

Verizon will apply Credits against future amounts due from Customer and not as a refund. Unless otherwise provided in the Agreement, Customer's exclusive remedy for any unavailability, non-performance, or other failure by SecureLogix to provide the Service is the receipt of a Credit (if eligible) as provided herein.

Availability does not apply to any unavailability, suspension, or termination of the Service, or any other Service performance issues: (i) arising from SecureLogix suspension and termination of Customer right to use the Service in accordance with the Agreement; (ii) caused by factors outside of SecureLogix reasonable control, including any force majeure event; (iii) that result from any actions or inactions of Customer or any third party; (iv) that result from Customer equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within SecureLogix direct control); or (v) that result from any Scheduled Maintenance.

To receive a Credit, Customer must submit a claim to Customer's Verizon account team with the following information:

1. The dates and times of each unavailability incident that Customer is claiming; and
2. Customer request logs that document the errors and corroborate Customer claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks).

If the Monthly Availability percentage of such request is confirmed by Verizon and is less than the service level, then Verizon will issue the Credit to Customer within two billing cycles following the month in which Customer request is confirmed by SecureLogix.

SERVICE TERMINATION

If SecureLogix fails to meet the Maintenance Response for Severity Level 2 and Severity Level 3 incidents or Availability as shown below, Customer may, in its sole discretion terminate the affected Service.

SecureLogix's failure to meet the Maintenance Response for:

- Severity Level 3 incident conditions 2 times during each 12 month period;
- Severity Level 2 incident conditions 4 times during each 12 month period; or
- Severity Level 3 or Severity Level 2 incident conditions in any combination 4 times during any 3 month rolling period.

SecureLogix's failure to meet Availability for:

- 2 consecutive months; or
- any 3 months during any rolling 12 month period.

REMEDIES

Notwithstanding anything to the contrary, if a Product does not conform to the warranties made by SecureLogix in this SLA, or is otherwise defective, SecureLogix will correct the errors or non-conformities within 10 business days of notice from Customer. If SecureLogix does not remedy any and all defects in the Product within such period, Customer may elect to terminate the affected Product and any other Products dependent thereon, and Customer will be entitled to return of the fees for all such Products. Upon return of the applicable fees Customer will return or destroy the Product.

SUPPORT INFORMATION

7.1 **Maintenance And Support Services**

7.1.1 **Telephone Support.** SecureLogix will provide reasonable telephone and email support on Customer's use of the Service(s). Telephone and email support will be provided from 7:00 AM to 6:00 PM Eastern Standard Time (Toll Free Tel: 877-752-4435 or support@securelogix.com or after hours for APAC countries (Toll Free INTL: 00-800-7524-4350), excluding those holidays observed by SecureLogix. Maintenance Support will be provided outside of these hours and on holidays observed by the telephone only using the same Toll Free Tel: 877-752-4435 number. An after-hours call service will contact the on-call support engineer. SecureLogix will make all commercially reasonable efforts to address the problem identified by Customer.

7.1.2 **Maintenance.** From time to time, SecureLogix may apply minor upgrades, patches, bug fixes, or other maintenance to the System ("Maintenance"). When possible, SecureLogix will provide 5 business days' notice (either in writing or via a message appearing in or sent through the System) when performing Maintenance. Customer agrees to use reasonable efforts to comply with SecureLogix's Maintenance requirements notification. SecureLogix reserves the right to perform regularly scheduled Maintenance from 12:01 AM to 6:00 AM Sunday (Eastern Standard Time). This Maintenance may prevent the Services from being accessed or used during this time period.

SecureLogix will use commercially reasonable efforts to limit regularly scheduled and emergency maintenance. Emergency Maintenance outside of the scheduled Maintenance will be announced at least twenty-four (24) hours in advance to the Customer unless system availability is impacted.

7.1.3 **SOFTWARE UPGRADES.**

New versions of software ("Software Upgrades") may prevent the Services from being accessed or used during the respective upgrade. Software upgrades are included with the Call Secure Managed Service, including remote upgrades of on-premises appliance software on Customer devices. Onsite visits to upgrade of ETM software are not included in the Hosting Service. For Hosted systems SecureLogix will provide at least 30 days' notice prior to any upgrade. Upgrades for non-Hosted ETM

systems and PolicyGuru Customer will be handled on a by Customer basis and will be managed through the SecureLogix's Project Management Team.

7.2 **Reporting and Escalation.**

Customer will report errors and defects to SecureLogix. For Severity Level 3 errors or defects, Customer may, in addition to any notification by any other means, notify SecureLogix by telephoning a SecureLogix support specialist (Toll Free Tel: 877-752-4435 or Toll Free INTL: 00-800-7524-4350).

In the event Customer cannot make contact with a SecureLogix support specialist, Customer may notify SecureLogix by calling the technical support manager (210-546-1115).

PRIVATE IP SERVICE

1. GENERAL

1.1 **Service Definition.** Verizon offers four variations of this service: Private IP Service, Private IP Layer 2, Private IP Gateway and Private IP Interconnect, subject to availability. The Customer is aware that not all variations may be available in all countries.

1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized Service.

2. AVAILABLE VERSIONS PRIVATE IP SERVICE

2.1 Private IP Service

2.1.1 **Service Definition.** Private IP is a wide area data networking service which provides any-to-any connectivity to transport Customer Data between Customer Sites.

2.1.2 **Standard Service Features**

2.1.2.1 **Route Capacity and IPv4 and IPv6 Protocols.** Verizon will assign a maximum number of routes that Customer may introduce into the Private IP Network based upon the total number of sites expected in a given Customer VPN, as shown in the following table.

Expected Total Number Sites	Maximum Routes IPv4	Maximum Routes IPv6
1–50	1,250	150
51–250	1,250	750
251–500	2,500	1,500
501–1,000	5,000	3,000
1,001+	10,000	6,000

Capacity constraints may vary for Customers using MVIC (available upon request). Customer will select either IPv4 or IPv6 protocol (where available), and a suitable number of IP addresses to be used in conjunction with Private IP and in accordance with Verizon's then-current applicable assignment guidelines.

2.1.3 **Optional Service Features**

2.1.3.1 **Diversity.** With Diversity, Verizon provides a second equivalent circuit for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects.

2.1.3.2 **Dynamic Network Manager.** With Dynamic Network Manager (f/k/a Dynamic Bandwidth), Verizon provides a web-based interface through which Customer can dynamically manage its CAR and Private IP port values. Customer accesses the interface through the Verizon Enterprise Center or via an Application Program Interface.

2.1.3.3 **IP Multicasting.** With IP Multicasting, Verizon will simultaneously deliver a single stream of data to multiple recipients in Customer-provided multicast groups.

2.1.3.4 **Multiple Virtual Routing and Forwarding.** With Multiple Virtual Routing and Forwarding, Customer may create multiple virtual private network connections via a single Private IP port. Customer may use those connections to extend the privacy and security of the Private IP service to the various LANs at Customer's Site. Customer understands and accepts that packet drops may occur if Customer creates an oversubscription of virtual private network connections on the Private IP port and Verizon is not responsible for such packet drops.

2.1.3.5 **Class of Service Selection.** Verizon will route Customer traffic based on the priority assigned by Customer using different classes of service designations, which follow the Internet Engineering Task Force Differentiated Services or Diff-Serv model. If Customer does not set different classes, Verizon will route all Customer traffic using the BE class as the default priority designation.

2.1.3.7 **Burstable Billing.** (Optimized Only) With Burstable Billing, Customer selects a Bandwidth Commitment and may burst up to a higher selected bandwidth as required.

2.1.3.8 **Converged IP.** (Optimized Only) With Converged IP, Customer selects a Private IP port that will be used to connect to Virtual Network Services – Security Service via a single Ethernet access circuit. Customer must purchase Virtual Network Services – Security under a separate Service Attachment.

2.1.3.9 **Broadband Technology.** Broadband services are based on different technologies and the quality of the service can vary based on the technology available, including from Third Parties.

2.1.3.10 **RESERVED**

2.1.3.11 **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.verizonwireless.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 prorated 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.

2.1.3.12 **Mobile Private Network (MPN).** MPN extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet. Dynamic Mobile Network Routing (DMNR) allows Customers to remotely access IP addresses of devices that are connected to a MPN through a wireless router.

2.1.4 **Customer Responsibilities**

2.1.4.1 **Bandwidth Shaping for Ethernet Access Circuit.** If Verizon provisions 'bandwidth shaping' overhead adjustments on the Ethernet Interfaces at the PE egress, it may be necessary for Customer to apply policies at Customer's CE egress to prevent packet loss due to Ethernet protocol overhead used within the Private IP Network (depending on the Private IP platform and Customer's traffic profile).

2.2 **Private IP Layer 2**

2.2.1 **Service Definition.** Verizon Private IP Layer 2 service provides point-to-point routing, with Customer control of routing, architectural and topology changes.

2.2.2 **Optional Service Features.** With the Private IP Permanent Visual Circuits feature, Verizon will add one or more Private IP PVCs on Customer's Private IP Layer 2 port upon Customer's request.

2.3 **Private IP Gateway**

2.3.1 **Service Definition.** With Private IP Gateway service, Verizon provides an interconnection between two private networks based on the characteristics of the gateway, as described below.

2.3.2 **Standard Service Features.** Verizon provides the following Private IP Gateways:

2.3.2.1 **Private Wireless Gateway (U.S. Mainland Only).** With Private Wireless Gateway, Verizon provides Customer a port that Customer may use to connect Customer's wireless traffic to the Private IP Network.

2.3.2.2 **MVIC Service (Select Locations).** With MVIC Service, Verizon connects Verizon's Private IP Network to an MPLS Partner's MPLS networks.

2.3.2.4 **Optimized Service-Only Standard Features**

2.3.2.4.1 **Secure Cloud Interconnect.** With Secure Cloud Interconnect, Verizon provides an interconnection with the network of select third-party cloud providers (with whom the customer has separately contracted) enabling Customer to utilize those third-parties' cloud services over Private IP, Switched E-LAN, or Switched E-LINE network. Verizon also provides network translation functionality (NAT), but Customer may provide Customer's own NAT with the understanding that Customer accepts sole responsibility if Customer fails to properly configure NAT and such failure permits a third party cloud provider to have access to Customer's Private IP addresses. Secure Cloud Interconnect has unique pricing, network designs, and capabilities; details are available on request. In addition, Verizon may terminate Secure Cloud Interconnect, in whole or in part, upon 30 days written notice, where Customer is utilizing Secure Cloud Interconnect on a usage only basis, and Customer has not used this feature for a continuous period exceeding ten months.

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. To the extent such regulations apply, Customer shall comply with those regulations.

3.2 **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."

4. SERVICE LEVEL AGREEMENT (SLA)

Private IP Service Level Agreement for Optimized Private IP Service +: attached hereto as Exhibit A below

5. FINANCIAL TERMS

5.1 **Optimized Service.** Customer will pay the charges for Optimized Private IP Service + specified in the Agreement including those below.

Charges below are in U.S. dollars and will be billed in the invoice currency of the associated service.

5.1.1 **Administrative Charges**

Administrative Charges	Charge Instance	Port Type	Speed	NRC
Administrative Change	Per Change	n/a	n/a	$60.00
Cancellation of Service Order	Per Port	n/a	n/a	$800.00
Expedite	Per Port	n/a	n/a	$1,000.00
Physical Change	Per Order	n/a	n/a	$200.00
Reconfiguration	Per Port	Standard Port	64Kbps	$50.00
Reconfiguration	Per Port	Standard Port	256Kbps,512Kbps	$100.00
Reconfiguration	Per Port	Standard Port	T1, E1, 1M, 2M	$200.00
Reconfiguration	Per Port	Standard Port	Above E1	$600.00

5.1.2 **Bandwidth Bursting.** (Optimized Only) With Bandwidth Bursting, Customer will pay an additional charge monthly per circuit for any measured usage level greater than Customer's Bandwidth Commitment. Verizon will sample the Private IP port usage every five minutes during the monthly billing period and Customer's measured usage level will be based on usage at the 95th percentile of samples with the highest 5 percent of usage discarded for billing purposes. Incremental usage will be rounded up to the next full Mbps or Gbps.

5.1.3 **Reconfiguration.** A reconfiguration charge applies for the modification of an existing Private IP circuit, at Customer request, for Verizon to reterminate a circuit to a different router or reconfiguration of the port.

6. **DEFINITIONS.** The following definitions apply to Private IP Service:

Term	Definition
Bandwidth Commitment	The portion of a port speed which Customer may use in a monthly period without incurring a Burstable Overage charge.
Committed Access Rate (CAR)	The amount of bandwidth to which Customer subscribes on a logical Port by logical Port basis.

Customer Edge (CE)	The edge of, or point in which customer traffic enters or exits, the Customer network.
Geographic Diversity	Automatically directs the second Customer circuit to a different Verizon gateway at a different Verizon POP.
MPLS	Multi-Protocol Label Switching - an Internet Engineering Task Force standard.
MPLS Partner	A third party MPLS provider with whom Verizon has an agency or reseller arrangement to provide interconnection to that party's in-country network.
MVIC	MPLS VPN Interprovider Connection.
Port	An entrance to and/or exit from a network.
Provider Edge (PE)	The edge of, or point in which Customer traffic enters or exits, the Verizon Private IP Network.
Router Diversity	Automatically directs the second Customer circuit to a different switch or router.
Virtual Private Network (VPN)	Uses a logical connection to route traffic between network sites.

Administrative Charges Definitions

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.
Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

Exhibit A
PRIVATE IP SERVICE + GLOBAL PRIVATE IP SERVICE LEVEL AGREEMENT

1. **Service Level Agreement Summary.** The Private IP Service Level Agreement ("PIP SLA") covers Global Private IP Services (collectively, the "Service" or "Private IP Service"). The PIP SLA consists of several service level standards ("Service Level Standards"). Customer may qualify for credits when the Verizon PIP Network performance fails to meet the stated thresholds established for a Service Level Standard. The PIP SLA may also cover the transport components (not the CPE components) of the Managed Private IP Service product if offered as a part of a Managed Private IP solution. The managed service components of a Managed Private IP solution may be covered in a separate Managed Services, Service Level Agreement.

2. **Definitions of Terms.** Terms used in this document are defined in the Terms and Definitions section at the end of this document.

3. **Service Level Standard Performance Measures.** The PIP SLA Service Level Standards are:

Parameter	Access Type	Scope	U.S.	Global Tier A	Global Tier B	Global Tier C
Availability	Platinum	End-to-End	100%	100%	100%	NA
	Wireline/Wireline Dual Connection*** Gold/Silver/Bronze + Gold/Silver/Bronze	End-to-End	100%	100%	100%	NA
	Wireline/Wireless Dual Connection**** Gold/Silver/Bronze + Wireless Private Network	End-to-End	100%	NA	NA	NA
	Gold	End-to-End	99.9%	99.9%	99.9%	99.5%
	Silver	End-to-End	99.5%	99.5%	99.5%	99.0%
	Bronze	End-to-End	99.0%	99.0%	99.0%	99.0%
Time To Repair (TTR)	Platinum	End-to-End	2 Hours	4 Hours	4 Hours	NA
	Gold	End-to-End	4 Hours	5 Hours	8 Hours	8 Hours
	Silver	End-to-End	4 Hours	8 Hours	8 Hours	8 Hours
	Bronze	End-to-End	24 Hours	24 Hours	24 Hours	24 Hours

Service Installation		End-to-End	⩽1.5M** 30 Business Days ⩽ 45M** 45 Business Days	100% by Customer's Due Date	100% by Customer's Due Date	100% by Customer's Due Date
			Others 100% by Customer's Due Date			
Moves, Adds or Changes (MAC)		End-to-End	10 Business Days (Excluding Local Access Requests)	100% by Customer's Due Date	100% by Customer's Due Date	100% by Customer's Due Date
Core Network Transit Delay (C-NTD)*		P-Core	⩽ 36 ms	NA	NA	NA

*Core Network Transit Delay (C-NTD) is only applicable to the US P-Core Network. Measurements between distinct PE pairs are given by the Packet Transit Delay (PTD) Service Level Standard in the table below.
**Excludes any facilities builds.
***Wireline/Wireline Dual Connection: Verizon provides a second equivalent circuit for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects. If a site has Dual Connection then only Dual Connection SLA can be claimed and not the individual circuit availability SLAs. Dual Connection SLA can only be claimed if both primary and secondary circuits are down. Dual Connection SLA will be paid on both primary and secondary Port and Access MRR.
****Wireline/Wireless Dual Connection: Verizon Mobile Private Network provides wireless back-up for Private IP service. If a site has Dual Connection then only Dual Connection SLA can be claimed and not the individual circuit availability SLAs. Dual Connection SLA can only be claimed if both primary and secondary circuits are down. Dual Connection SLA will be paid on the primary (Wireline) Port and Access MRR.

Parameter	Scope	EF/COS5	AF4x/COS4	AF3x/COS3	AF2x/COS2	AF1x/COS1	BE/COS0
Packet Delivery Ratio (PDR)*	PE-to-PE	⩾ 99.995%	⩾ 99.99%	⩾ 99.99%	⩾ 99.99%	⩾ 99.99%	⩾ 99.5%

Packet Transit Delay (PTD)	PE-to-PE	See applicable Packet Transit Delay standards below					
Jitter	PE-to-PE	< 5 ms	< 15 ms	NA	NA	NA	NA
Mean Opinion Score (MOS)**	P-Core	⩾ 4.0	NA	NA	NA	NA	NA

*Packet Delivery Ratio (PDR): for Private IP Secure Cloud Interconnection ("SCI"), only BE/COS0 applies.
**Mean Opinion Score (MOS) is only applicable to the U.S., EMEA and APAC regions.

Private IP Gateway:

Parameter	Service Type	Scope	U.S.	Global Tier A	Global Tier B	Canada, Puerto Rico, U.S. Virgin Islands
Availability	SCI*	PE-to-PE	100%	100%	100%	N/A
	Satellite Gateway**	End-to-End	99.5%	N/A	N/A	99.5%
	Private Wireless Gateway	PE-to-PE	100%	100%	N/A	N/A
Time To Repair (TTR)	SCI*	PE-to-PE	4 Hours	4 Hours	4 Hours	N/A
	Satellite Gateway**	PE-to-PE	4 Hours	N/A	N/A	4 Hours
	Private Wireless Gateway	PE-to-PE	4 Hours	4 Hours	N/A	N/A

*Private IP Secure Cloud Interconnection

**The Satellite Gateway SLA is based on Verizon's standard CPE recommendations designed to support the specified customer service parameters. The Satellite Gateway SLA for Availability is measured between Verizon's origination (Satellite earth station Hub) and Customer's destination demarcation point, as measured by Verizon.

The PIP SLA Performance Measures and exclusions are defined in detail below.

4. **Coverage Categories.** Service Level Standards vary by Class of service, Access type, Outage type and Geographic location. These Service Level Standards are defined below.

4.1 **Class of Service.** The PIP SLA class of service delivery methodology and traffic priority Class of Service are identified as follows:

Private IP Layer 3 Queue	Private IP Layer 2 Queue	Naming
EF*	COS5*	Real Time / Voice
AF4 AF41, AF42/43	COS4	Video / Priority Data
AF3 AF31, AF32/33	COS3	Mission Critical Data
AF2 AF21, AF 22/23	COS2	Transactional Data
AF1 AF11, AF12/13	COS1	General Data
BE	COS0	General Business - Default

*The EF and COS5 queues are not designed for packets larger than 300 bytes or Bursty Traffic.

4.2 **Access Types.** The PIP SLA Service Level Standard metrics may be based on the following Access Types as indicated on the Customer's Master Service Order Form.

- Platinum
- Gold
- Silver
- Bronze

4.3 **Outage Type.** The PIP SLA defines Service disruptions as:

- Hard Outage
- Service Issue

4.3.1 The Service restoration priority determines the ranking of the repair actions against other Service Issues.

	Priority Level Criteria

Priority 1	Total loss of Service or degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing
Priority 2	Degraded Service, however Customer is able to use the Service and is not prepared to release its Service for immediate testing
Priority 3	A problem with the Service that does not impact the functionality of the Service; including a single non-circuit specific quality of Service inquiry.
Priority 4	Non Service affecting requests (e.g. a Customer request for an incident report) and all other queries not covered by Priority 1 – 3 above. Scheduled maintenance

4.3.2 A Hard Outage has Priority 1 Service restoration priority with the exception of Bronze Hard outages which are handled as a Priority 2 ticket. Availability and TTR apply to Hard Outages.

4.3.3 A Service Issue has Priority 2 Service restoration priority. PTD, PDR and Jitter apply to Service Issues.

4.3.4 Priority 3 and Priority 4 issues will be addressed by Verizon. However, Priority 3 and Priority 4 issues are not eligible for SLA credits.

4.4 **Geographical Location.** The PIP SLA covers Service in all countries where PIP Service is offered, except as specified in the exclusions and limitations stated below. The PIP SLA is divided into geographic regions because Service Levels available from access Providers around the world differ between countries. The location and access method of a Customer Site will determine the applicable Service Levels. As a result of continuing expansion of the Verizon Private IP Network the listing of the Global Tier countries is dynamic and changes periodically as new countries are added. At Customer's request Verizon will confirm country status and/or provide a listing of countries that fall into these categories. The countries covered under this SLA are divided into the following categories:

- **U.S.:** Contiguous 48 United States, Hawaii and Alaska.
- **Global Tier A:** Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, United Kingdom.
- **Global Tier B:** Argentina, Argentina MVIC (via Telmex), Australia, Brazil, Brazil MVIC (via Embratel), Bermuda, Bulgaria, Chile, Chile MVIC (via Telmex), China, China MVIC (via China Unicom, China Telecom, China Mobile or CITIC), Colombia, Colombia MVIC (via Telmex), Costa Rica, Czech Republic, Dominican Republic, Greece, Guam, Hungary, India, Indonesia, Israel, Latvia, Malaysia, Mexico, Mexico MVIC (via TelMex, Axtel or MetroRed), Morocco, New Zealand, Panama, Peru, Peru MVIC (via TelMex), Philippines, Poland, Portugal, Puerto Rico, Romania, Russia, Slovakia, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates (UAE), and Uruguay.
- **Global Tier C:** Albania, Algeria MVIC (via CMC Networks or Tawasul), Angola MVIC (via CMC Networks or Vodacom), Anguilla, Anguilla MVIC (via C&W), Antigua and Barbuda, Antigua and Barbuda MVIC (via C&W), Argentina MVIC (via Claro), Azerbaijan, Bahamas, Bahamas MVC (via C&W), Bahrain, Bahrain MVIC (via Tawasul), Bangladesh, Barbados, Barbados MVIC (via C&W), Belarus, Belize, Belize MVIC (via C&W), Benin MVIC (via CMC Networks), Bermuda, Bermuda MVIC(via C&W), Bolivia MVIC (via Tigo), Bosnia & Herzegovina, Botswana (via CMC Networks or Vodacom), Bulgaria,

Burkina Faso (via CMC Networks), Burundi MVIC (via CMC Networks), British Virgin Island, British Virgin Islands MVIC (via C&W), Cameroon MVIC (via CMC Networks or Vodacom), Cape Verdi MVIC (via CMC Networks), Cayman Islands, Cayman Islands MVIC (via C&W), Central African Republic MVIC (via CMC Networks), China, Colombia MVIC (via C&W or Tigo), Cote d'Ivoire MVIC (via CMC Networks or Vodacom), Congo Democratic Republic MVIC (via CMC Networks), Costa Rica, Costa Rica MVIC (via C&W and Tigo), Croatia, Curacao, Curacao MVIC (via C&W), Djibouti MVIC (via CMC Networks or Vodacom), Dominica, Dominica MVIC (via C&W), Dominican Republic, Dominican Republic MVIC (via C&W), Ecuador, Egypt, Egypt MVIC (via TE Data), El Salvador, El Salvador MVIC (via C&W or Tigo), Estonia, Ethiopia MVIC (via CMC Networks or Vodacom), Gabon MVIC (via CMC Networks or Vodacom), Gambia MVIC (via CMC Networks), Ghana MVIC (via CMC Networks or Vodacom), Greece, Grenada, Grenada MVIC (via C&W), Guatemala, Guatemala MVIC (via C&W or Tigo), Guinea MVIC (via CMC Networks), Guyana, Guyana MVIC (via C&W), Haiti, Haiti MVIC (via C&W), Honduras, Honduras MVIC (via C&W or Tigo), Iceland, India MVIC (via Bharti or Reliance), Iraq MVIC (via Tawasul), Jamaica, Jamaica MVIC (via C&W), Japan MVIC (via Softbank), Jordan, Jordan MVIC (via Tawasul) Kazakhstan, Kenya MVIC (via CMC Networks or Vodacom), Kuwait, Kuwait MVIC (via Tawasul), Latvia, Lebanon, Lebanon MVIC (via Tawasul), Lesotho MVIC (via CMC Networks or Vodacom), Liberia MVIC (via CMC Networks), Lithuania, Macao, Macedonia, Madagascar MVIC (via CMC Networks or Vodacom), Malawi MVIC (via CMC Networks or Vodacom), Mali MVIC (via CMC Networks), Malta, Mauritius MVIC (via CMC Networks or Vodacom), Monaco, Montenegro, Mozambique MVIC (via CMC Networks or Vodacom), Namibia MVIC (via CMC Networks or Vodacom), Nicaragua, Nicaragua MVIC (via Tigo or C&W), Niger MVIC (via CMC Networks), Nigeria MVIC (via CMC Networks or Vodacom), Oman, Oman MVIC (via Tawasul), Pakistan, Panama, Panama MVIC (via C&W or Tigo), Paraguay, Paraguay MVIC (via Tigo), Puerto Rico, Puerto Rico MVIC (via C&W), Qatar, Reunion, Romania, Russia MVIC (via Beeline), Rwanda MVIC (via CMC Networks), Saudi Arabia, Saudi Arabia MVIC (via STC), Senegal MVIC (via CMC Networks), Serbia, Sierra Leone MVIC (via CMC Networks), Slovakia, Slovenia, South Africa, South Africa MVIC (via CMC Networks or Vodacom), Sri Lanka, St. Kitts and Nevis, St. Kitts and Nevis MVIC (via C&W), Saint Maarten MVIC (via C&W), St. Lucia, St. Lucia MVIC (via C&W) St. Martin, St. Martin MVIC (via C&W), St. Vincent, St. Vincent MVIC (via C&W), Sudan MVIC (via CMC Networks), Suriname, Suriname MVIC (via C&W), Swaziland MVIC (via CMC Networks or Vodacom), Tanzania MVIC (via CMC Networks or Vodacom), Togo MVIC (via CMC Networks), Trinidad and Tobago, Trinidad and Tobago MVIC (via C&W), Tunisia MVIC (via CMC Networks), Turkey, Turkey (Turknet), Turks and Caicos, Turks and Caicos MVIC (via C&W), United Arab Emirates (UAE) MVIC (via Etisalat), Uganda MVIC (via CMC Networks or Vodacom), Uruguay, U.S. Virgin Islands, U.S. Virgin Islands(via C&W), Venezuela, Vietnam, Yemen MVIC (via Tawasul), Zambia MVIC (via CMC Networks or Vodacom), Zimbabwe MVIC (via CMC Networks or Vodacom).

Service in the countries without a MVIC designation listed above is provided via a backhaul to the nearest Verizon Provider Edge device. The PTD, PDR, and Jitter Service Level Standards for these locations are based on measurements at Verizon's Provider Edge device. Additional information on the locations of the Verizon Provider Edge is available through Customer's account team or on the Verizon Looking Glass portal for Private IP.

5. Service Level Standards Defined

5.1 Availability

5.1.1 **Definition.** End-to-end Circuit up-time.

5.1.2 **Standard.** See Service Level Standard for Performance Measurements above. Availability includes the local access from the Customer Edge (CE) to the Verizon PIP Provider Edge (PE) and the PIP Network. Availability excludes CPLL and the Customer CPE.

5.1.3 **Calculation.** Availability is determined by computing the total number of Eligible Hard Outage Minutes per Priority 1 trouble tickets in a calendar month for a specific Customer Circuit divided by the total number of minutes based on a 30-day calendar month. Availability is calculated after a trouble ticket is opened with Verizon and represents the percentage of time that the Circuit is available within a given calendar month.

$$\text{Availability (\%)} = \left(1 - \left(\frac{\text{Total Eligible Hard Outage Minutes per Circuit per month}}{\text{30 days * 24 hours/day * 60 minutes/hour}}\right)\right) \times 100$$

5.1.4 **Credit Structure.** The credit is based on the number of Eligible Hard Outage Minutes. Availability applies only in those cases in which a PIP trouble ticket is opened with Verizon and the Customer subsequently allows the necessary physical or logical access to its premises and facilities for testing if required by Verizon.

Availability credit table:

Availability				Credits as a percent of MRC										
PIP Network Down Time		% of Up Time		All Global Tiers and US	U.S. and Global Tier A	U.S. and Global Tier A	U.S. and Global Tier A	Global Tier B	Global Tier B	Global Tier B	Global Tier C	Global Tier C	Global Tier C	U.S. and Global Tier A	U.S. and Global Tier A & B
From (Mins)	To (Mins)	From %	To %	(Platinum or Gold/Silver/ Bronze + Wireless Private Network)	Gold	Silver	Bronze	Gold	Silver	Bronze	Gold	Silver	Bronze	Satellite	SCI and Private Wireless Gateway
1	43	< 100%	≥ 99.9%	5%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	5%
44	86	< 99.9%	≥ 99.8%	10%	10%	NA	NA	5%	NA	NA	NA	NA	NA	NA	10%
87	216	< 99.8%	≥ 99.5%	15%	10%	NA	NA	5%	NA	NA	NA	NA	NA	NA	15%
217	432	< 99.5%	≥ 99.0%	25%	15%	10%	NA	10%	5%	NA	5%	NA	NA	5%	25%
433	648	< 99.0%	≥ 98.5%	30%	15%	15%	10%	10%	10%	5%	10%	5%	5%	10%	30%
649	864	< 98.5%	≥ 98.0%	40%	20%	20%	15%	10%	10%	10%	10%	10%	10%	10%	40%
> 864		< 98.0%		50%	20%	20%	20%	10%	10%	10%	10%	10%	10%	10%	50%

5.1.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, Availability Service Level Standard measurements do not include the following:

- Any act or omission on the part of any third party other than a local access provider over which Verizon exercises control.
- Periods of Service degradation, such as slow data transmission, where a Priority 1 trouble ticket has not been opened with Verizon and Customer has not released its Service for immediate testing.
- Customer inquiry for circuit monitoring purposes only.
- Availability Service Level Standards for MVIC services are only applicable for MVIC locations where local access is provided by one of the corresponding MVIC partners identified above.

- Off-Net Bronze hard outage to be handled as a Priority 2 ticket. Verizon Wireless Private Network charges are excluded.

5.2 **Time To Repair (TTR)**

5.2.1 **Definition.** Time taken to restore end-to-end Services during a Hard Outage on a specific Circuit.

5.2.2 **Standard.** See Service Level Standard Performance Measurements table above. TTR includes the Local Access from the Customer Edge (CE) to the Verizon PIP Provider Edge (PE) and the PIP Network. TTR excludes CPLL and the Customer CPE.

5.2.3 **Calculation.** TTR is determined by computing the time taken to repair each Eligible Hard Outage Priority 1 trouble ticket in a calendar month for a specific Customer Circuit with the exception of Hard Outages for Bronze which is handled as a Priority 2 ticket. The duration of each Hard Outage on a specific Circuit is calculated after a trouble ticket is opened with Verizon. TTR (Hrs) = Time taken to repair a specific Circuit experiencing an Eligible Hard Outage Priority 1 trouble. Bronze hard outage to be handled as a Priority 2 ticket.

5.2.4 **Credit Structure.** The credit is based on the number of Eligible Hard Outage Minutes. TTR applies only in those cases in which a PIP Hard Outage Priority 1 trouble ticket is opened with Verizon and the Customer subsequently allows the necessary physical or logical access to its premises and facilities for testing if required by Verizon and with the exception of Hard Outages for Bronze, which are handled as a Priority 2 ticket. Circuits may qualify for the TTR Service Level Standard in addition to the Availability Service Level Standard.

TTR credit table:

TTR		**Credit as a Percent of MRC**						
PIP Network Outage Time		**U.S.**	**Global Tiers A & B**	**U.S.**	**Global Tier A**	**Global Tier B**	**Global Tiers C**	**U.S. and Global Tier A & B**
From Hr:Min:Sec	**To Hr:Min:Sec**	**(Platinum)**	**(Platinum)**	**(Gold, Silver or Bronze)**	**(Gold, Silver or Bronze)**	**(Gold, Silver or Bronze)**	**(Gold, Silver or Bronze)**	**SCI, Satellite and Private Wireless Gateway**
2:00:00	3:59:59	4%	NA	NA	NA	NA	NA	N/A
4:00:00	4:59:59	4%	4%	2%	NA	NA	NA	4%
5:00:00	7:59:59	10%	10%	4%	4%	NA	NA	10%
8:00:00	11:59:59	10%	10%	4%	4%	4%	4%	10%
≥ 12:00:00		10%	10%	4%	4%	4%	4%	10%

5.2.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, TTR Service Level Standard measurements do not include the following:

- Any act or omission on the part of any third party, other than a Local Access provider over which Verizon exercises control.
- Periods of Service degradation, such as slow data transmission, where a Priority 1 trouble ticket has not been opened with Verizon and Customer has not released its Service for immediate testing.
- Customer inquiry for circuit monitoring purposes only.
- TTR Service Level Standards for MVIC services are only applicable for MVIC locations where Local Access is provided by one of the corresponding MVIC partners identified above. Bronze hard outage to be handled as a Priority 2 ticket.

5.3 Core Network Transit Delay (C-NTD)

5.3.1 **Definition.** Core Network round trip delay average between Verizon-designated core backbone network nodes across a specific region.

5.3.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.3.3 **Calculation.** Verizon calculates the C-NTD by using 64-byte packets for measuring round trip transit delay in milliseconds between Verizon-designated backbone network nodes across a specific region and averaging the results over a 30 day period. The measurements exclude any traffic that is re-routed as a result of a network outage or scheduled maintenance. The monthly measurements are available at the following link: https://www.verizon.com/business/terms/latency/#pip.

5.3.4 **Credit Structure.** To receive a credit, Customer must submit their request within 30 business days after the month in which the C-NTD Service Level Standard was not met. Such credit will equal the pro-rated charges for one day of the MRC for the Customer's Connections within the specific region during the calendar month in which the C-NTD Service Level Standard was not met.

C-NTD credit table:

For Standard not met	Credit
Core Network Transit Delay (C-NTD)	The pro-rated charges equal to one day's MRC for the Customer's Connections

5.3.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, C-NTD Service Level Standard measurements do not include the following:

- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- Core Network Transit Delay (C-NTD) is only applicable to the US P-Core Network

5.4 **Packet Transit Delay (PTD)**

5.4.1 **Definition.** Round trip data packets delay between origination and destination Ports.

5.4.2 **Standard.**

- PE PTD is the provider edge PE-to-PE monthly average round trip transit delay in milliseconds between respective Provider Edge device pairs on the Verizon PIP Network.
- The PE PTD Service Level Standards is applicable for the following traffic priority classes:
  - Standard PIP Service
  - Enhanced Traffic Management (ETM) option

 PE PTD Service Level Standard Performance Measurements for international and U.S. locations are stated in the PIP PTD Matrix located in the Verizon Secure Guide portal at: www.verizon.com/business/service_guide/secure/cp_pip_sla_matrix_SG.xlsx.

5.4.3 **Calculation.** PTD is determined by using 64-byte packets for measuring transit delay in milliseconds across the Verizon PIP Network and averaging the results over a thirty day period.

- PTD calculation is as follows: PTD = T2 – T1. Where: T1 is the time in milliseconds when an IP packet leaves the ingress reference point (i.e., Packet exit event) and T2 is the time in milliseconds when an IP packet arrives back at the ingress reference point (i.e. Packet return event).
- PE PTD is measured between the respective origination and destination infrastructure ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.4.4 **Credit Structure.** If the PTD Service Level Standard is not met, it is a Service Issue and is considered a Service Restoration Priority 2. If the PTD metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a PTD Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a PTD issue exists and repair the problem(s), as applicable. Once Verizon confirms that the PTD Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the PTD Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the PTD Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of PTD prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

PTD credit table:

For Standard not met	Credit as % of MRC
Packet Transit Delay (PTD)	20%

5.4.4.1 Service Issues occur between pair Ports of the Private IP Network. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will

be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.4.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, PTD Service Level Standard measurements do not include the following:

- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- PTD Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Any delay or dropped data packets caused by a Customer who subscribes to Access Oversubscription and Customer's traffic over a circuit exceeds 100% of the Access speed of the circuit.

5.5 Packet Delivery Ratio (PDR)

5.5.1 **Definition.** Effectiveness in transporting and delivering customer packets across the PIP Network.

5.5.2 **Standard.**

- PE PDR is the PE-to-PE monthly average Packet Delivery Ratio. The PE PDR Service Level Standards is applicable for the following traffic priority classes: Standard PIP Service and Enhanced Traffic Management (ETM) option.
- PE PDR Service Level Standard is:
- For the EF/COS5 traffic priority class: 99.995%
- For the AF/COS4, COS3, COS2, COS1 traffic priority class: 99.99%
- For the BE/COS0 traffic priority class: 99.5%

5.5.3 **Calculation.**

- PDR is determined by using 64-byte packets for measuring the number of packets within a specified traffic priority class that are successfully delivered divided by the total number of packets sent within the specified traffic priority class during a calendar month. For data consisting of packets within the specified traffic priority class, the PDR is as follows:

$$\text{PDR (\%)} = \frac{\text{Packets Delivered}}{\text{Packets Offered}} \times 100$$

- PE PDR is measured between the respective origination and destination infrastructure Ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.5.4 **Credit Structure.** If the PDR Service Level Standard is not met, it is a Service Issue and is considered Service Restoration Priority 2. If the PDR metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a PDR Service

Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a PDR issue exists and repair the problem(s), as applicable. Once Verizon confirms that the PDR Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the PDR Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the PDR Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of PDR prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

PDR credit table:

For Standard not met	Credit as % of MRC
Packet Delivery Ratio (PDR)	20%

5.5.4.1 Service Issues occur between pair Ports of the Private IP Network, including SCI. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.5.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, PDR Service Level Standard measurements do not include any of the following:

- Packets that are not delivered due in whole or in part to factors unrelated to Verizon's PIP/PIPL2 Network.
- Packets dropped at infrastructure ingress or egress due to improper Customer Port speed specifications of Customer Port speeds.
- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- PDR Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Any delay or dropped data packets caused by a Customer who subscribes to Access Oversubscription and Customer's traffic over a circuit exceeds 100% of the Access speed of the circuit.

5.6 **Jitter**

5.6.1 **Definition.** Displacement of data packets from their ideal sequence or position in time.

5.6.2 **Standard.**

- PE Jitter is the monthly average mean deviation of the difference in packet arrival time at the receiver compared to the sender for a pair of packets one-way between respective Provider Edge Devices. The Jitter Service Level Standards is applicable for the following traffic priority classes:
- Enhanced Traffic Management (ETM) option:

- PE Jitter is applicable to data packets marked EF by Customer and compliant with the subscribed EF Real Time CAR. ○ PE Jitter is applicable to data packets in the AF4 traffic class and compliant with the AF4 forwarding priority.
- Other traffic classes are not available for PE Jitter Service Level Standards.

- PE Jitter Service Level Standard provides that the maximum delay variance between Verizon Private IP PE devices is less than 5 ms one-way for the EF traffic class and less than 15 ms one-way for the AF4 traffic class.
- If a Jitter issue is identified, packet fragmentation technologies or similar capability may be required to remedy the issue.

5.6.3 **Calculation.**

 Jitter is determined by using 64-byte packets for measuring the mean deviation of the difference in packet spacing at the receiver compared to the sender for a pair of packets. The mean is determined by sampling the PIP Network frequently and averaging the results over a thirty day period. The calculation for Jitter (Ji) for two consecutive packets i and i+1 is as follows: Jitter (Ji) = ΔTi - ΔTi' Where:

Ti = time 1st byte of packet i is received by the source Port (ingress time)
Ti+1 = time 1st byte of packet i+1 is received by the source Port (ingress time)
Ti' = time 1st byte of packet i is received at the destination Port (egress time) Ti+1'
= time 1st byte of packet i+1 is received at the destination Port (egress time) And:
ΔTi = Ti+1 - Ti (ΔTi is the time interval between packets at ingress) ΔTi'
= Ti+1' - Ti' (ΔTi' is the time interval between packets at egress) The
Average Jitter (J-avg) is calculated as follows:
Average Jitter (J-avg) = ∑ | Ji | / (N-1) Where:
N is the number of sample packets over 30 day period

 PE Jitter is measured between the respective origination and destination infrastructure Ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.6.4 **Credit Structure.** If the Jitter Service Level Standard is not met it is a Service Issue and is considered Service Restoration Priority 2. If the Jitter metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a Jitter Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a Jitter issue exists and repair the problem(s), as applicable. Once Verizon confirms that the Jitter Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the Jitter Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the Jitter Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of Jitter prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

Jitter credit table:

For Standard not met	Credit as % of MRC
Jitter	20%

5.6.4.1 Service Issues occur between pair Ports of the Private IP Network. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.6.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, Jitter Service Level Standard measurements do not include any of the following:

- PE Jitter applicable to the AF4 traffic class is available only for Video traffic that uses either AF41 or CS4 classification when the AF4 queue facilitating such Video traffic is not mixed with any other type of traffic.
- All Customer data traffic that is marked EF by Customer and is not compliant with the subscribed EF Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon Private IP Network.
- Jitter Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Jitter Service Level Standard is not applicable to Private IP Layer 2 services.

5.7 Service Installation

5.7.1 **Definition.** Period of time beginning on the Order Acceptance date and ending on the date Verizon completes installation of the Service and the Service is up and billable. Customer's Due Date is defined as the date to which Verizon commits to deliver the Service.

5.7.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.7.3 **Calculation.** The Service Installation Service Level Standard is calculated by computing the period of time beginning on the Order Acceptance date and ending on the date Verizon completes installation of the Service and the Service is up and billable.

5.7.4 **Credit Structure.** To obtain a credit, Customer must report the delay in Service installation to the Verizon account team as described in the in the Credit Section of the SLA.

Service Installation credit table:

For Standard not met	U.S.	Global Tier A	Global Tier B	Global Tier C
Service Installation	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection

5.7.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, the Service Installation Service Level Standard does not include any minutes associated with the following:

- Delays in installation related to Customer actions, moves or scheduling difficulties.
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors.
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to install the Service.
- Delays attributed to extending the Local Access demarcation point.
- Delays resulting from inaccurate or incorrect order information from Customer.
- Delays resulting from an order suspension due to credit issues involving Customer.

Any periods of delay attributable to the reasons above will be deducted from the Service Installation time period.

5.8 **Moves, Adds or Changes (MAC)**

5.8.1 **Definition.** The MAC interval is the period of time beginning on the Order Acceptance date and ending on the date Verizon completes the Order for the Service. Customer's Due Date is defined as the date to which Verizon commits to deliver the Service.

5.8.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.8.3 **Calculation.** The MAC Service Level Standard is calculated by computing the period of time beginning on the Order Acceptance date and ending on the date Verizon completes the order for the Service.

5.8.4 **Credit Structure.** To obtain a credit, Customer must report the delay in Service order completion to the Verizon account team as described in the Credit Section of the SLA.

MAC credit table:

For Standard not met	U.S.	Global Tier A	Global Tier B	Global Tier C
MAC	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection

5.8.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, the MAC Service Level Standard does not include any minutes associated with the following:

- Delays in installation related to Customer actions, moves or scheduling difficulties.
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors.
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to install the Service.
- Delays attributed to extending the Local Access demarcation point.
- Delays resulting from inaccurate or incorrect order information from Customer.
- Delays resulting from an order suspension due to credit issues involving Customer.

- MAC problems for services provided pursuant to any promotional Move, Add or Change offerings might not be eligible for credit refunds.

Any periods of delay attributable to the reasons above will be deducted from the MAC installation time period.

5.9 Mean Opinion Score (MOS)

5.9.1 **Definition.** Quality level of the audio fidelity and clarity of a voice call.

5.9.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.9.3 **Calculation.** Verizon calculates MOS by sampling performance scores for the EF traffic class, using the standards based ITU-T G.107 (E-model) and assuming a G.711 codec, between Verizon-designated core backbone network nodes and averaging the results over a thirty day period. The monthly measurements are available at the following link: https://www.verizon.com/business/terms/latency/#pip.

5.9.4 **Credit Structure.** To receive a credit, Customer must submit their request within 30 business days after the month in which the MOS Service Level Standard was not met. Such credit will equal the pro-rated charges for one day of the MRC for the Customer's Connections within the specific region during the calendar month in which the MOS Service Level Standard was not met.

MOS credit table:

For Standard not met	Credit
Mean Opinion Score (MOS)	The pro-rated charges equal to one day's MRC for the Customer's Connections

5.9.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, MOS Service Level Standard measurements do not include the following:

- The MOS Service Level Standard applies only to data packets marked EF by Customer and compliant with the Customer's subscribed EF Real Time CAR.
- The MOS Service Level Standard applies only to the U.S., EMEA and APAC regions.
- The MOS Service Level Standard is not applicable to the Private IP Layer 2 services.

6. Credit Requests and Application Process

6.1 Service Level Agreement Credit Application Structure.

- For any calendar month in which Verizon fails to meet any of the Service Level Standards stated in this document the credit structure for the Service Level Standards listed above will be applied to the corresponding net billing MRC for the specific Connection(s) affected by a PIP Network Hard Outage(s) or Service Issue(s).
- The total of all credits within any one month is limited to a maximum of 100% of the MRC for the specific Connection or Site, as applicable, which was impacted by any non-compliance with the Service Level Standard(s). Credits are not cumulative month to month.

- Credits for Hard Outages are determined based on Eligible Hard Outage Minutes and Customer may claim the TTR Service Level Standard credit in addition to the Availability Service Level Standard credit in a given calendar month. Customer may claim only one credit within a particular Service Issue Service Level Standard category during a given month. Customer cannot claim credits from both the Hard Outage and Service Issue categories for the same event. Customer can request to have compliance checked for all of the standard Service Level Standard commitments when requesting credits in any given month.
- To receive a credit, a trouble ticket must be opened with Verizon and Customer must submit their credit request no later than the stipulated time allowed to claim the specific Service Level Standard credit. The appropriate refund amount will be credited to the Customer's account at the billing account number (BAN) level in one lump sum, as opposed to each individual circuit or all circuits under multiple BANs. The appropriate refund amount will be appearing as a line item on a bill delivered within 90 calendar days following Verizon's confirmation of non-compliance with the Service Level Standard.
- Credits do not apply to Local Access or backhaul charges.

6.2 **Process for Customer to Apply for Service Level Agreement Credits.** The process to apply for SLA credits is provided below for each of the Service Level Standards.

6.2.1 **Opening a Trouble Ticket.** In the case that a trouble ticket is required to document an outage or service event for credit compliance, this can be done either through the Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested at the first use by registering at the Verizon Enterprise Center portal https://enterprisecenter.verizon.com/.

6.2.2 **Submitting a Service Level Agreement Credit Request.** The request for a SLA credit is submitted in writing from Customer to the account team. The timing and content of the request varies by Service Level Standard. This communication can be through email or by fax.

6.2.3 **Trouble Ticket and Credit Request by Service Level Agreement**

6.2.3.1 **Availability and Time To Repair (TTR).** In order for the Hard Outage to qualify for an SLA credit Customer must do the following:

6.2.3.1.1 A trouble ticket is opened with Verizon within 72 hours of the time the Hard Outage.

6.2.3.1.2 Submit an SLA credit request to Verizon within 30 days of the closing of the trouble ticket. The request may be submitted in writing to Customer's account team or via the Verizon Enterprise Center portal. The credit request must contain the following information:

- The date the Hard Outage occurred.
- The time the Hard Outage began and ended.
- The circuit ID(s) for each circuit(s) that was impacted.

6.2.3.2 **Packet Transit Delay (PTD), Packet Delivery Ratio (PDR) and Jitter.** In order for the Service Issue to qualify for an SLA credit Customer must do the following:

- A trouble ticket is opened with Verizon within 72 hours of the time the Service Issue arose.
- Submit an SLA credit request to Verizon within 30 days of the closing of the trouble ticket. The request may be submitted in writing to Customer's account team or via the Verizon Enterprise Center portal. The credit request must contain the following information: ○ The date the Service Issue occurred. ○ The time the Service Issue began and ended.
  ○ The circuit ID(s) for each circuit(s) that was impacted.

6.2.3.3 **Core Network Transit Delay (C-NTD) and Mean Opinion Score (MOS).** To receive a credit, Customer must make a credit request in writing (e-mail or fax) to the Verizon account team within 30 business days after the month in which the C-NTD or MOS Service Level Standard was not met.

6.2.3.4 **Service Installation and Moves, Adds, or Changes (MAC).** Customer must report the delay in Service installation or MAC to the appropriate Customer Service Center when the target date is missed. Customer must make a credit request in writing (e-mail or fax) to Verizon account team within 30 days of the date that Verizon completes the installation of the circuit. Customer must document the following information when requesting the credit:

- The date on which the Service Installation Period or MAC interval began.
- The date specified for Service Installation or Service order completion in the Customer's order.
- The date installation or Service order was completed.
- The Port and Local Access ID numbers for the installed Service or the related Service order.

6.3 **Service Level Agreement Credit Time Limitation.** Service Credits made by Verizon to Customer under this Service Level Agreement are the sole and exclusive remedy available to Customer in respect of any failure to meet a Service Level Standard. Notwithstanding the preceding sentence, Customer may pursue the following options after three consecutive months of non-compliance with the PIP Service SLA:

6.3.1 Customer may elect to continue the Service for the affected connection inclusive of the credit. Customer can only receive a maximum of six months of credits for any individual Service Level Standard within a 12-month period regardless of the number of Connections.

6.3.2 Customer may elect to discontinue all PIP Service for an affected Connection without liability except for charges incurred prior to discontinuation of the Service. To cancel the Service for a Connection, Customer must submit a written disconnect notice to its Verizon account team within 30 days following the end of either the third or subsequent consecutive month of Verizon's failure to meet the Service Level Standard.

7. **General Exclusions.** The following exclusions apply to all Service Level Standards contained in this document:

7.1 Service Level Standards is limited to measurements taken at and service events occurring at or within the Provider Edge for Private IP services delivered when using the following access methods to Private IP: Network to network interface (NNI) partner via a MVIC.

- Satellite Port.
- Customer Provided Access.

- International Private Line (IPL).

7.2 No Service Level Standards are provided for the following nor will any Service level standard not met be considered for:

- Service installations prior to acceptances by Customer.
- Packets marked EF/COS5 by Customers that are larger than 300 bytes. Bursty Traffic in the EF/COS5 queue.

7.3 Private IP Layer 2 Specific Exclusions:

 Private IP Layer 2 excludes Mean Opinion Score (MOS) and Jitter Service Level Standards.
Private IP Layer 2 Coverage Exclusions:

- All MVIC locations.
- The following countries: Argentina, Brazil, Canada, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico and Venezuela.

7.4 Service Level Standard measurements do not include periods of PIP Network Outage resulting in whole or in part from one or more of the following causes:

- Any Hard Outage minutes associated with failure of CPLL.
- CPE associated with the PIP Service.
- Any act or omission on the part of the Customer, its contractors or vendors, or any other entity over which the Customer exercises control or has the right to exercise control.
- Any scheduled maintenance on the part of Customer, Customer contractors or Customer vendors.
- Any scheduled maintenance on the part of Verizon or Verizon Service partners which are within Verizon's maintenance windows.
- Any scheduled maintenance on the part of Verizon's Service partners, including without limitations, MVICs.
- Any Force Majeure events as defined in the Contract.

8. Terms and Definitions

Term	Definition
Assured Forwarding (AF)	A set of priority Class of Service types intended to support data prioritization and precedence.
Best Effort (BE)	A Class of Service type intended to support General Business transactions.
Billing Account Number (BAN)	The account number to which all the Service charges are linked.
Bursty Traffic	Traffic where the minimum packet arrival gap in ms is the same or less than [(the largest expected voice packet sizes in bytes)*8000/(link speed in bits/sec)].
CE-to-HUB	Satellite Gateway SLA is measured between Verizon's-origination (Satellite earth station Hub) and customer-destination demarcation point.
Circuit	A circuit is a Connection, port, CAR and local access.
Class of Service (COS)	Priority classes that enable the network to differentiate data packages and assign routing precedence based on the customer data networking settings.

Committed Access Rate (CAR)	Committed Access Rate (CAR) is the amount of bandwidth to which Customer subscribes on a logical port by logical port basis. CAR can be equal to or less than the logical port speed.
Connection	Connection is a port on Customer's virtual private network (VPN) connected to the Verizon PIP Network. Customer subscribes to a CAR for each Connection.
Core Network	The Core Network, also referred as the Provider Core or P-Core Network, is a dedicated and redundant backbone network with a resilient topology engineered to optimized network routes, maximize stability and minimize failover times. The
	Core Network has been designed to provide quality of service excellence and to enable intelligent adaptability to new generation technologies. The Core Network is a secure, reliable and fast backbone network platform dedicated solely to Private MPLS network traffic. The Core Network supports Private MPLS network traffic but does not support direct customer access connections.
CPE	Customer Premise Equipment. Telecommunications equipment located at the Customer Site.
Customer Edge (CE)	Routers and CPE connected to the local access loop.
CE-to-CE	Customer Edge to Customer Edge. The network segment to and from the customer demarcation point that includes the local loop and the PIP network but excludes the customer CPE.
Customer Provided Local Loop (CPLL)	Customer remits payment for local access directly to their local access provider and Verizon does not invoice Customer for local access charges.
Customer Service Center	Verizon locations where Customer reports Service issues.
Eligible Hard Outage Minutes	Total number of Connection Hard Outage minutes less any Outage minutes attributed to events excluded by the PIP SLA.
End-to-End	The network segment in which Verizon Business has control. It includes the Local Loops if it is furnished or ordered by Verizon Business or a Verizon Affiliate from a third party carrier, and where Verizon Business invoices the Local Access cost to Customer. It excludes the CPE.
Enhanced Traffic Management Service (ETM)	Service that provides priority traffic routing with Class of Service features.
Expedited Forwarding (EF)	A priority Class of Service type intended to support applications that require real time traffic flows.
Hard Outage	Complete loss of Service where Customer cannot use the Service and is prepared to release it for immediate testing.
Hub	The satellite infrastructure located at a Verizon earth station which is interconnected to Private IP.
International Private Line(IPL)	Provides dedicated connections (point-to-point or point-to-multipoint circuits) between customer sites in numerous countries around the globe.
IP	Internet Protocol.
Layer 2	The Data Link Layer of the OSI Model.
Layer 3	The Network Layer of the OSI Model.

Local Access	On-Net, Off-Net or Customer Provided connection from the Provider Edge to the Customer Edge.
Managed Services	A Verizon Service designed to provide customers with a range of management options, from the proactive monitoring to complete outsourcing, of the Customer's data or voice networks.
MPLS	Multi-Protocol Label Switching. An IETF standard.
MRC	Monthly Recurring Charge. MRC includes net port and CAR charge, less any applicable discounts, and does not include local access charges.
MVIC	Private IP MPLS VPN Interconnect Services provided through a partner network and interconnected with Verizon through the MVIC.
Network	Verizon MPLS VPN Service, known as PIP. A network-based IP VPN service that utilizes IP-over-MPLS (Multi-Protocol Label Switching) technology to deliver IP VPN services to its customers in a secure, reliable and fast manner.
Network Outage	A Network Outage is defined as an unscheduled period in which the Service is interrupted and unavailable for use by Customer for 60 or more Unavailable
	Seconds (UAS). UAS is the American National Standards Institute standard (ANSI) T1.231.
NNI	Network to Network Interface (NNI) which provides an efficient interface between two data networks.
Off-Net	A location that is interconnected to Verizon Business using Local Access Circuits not wholly furnished via facilities owned or operated by Verizon Business or a Verizon Affiliate but ordered by Verizon Business or a Verizon Affiliate from a third party carrier. Off–net is offered at three levels of performance: Premium, Standard and Basic.
On-Net	A location that is interconnected to Verizon Business using Local Access Circuits wholly furnished via facilities owned or operated by Verizon Business or a Verizon Business Affiliate.
Order Acceptance	When Customer has provided all information required by Verizon, Customer has successfully passed a credit check (if required), and Verizon's ordering systems has processed the Customer's information and have accepted the order as ready for provisioning.
OSI Model	Open Systems Interconnection Reference Model. A standard description for how data should be transmitted between any two points in a telecommunication network. Its main purpose is to define the networking framework for the consistent delivery of products and services over a telecommunications network. The reference model defines seven layers of functions that take place at each end of a telecommunication network: Application (Layer 7), Presentation (Layer 6), Session (Layer 5), Transport (Layer 4), Network (Layer 3), Data-Link (Layer 2) and Physical (Layer 1).

P-Core	Provider Core. Dedicated and redundant backbone network with a resilient topology engineered to optimized network routes, maximize stability and minimize failover times. The P-Core has been designed to provide quality of service excellence and to enable intelligent adaptability to new generation technologies. The P-Core is a secure, reliable and fast backbone network platform dedicated solely to Private MPLS network traffic. The P-Core supports Private MPLS network traffic but does not support direct customer access connections.
PIP	Private IP Service.
PIP Network	The Verizon Private IP Network consisting of the devices and transport making up the MPLS cloud.
Port	An entrance to and/or exit from a network.
Provider Edge (PE)	The edge of the Verizon PIP Network. It is the point in which customer traffic enters or exits the Verizon PIP Network.
PE-to-PE	Provider Edge to Provider Edge. The network segment consisting of the PIP Network but excluding the Local Loops and the customer CPE.
Private IP Layer 2	Private IP Layer 2 is a technology using Virtual Private Wire Services (VPWS) to provide point-to-point routing and to allow Customers to retain control of routing, architectural and topology changes.
Private IP Layer 3	Private IP Layer 3 is a Network-Based IP VPN service using IP-over-MPLS technology to deliver high-performance IP VPN solutions to customers in a secure, reliable and fast manner.
Service or PIP Service	Service or Private IP Service is defined as Customer port and CAR and Local Accesses.
SLA	Service Level Agreement.
Service Restoration Priorities	Process by which Service disruptions are ranked by the Customer Service Center. A "Priority 1" is a total loss of Service, or degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing. A "Priority 2 is degraded Service, however Customer is able to use the Service and is not prepared to release its Service for immediate testing.
Site	A site is Customer's Service location which includes CPE and a Connection.
Service Issue	A degradation of Service where Customer is able to use the Service and is not prepared to release the Service for immediate testing. Service Issues are a Priority 2 restoration priority.
Trouble Ticket	A trouble ticket is defined as the official method used to document a perceived problem with the Service or non-compliance with a Service Level Standard.
Virtual Private Network (VPN)	A virtual network that provides the equivalent of a dedicated private network service over a shared data telecommunications infrastructure. A VPN maintains privacy through security network protocols. A VPN uses a logical connection to route traffic between network sites. One of the key attributes of a VPN is that it can provide the same capabilities of a Private Network but usually at a much lower cost.

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ATTACHMENT C TO EXHIBIT 1

VOICE OVER IP SERVICE

1. GENERAL

1.1 **Service Definition.** Voice over IP (VoIP) Service enables Customer to make telephone calls via the Internet. Verizon offers two types with Optimized and Non-Optimized Service: IP Integrated Access (for sites with key or PBX systems) and IP Trunking (for premise based IP PBX equipment or cloud hosted calling platforms); and a third type with Non-Optimized VoIP Service: Hosted IP Centrex, where all the features of a PBX or key system reside on Verizon's VoIP network.

- **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized VoIP + Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized VoIP Service.

1.2 **Standard Service Features**

1.2.1 **Calling Capacity.** With VoIP Service, Verizon provides Customer the ability to select its simultaneous calling capacity.

1.2.2 **Burstable Enterprise Shared Trunks (BEST).** Customer's VoIP sites that are provisioned with BEST will be able to share the total simultaneous calling capacity purchased by Customer across its enterprise on a regional basis. Thus, simultaneous call units within a region contribute to the total available concurrent call capacity only within that region. Concurrent call pools cannot be regionally

shared between the Americas (U.S./Canada/Latin America), Europe, and Asia-Pac regions. BEST applies to enterprises in which all locations are on a metered or tiered pricing model. Simultaneous calling capacity can be shared between locations receiving both Local and LD VoIP service, and between locations receiving only LD service, but not across those two kinds of locations.

1.2.3 **Local/National Calling Services**

1.2.3.1 **Outbound Public Service Telephone Network (PSTN or Local) Calls.** Verizon enables Customer to place calls to most PSTN destinations, including but not limited to, local, national, international, fixed-to-mobile, Directory Assistance and non-geographic destinations. For Europe, a list of destinations not currently supported by VoIP Service is available upon Customer's request.

1.2.3.2 **Number Portability.** Verizon enables Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time VoIP Service is made available for use, or delay LNP for up to 10 days afterwards.

1.2.4 **Caller ID Information – Outbound**

1.2.4.1 **Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) Caller ID Information are supported.** Verizon enables Customer to prevent, or control, the presentation of its outbound Caller ID information to call recipients through the Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) features.

- CLIP presents a default Calling Line Identity (CLI).
- CLIR blocks the presentation of Customer's CLI.

1.2.4.2 **Alternative Caller ID (VoIP IP Trunking only).** Through the Alternative Caller ID feature, Verizon enables Customer to present an alternative CLI to call recipients, e.g., to display a local presence. Details on what types of numbers are supported are available on request.

1.2.4.3 **Elective Calling Number (ECN).** If configuring Alternative Caller ID correctly is difficult on Customer's equipment, ECN may be a better choice because it is configured in Verizon's network. Changes will require a change order. Customer must identify a Primary place of Use per location at time of ordering.

1.2.5 **Directory Assistance.** Verizon provides directory assistance, so that Customer can call the directory assistance operator to request telephone numbers (up to two per call in the U.S.).

1.2.6 **Operator Services.** Verizon provides operator assistance, so that Customer can call to request help to complete a long distance or local exchange telephone call.

1.2.7 **Codecs Support.** Verizon supports calls originating from Customer equipment on any of the following codecs (compression standards): G.711, G.729, T.38, and G.722/H.264. Verizon's VoIP Service transmits faxes sent using the G.711 and T.38 codecs.

1.2.8 **Key Group (IP Integrated Access only).** Verizon supports all features of the Key System at a Customer Site, and Customer can also use the following Verizon VoIP features: Call Return, Call Trace, Call Transfer, Call Waiting, Cancel Call Waiting, Consultation Hold, Hold, Flash Call Hold, Last number redial, Three-way calling, using the Feature Access Codes (as applicable).

1.2.9 **Support Services**

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1.2.9.1 **Online Integrated Administrator Console.** Verizon provides an online VoIP portal known as the Integrated Administrator Console (IAC) which Customer's designated administrator can use to set up and manage VoIP Service-related call routing and restrictions for Customer-defined groups across Customer' enterprise.

1.2.9.2 **Technical Support – Local Helpdesk.** Verizon provides a Helpdesk, which Customer's administrator can call for help with VoIP service issues.

1.3 **Optional Service Features**

1.3.1 **VoIP IP Enterprise Routing (VIPER).** Verizon will complete calls dialed over public numbers between Verizon VoIP Service Customer locations enabled with the VIPER feature without applying per-minute domestic or international usage charges. VIPER is available in the Americas (U.S., Canada, Latin America), Europe, and Asia-Pacific (except India).

1.3.2 **Additional Optional Features.** Call Forwarding; Calling Name Inbound (U.S. only; does not show names of wireless callers); Voice Mail (U.S. only); Auto-attendant; Accounting/Authorization codes; Call Intercept.

1.4 **Additional Verizon Responsibilities – Demarcation.** Verizon provides VoIP Service up to the demarcation point, which is the following:

- For VoIP IP Trunking, the Ethernet interface card where Customer's LAN is connected to the IP router.
- For IP Integrated Access with a PBX, the back end of the router (to enable Verizon to gain limited access to the gateway to provide limited assistance with repairs).
- For IP Integrated Access with a Key system, the FXS port.
- For Multi-Site IP Trunking Service – If Customer purchases Verizon VoIP IP Trunking Service for a centralized multi-site environment where the Customer WAN connects remote Site(s) through a single site (Hub site) to the Verizon VoIP network, the demarcation for the IP Trunking VoIP Service for each Customer Site in the centralized multi-site environment is the Hub site termination.

1.5 **Customer Responsibilities**

1.5.1 **Transport.** As transport for use with VoIP Service, Customer will, at its discretion, (a) separately purchase Verizon Internet Dedicated, Internet Dedicated Ethernet, Private IP Service, or Ethernet to Private IP Service (the latter two are the only forms of transport in Asia Pacific); or (b) in the case of use in the U.S. or in the Europe, Middle East, and Africa (EMEA) region, provide internet dedicated or internet dedicated Ethernet, service. Customer will contract directly with Verizon Wireless if Customer utilizes Verizon Wireless as access in the U.S. into Verizon's PIP network (available only with Optimized Service).

1.5.2 **Customer Facilities.** Customer will ensure that all Customer Facilities are compatible with VoIP. Customer may meet this responsibility by contracting separately with Verizon to perform associated tasks.

1.5.3 **Customer Not Ready.** The Customer must provide the order information sought by Verizon (e.g., porting telephone numbers, demarcation information) and, if applicable, provide to Verizon the date the Customer's site will be ready for the service within 10 business days of the date Verizon first contacts the Customer for such information. If the Customer does not provide such information by the 10th business day, then Verizon may cancel your order.

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1.5.4 **Emergency Calling Services**

1.5.4.1 **Busy Signal.** If the maximum number of concurrent calls on an IP trunk is exceeded or a Service outage occurs, an end-user may receive a busy signal when the end-user attempts to contact emergency services. Customer will inform its end-users of such possibility as described further in Section 3.8.1 and is responsible for developing and implementing alternative methods for its end users to obtain access to emergency services.

1.5.4.2 **Customer Relocates IP Phone.** If Customer relocates any of its IP phones to another Customer site or within the existing site (e.g., to another floor), Verizon will have no knowledge of such relocation and will continue to route emergency services calls based on the address associated with the registered ANI or STN the Customer initially provided to Verizon, providing the associated location to public safety. Customer is responsible to inform Verizon of relocation of IP phones through available methods (i.e., service order update or available portal), so that the outbound geographic call routing rules and location data used by public safety can be updated for the relocated phones. Dynamic E911, as provided herein, addresses IP phone relocation so Customers with Dynamic E911 are not subject to this section.

1.5.4.3 **Extension Formats.** Customer must ensure that extension numbers are not formatted using any European emergency number format, regardless of the country in which the end-user is located. (A List of European Emergency Numbers is available to Customer upon its request.) Use of any of those formats may prevent emergency calling from operating properly.

2. **AVAILABLE VERSIONS**

2.1 **Optimized VoIP Service**

2.1.1 **Service Description.** Verizon provides the following optional Service features.

2.1.2 **Optional Service Features**

2.1.2.1 **Verizon VoIP for Microsoft Teams Operator Connect (U.S., Canada and Mexico).** Verizon VoIP for Microsoft Teams Operator Connect (Verizon VoIP for Operator Connect) is a variation of voice over IP service that is integrated with Microsoft Teams Operator Connect. This service allows Verizon to provide telephone numbers and PSTN calling capabilities to Microsoft Teams users. Microsoft Teams is connected to Verizon via the geo redundant, high availability Microsoft Azure Peering Service (MAPS). Enterprise Trunk Premium and Dynamic E911 is included with Verizon VoIP for Operator Connect at no additional cost.

In addition to the codecs listed above, Verizon VoIP for Operator Connect supports the SILK codec.

The following Standard Service Features or Optional Service Features are not available with Verizon VoIP for Operator Connect:

- Alternative Caller ID
- Elective Calling Number (ECN)
- VoIP Essential Feature Package (U.S.)
- LD-only Service

Customer is responsible to i) obtain all Microsoft licenses and other Microsoft services (e.g., Phone System) necessary for Verizon VoIP for Operator Connect, and ii) configure the Microsoft Teams environment as necessary. Verizon must be selected as the operator in the Teams Administration Center.

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2.1.2.2 **Dynamic E911 (U.S. and Canada).** Dynamic E911 enables the routing of emergency calls to the appropriate Public Safety Answering Point (PSAP) based on the user location information dynamically acquired at call set-up in Customer's environment. In addition to emergency call routing, Verizon will provide the dispatchable user location as received from the Customer to the PSAP. Customer is responsible to ensure the proper dynamic emergency calling configuration in Customer's environment. Depending on the quality of the user location information provided to Verizon from the Customer environment, emergency calls will either be directly routed to a PSAP or will be screened by a certified emergency call response center before transferring to a PSAP. Dynamic E911 is currently only supported for Verizon VoIP for Operator Connect.

2.1.2.3 **BEST+.** With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic.

2.1.2.4 **Enterprise Trunk Premium.** With Enterprise Trunk Premium, Verizon provides a billable business continuity option if Customer desires session border controller (SBC) geographic redundancy.

2.1.2.5 **Enterprise Route Overflow.** In the event of an IP address being unreachable, thereby causing inbound calls to fail, Enterprise Route Overflow enables all inbound VoIP calls to be automatically redirected to an alternate number (which can be a VoIP or PSTN number), whether or not Verizon owned and whether or not within the same country. Once connectivity with the original IP address is re-established, the primary route will be resumed (except for those calls that have already been redirected).

2.1.2.6 **Premium Support Services.** Verizon offers the following post-implementation, supplemental Premium Support Services for VoIP Services:

- **VoIP Feature Management.** VoIP Feature Management consists of those feature configuration and profile changes that could be performed by Customer either via the VEC or IAC if Customer chose to do so.
- **CPE and local area network (LAN) Support.** Premium CPE and LAN support services consists of activities that enable or improve the capabilities provided by Customer's CPE. Examples of CPE and LAN support activities include performing IOS upgrades for phones and IP phone configuration.
- **Alternative Re-routing (U.S. only).** Verizon will work with Customer to provision pre-defined re-routing plans for each of its VoIP telephone numbers (TNs) to facilitate Service continuity in the event of an emergency or disaster, using remote call forwarding for each such TN.

2.1.2.7 **Verizon Wireless Connected VoIP.** If Customer orders the Verizon Wireless Connected VoIP feature, Verizon will complete calls originating from a Verizon VoIP Service Customer location enabled with the VIPER feature in the U.S. to any Verizon Wireless telephone number without applying per-minute U.S.-domestic or international usage charges on the VoIP originating end Applicable Verizon Wireless usage charges may still be charged on the terminating end.

2.1.3 **Optional Feature Package**

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3. **SUPPLEMENTAL TERMS**

3.1 **No Resale.** This VoIP Service offering is not designed for resale as a stand-alone service. If Customer is buying VoIP Service on a tiered or metered pricing plan, Customer may provide and be compensated

by end-users for VoIP-based services as a component of a larger service offering provided, for example, to a retirement home, campus-living facility, or hotel.

3.2 **Auto Dialing.** Customer's call capacity is limited to 10 call attempts per second on the Verizon network. If additional capacity is requested by Customer, provided such additional capacity is available, Verizon will provide such additional capacity to the Customer.

3.3 **SIP (Session Initiation Protocol) Message Rate Limiting.** To protect Verizon network infrastructure from potential overload conditions (and the resulting impairment of VoIP Service to customers) due to excessive traffic from specific network elements (e.g., traffic floods from misconfigured Customer Equipment), SIP messages from Customer's devices are rate limited in Verizon's network. Received SIP messages that surpass certain thresholds during a thirty-second interval may receive lower-priority treatment or be discarded before processing. The thresholds applicable for any particular device may vary over time, but are designed to be sufficient to allow for Customer's full utilization of its VoIP Service.

3.4 **Service Limitations**

3.4.1 **Modems.** Communications from analog modems may have protocol interaction issues when used over VoIP technology (due to their handshake and error-checking rules) and cannot be assured of the same quality as other communications; modems may not be used on VoIP Service except with Codec G.711 without silence suppression.

3.4.2 **Fax Transmission.** Fax transmission is highly dependent on Customer's facsimile device, its ability to disable error correction, and other factors. Therefore, the VoIP Service SLA does not include fax transmission success.

3.4.3 **Alarm Lines.** Alarm lines (whether or not they use modems) are not supported on, and should not be used with VoIP Service, with respect to both service and wiring, without limitation.

3.5 **Design/Configuration Modification.** Within Customer's Verizon-approved Service design, Customer may, if it chooses, upgrade its CPE configuration to the next-generation configuration of the same combination of manufacturer and design. To avoid disruption to Customer's or other customers' VoIP service, however, Customer will develop a written plan to be approved by Verizon before implementing an entirely new CPE architecture.

3.6 **Call Origination.** Verizon will pay and assess applicable taxes and inter-carrier compensation on VoIP Service calls based on the originating location provided by Customer. Customer is responsible for any Customer or third-party claims arising from Customer's provision of an originating location that differs from the actual origin of a call.

3.7 **Emergency Calling Access Limitations.** Customer is responsible for notifying its end users of the following common events that can limit access to emergency calling via VoIP Service:

- **Loss of Power.** VoIP Service will be interrupted if there is a loss of electricity/power supply.
- **Loss of Broadband Service.** VoIP Service will be interrupted if the attendant broadband connection is not available.
- **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access to emergency services.
- **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon.
- **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).

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- **LD-only Service.** Emergency calling is not available with LD-only service.
- **IP phones connected to an IP PBX indirectly.** Emergency services cannot be reached from IP phones connected to an IP PBX indirectly connected to Verizon's VoIP Network (e.g., IP phones at Customer's internal remote sites as part of an IP PBX Centrex installation) that are not subscribed to an IP Trunking centralized multi-site environment.

3.8 **E911 Regulatory Requirements – U.S.** A provider of interconnected VoIP service, as defined by the Federal Communications Commission (FCC), is required by the FCC to route emergency 911 calls in conjunction with such VoIP service where such 911 calling is available.

3.8.1 **End-User Notice Requirements.** Customer will notify all of its end-users of VoIP Service of the interaction and/or limitations of Dynamic E911 and E911 with VoIP Service as set forth in the Service Terms for VoIP Service. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users.

3.8.2 **E911 and VoIP IP Trunking Service.** Customer's IP Trunking may permit end-users to use VoIP

Service at locations other than Customer's or the end-users' primary service location. If using Dynamic E911, the user location information is dynamically acquired at call set-up in Customer's environment when a VoIP phone (i.e., any device used for VoIP calling) uses the service at a nonprimary service location. However, without Dynamic E911 in use, Customer will be responsible to:

- detect when an end-user has moved a VoIP phone to a non-primary service location, and suspend VoIP Service unless and until either Customer (a) verifies that the end-user is at the location for which the VoIP phone is registered for service with Verizon or (b) use a third-party service to enable the conveyance of E911 calls to the location appropriate PSAP from the end-user's current location;
- only permit such nomadic service when E911 calls made via the nomadic service include the information needed to route a 911 call to the PSAP serving that location in the manner required by the FCC's E911 requirements for interconnected VoIP service; and
- otherwise block all VoIP calls attempted to be made via the nomadic service.

3.8.3 **Provider Parity.** For purposes of 47 U.S.C. 615a – commonly referred to as the NET 911 Improvement Act – and with respect to the provision of Verizon VoIP Service, Verizon is an IP-enabled voice service provider.

3.9 **Access to CPNI in U.S.** Verizon shall provide CPNI related to Customer's use of VoIP Service only to the CPNI authorizers selected by Customer and designated in writing to Verizon.

3.10 **Alternative Caller ID, Call Forwarding, Call Origination, and Onward Routing Limitations.** Certain country regulations prohibit presenting a number to the called party different from the original party. This may result in call blocking and/or a fine being applied. Should this be the case, Verizon will pass on the fine.

4. SERVICE LEVEL AGREEMENT (SLA)

4.1 **SLA.** The SLA for VoIP Service applicable to Customer sites in the respective regions is set forth at Exhibit A below.

4.2 **SLA Credits.** Information provided to Customer through the VEC or through the IAC is for Customer information purposes only and is not used to calculate any service credits that Customer may be entitled

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to pursuant to an applicable VoIP Service SLA. Under these SLAs, the maximum amount of credit available to Customer for any calendar month is the simultaneous calling capacity monthly recurring charge (MRC) plus the applicable MRC for the related Internet Dedicated service under the Agreement.

4.3 **Enterprise Trunk Premium.** If Customer purchases Enterprise Trunk Premium (ETP), the standard VoIP Network Availability SLA threshold is enhanced to 100%. To make an ETP SLA claim for credit, Customer will request such credit within 30 business days after the month in which the ETP Network Availability SLA was not met in accordance with the standard VoIP Service SLA process guidelines at Exhibit B below. For ETP-related SLA claims, Customer will note in the Comments section of the on-line credit request form that it is an ETP SLA Network Availability credit request.

5. **FINANCIAL TERMS**

5.1 **Optimized Service.** Customer will pay the charges for Optimized VoIP Service + specified in the Agreement including those below.

5.1.1 **Administrative Charges**

Administrative and Supplemental Services	Nonrecurring Charge (NRC)
Expedite Fee	
During Normal Working Hours	$700.00 per event per location
Outside Normal Working Hours	$1,050.00 per event per location
Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	$800.00 per location
Premium Services – Americas (U.S./Canada/Latin America) Locations	$100 per instance
Enterprise Activity Charge	$50 per instance
Administrator Activity Charge	$25 per instance
User Charge	$125 per hour
Onsite Support	$90 per hour
Remote Support	
Premium Services – Europe, Asia-Pacific Locations	
Enterprise Activity Charge	$200 per instance
Administrator Activity Charge	$100 per instance
User Charge	$50 per instance
Onsite Support	$125 per hour
Remote Support	$175 per hour
Service Establishment Fee – Americas (U.S./Canada/Latin America) Locations	
During Normal Working Hours	$100.00 per location
1 – 500 telephone numbers	$500.00 per location
> 500 telephone numbers	
Outside Normal Working Hours	$150.00 per location
1 – 500 telephone numbers	$750.00 per location
> 500 telephone numbers	

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Service Establishment Fee – Europe, Asia-Pacific Locations	
During Normal Working Hours	
1 – 500 telephone numbers	$250.00 per location
> 500 telephone numbers	$500.00 per location
Outside Normal Working Hours	
1 – 500 telephone numbers	$375.00 per location
> 500 telephone numbers	$750.00 per location
Dispatch Charge For dispatch of Verizon technician to make Customer-requested changes – charged per occasion:	
During Normal Working Hours	$500.00 per event
Outside Normal Working Hours	$750.00 per event
Service Change Fee – Americas (U.S./Canada/Latin America) Locations	
During Normal Working Hours	
Simple	$100.00 per event per location
Complex	$300.00 per event per location
Outside Normal Working Hours	
Simple	$150.00 per event per location
Complex	$450.00 per event per location
Service Change Fee – Europe, Asia-Pacific Locations	
During Normal Working Hours	
Simple	$250.00 per event per location
Complex	$300.00 per event per location
Outside Normal Working Hours	
Simple	$375.00 per event per location
Complex	$450.00 per event per location
Porting Charge per Order	
Finland	$250 per order per location
Norway	$100 per order per location
Portugal	$500 per order per location
Singapore	$1,250 per order per location
Slovakia	$100 per order per location

5.1.2 **Pricing Options.** VoIP Service is available with Tiered and Metered pricing options. Rates and charges will apply for International calls, national (in-country) calls, certain Local Service features, Directory Assistance, and related items. In the case where VoIP Service is purchased with Webex Calling, the pricing is as set forth in Section 5.1.2.3.

5.1.2.1 **Tiered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise),
- an allotment of inter-enterprise VoIP minutes (termination is outside Customer's enterprise), based on Customer's tier selection, which further includes –
  - for U.S./Canada/Latin America VoIP locations, an allotment of domestic long distance (LD) minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer;

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- for Europe and Asia-Pac VoIP locations, an allotment of national minutes to enable calls to non-mobile terminations. National calls to mobile terminations are subject to per-minute usage rates.

Customer will pay a per-minute charge for all minutes in excess of its allotment of inter-enterprise VoIP minutes.

If simultaneous calling units are provisioned at the location level (level available with Non-Optimized VoIP Service and Optimized VoIP Service), a minimum of one unit must be purchased for each location and allotted minutes cannot be shared between locations, nor can they be rolled over from month to month.

If the simultaneous calling capacity is provisioned at the enterprise level (level available with Optimized VoIP Service), minutes can be shared between Customer locations (with like Services, e.g., Local and LD to Local and LD), but they cannot be rolled over from month to month. Tiered simultaneous calling units cannot be provisioned at the enterprise level in the Europe and Asia-Pac regions.

Calls to international locations can also be made but are billed at metered rates.

5.1.2.2 **Metered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise), and
- for U.S./Canada VoIP locations, local calling if Local service is offered in the affected region and purchased by Customer.

Inter-enterprise VoIP calls (termination is outside Customer's enterprise), including LD or national calls, as applicable, are billed a per-minute charge. Calls to international locations can also be made but are billed at metered rates.

Simultaneous calling units can be provisioned for metered pricing at both the location and enterprise levels for Optimized Service and at the location level for Non-Optimized Service. If simultaneous calling units are provisioned at the location level, a minimum of one unit must be purchased for each hub and remote location.

5.1.2.3 **Webex Calling over VoIP Pricing - Simultaneous Calling Capacity Charge.**
Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects when Customer implements Webex Calling over VoIP at sites in the U.S. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise); and
- Unlimited U.S. domestic LD minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer.

Webex Calling over VoIP may only be installed in sites in the U.S. Unlimited concurrent calls is only available when the U.S. site (i) uses location level concurrent calls; and (ii) implements Webex Calling with VoIP.

5.1.2.4 **BEST+.** BEST+ is an optional billable feature available if Customer (i) purchases Optimized VoIP Service via a right to buy arrangement, and (ii) purchases a minimum of 200 simultaneous calling

units at the enterprise level. With BEST+, Customer can exceed (or burst) its simultaneous calling capacity if, for example, it experiences an unplanned burst of inbound/outbound voice calls. To enable BEST+, Customer will be charged an MRC based on its simultaneous calling capacity purchased at the enterprise level and its selected tier of burstable simultaneous calling units (see table below). Customer also will be charged an NRC for the maximum number of busted simultaneous calling units attained during the affected billing period.

Simultaneous Calling Capacity		
BEST+ Tier	**Per Enterprise***	**Maximum Additional Simultaneous Calling Capacity**
1	200 – 399	+ 50
2	400 – 799	+100
3	800 – 1,199	+ 200
4	1,200 – 1,599	+ 300
5	1,600+	+ 400
*Customer may purchase at its Per Enterprise level or below. For example, if Customer purchases a Simultaneous Calling Capacity of 1,000 calls, it is in BEST+ Tier No. 3. It can purchase the Maximum Additional Simultaneous Calling Capacity for Tier Nos. 3, 2, or 1. It cannot purchase at Tier Nos. 4 or 5 (unless it subsequently purchases additional Simultaneous Calling Capacity to advance into either of those Tiers).		

5.1.3 **Alternative Re-routing**

5.1.3.1 **Conditions.** Alternative Re-routing is limited to 50 TNs per plan and 100 TNs per location, all TNs that Customer desires to include in the pre-defined plan must be served by the same Class 5 switch, and a plan must be invoked in its entirety when it is activated. Customer must open a trouble ticket with Verizon to invoke Alternative Re-routing.

5.1.3.2 **Charges**

- Set-up/Configuration: 5.5 Premium Services Remote Support hours per plan.
- Enterprise Activity Charge applies per plan activation on demand.
- Enterprise Activity Charge applies per plan de-activation on demand.

5.1.4 **Class 5 Diverse Provisioning (US).** A one-time charge of two Premium Services Remote Support hours will apply for each block of 150 DIDs provisioned to an alternate Class 5 Central Office.

5.1.5 **Installation.** If Customer requests an expedited installation at a Customer Site or requires installation at a Customer Site outside Verizon's Normal Working Hours in the applicable country, such installation shall be subject to a site survey and then will be performed on an expedited basis, if practicable, pursuant to Customer's request. As applicable, Customer shall pay an additional expedited install fee (Expedite Fee) or any applicable Service Establishment Fee (e.g., After Hours or Extended Office Hours (Extended Hours)) or both (see Rates and Charges in Part I, above). If Customer's request involves expedited services or Extended Hours or both from a third party provider (e.g., a Telco), Customer shall pay the associated third party provider charges.

5.1.6 **Billing Initiation.** Billing for VoIP Service will begin on the Service Activation Date, even if Customer's numbers have not been ported to the VoIP Service.

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6. **DEFINITIONS.** The following definitions apply to VOIP:

Term	Definition
Customer Facilities	Customer equipment, software, wiring, power sources, telephone connections and/or communications services necessary for Customer to use VoIP Service.
Interconnected VoIP Service	Means the VoIP service (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the end-user's location; (3) requires IP-compatible CPE; and (4) permits end-users generally to receive calls that originate on the PSTN and to terminate calls to the PSTN.
Simultaneous Calling Capacity	The maximum number of concurrent calls available at a site or enterprise, as applicable. Simultaneous calling capacity for Non-optimized VoIP Service is purchased at the location level, i.e., per Customer site. Simultaneous calling capacity for Optimized Service may be purchased at the location level or the enterprise level. For Non-Optimized Service, only off-net calls (i.e., calls that do not remain IP end-to-end, e.g., a call that terminates to the PSTN) count against Customer's simultaneous calling capacity. For Optimized Service, off-net and on-net calls count against Customer's simultaneous calling capacity.
Webex Calling	Means Verizon's cloud based PBX Webex Calling that uses Verizon IP Trunking for transport.

Administrative Charges Definitions

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.
Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

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EXHIBIT A

VOICE OVER IP SERVICE
SERVICE LEVEL AGREEMENT

VoIP Service Level Agreement

1.1 Verizon offers the following performance Service Level Agreements (SLAs) covering Jitter, Mean Opinion Score (MOS), Network Availability, Provisioning Interval and Time To Repair (TTR). These SLAs are available in the United States, Canada and Mexico and in the following European countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, and the United Kingdom and in the following Asia Pacific countries: Australia, Hong Kong, India, Singapore, and South Korea.

1.2 **VoIP Service Level Agreement Credit Process - General.** To receive a credit, Customer must submit its written request as set out in the table below within 30 business days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the table below. No credits will be given with respect to VoIP Service not affected by the unmet SLA.

VoIP SLA	**For Applicable Locations in Europe and Asia Pacific**	**For Locations within the U.S., Canada and Mexico**
Applicable Network	Verizon's VoIP Network	Verizon's VoIP Network
SLA eligible VoIP related access method	Verizon Private IP Verizon Internet Dedicated in European countries only 3rd party access (unless excluded otherwise) in European countries only	U.S. and Canada applicable: - Verizon Private IP - Verizon Internet Dedicated U.S. only applicable: - Verizon Wireless LTE (unless excluded otherwise) - Verizon FiOS (unless excluded otherwise) - 3rd party access (unless excluded otherwise) U.S., Canada and Mexico applicable: - MAPS (Microsoft Azure Peering Service) for Verizon VoIP for Operator Connect

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Available Methods for Requesting Credit	Customer must submit its written request (email or FAX is acceptable) to its Verizon Account Team within the timescale defined in section 1.2 above. If a trouble ticket is required to document an outage or service event for credit compliance, a trouble ticket can be generated either through the Verizon Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Verizon Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested by registering at the Verizon	Customer must complete and submit the online Verizon Enterprise Solutions Verizon Business VoIP Jitter Credit Request Form Verizon Enterprise Solutions Verizon Business VoIP MOS Credit Request Form Verizon Enterprise Solutions VoIP Network Availability Credit Request Form Verizon Business VoIP TTR Credit Request Form, as applicable. Verizon Enterprise Solutions VoIP Provisioning Interval Credit Request Form
	Enterprise Center portal: enterprisecenter.verizon.com.	
MRC Service Credit Calculation	The Verizon VoIP SLA credit (the "Credit") will be based upon the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable. The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.	The Credit will be based upon the MRC equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the applicable MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable. For Business Connection, the MRC used to calculate the Credit is the customer's bundled MRC. The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement. For Business Connection, the maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the bundled MRC.
Jitter Credit Calculation	If Verizon does not meet the Jitter SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
MOS Credit Calculation	If Verizon does not meet the MOS SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	

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Network Availability Credit Calculation	If Verizon does not meet the VoIP Network Availability SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service at the impacted site(s), multiplied by each hour Verizon fails to meet its VoIP Network Availability SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site. The credit will be applied to each Verizon site affected and is based on the total downtime the customer experienced during the relevant month.
TTR Credit Calculation	If Verizon does not meet the TTR SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as being an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated, then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service, multiplied by each hour Verizon fails to meet its VoIP TTR SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site.
	The credit will be applied to each affected Verizon VoIP site. The Customer may receive multiple TTR SLA credits in a given month.
Provisioning Interval Credit Calculation	If Verizon fails to meet the Provisioning Interval SLA, and Verizon confirms such failure, Verizon will provide to Customer a Service Credit equivalent to the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee.
Basis for SLA claim for Jitter and MOS	Verizon will use Verizon's public backbone statistics Web site to verify that the MOS SLA and the Jitter SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.
Basis for SLA claim for Network Availability and TTR	Customer must open a trouble ticket with Verizon while it is experiencing a VoIP Service problem. The calculation of unavailable time is based on trouble ticket times. The unavailable time starts when Customer opens a trouble ticket with Verizon and releases the VoIP Service for immediate testing. The unavailable time stops when the Applicable Network or access circuit trouble has been resolved and the VoIP Service is again available to Customer. If the Customer has multiple locations affected by an outage, the Customer may submit one ticket to address the multiple locations; however, the affected individual locations must be identified on the ticket.
Basis for SLA claim for Provisioning Interval	The Provisioning Interval is calculated by computing the period of time beginning on the date Verizon submits the Customer's VoIP order to Verizon's provisioning group and ends on the date that Verizon determines the VoIP service is ready for activation.

1.3 **Jitter SLA.** Also known as delay variation, jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. The VoIP Jitter SLA provides that Verizon's monthly jitter performance within the Applicable Network will not exceed 1.0 millisecond. Performance

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is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. Jitter performance statistics are available for review at www.verizon.com/business/terms/voipsla/voicequality/.

1.4 **Mean Opinion Score (MOS) SLA.** MOS is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The VoIP MOS SLA provides that the Applicable Network performance will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. MOS performance statistics are available for review at www.verizon.com/business/terms/voipsla/voicequality/.

1.5 **VoIP Network Availability SLA.** The VoIP Network Availability SLA provides that Applicable Network will be available at least 99.99 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Network is considered not available for the number of minutes that a trouble ticket shows the Applicable Network was not available to Customer. The network availability SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service. Customer is responsible for tracking the time via trouble tickets that any portion of the VoIP Service is unavailable due to Applicable Network unavailability.

1.6 **Time to Repair SLA.** The VoIP Time to Repair (TTR) SLA provides that priority one (PTY 1) tickets will be resolved within 5 hours or less in the European and Asia Pacific countries listed above and within 4 hours or less within the United States, Canada and Mexico. PTY 1 Tickets are categorized as a "hard outage" where there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls from a given location using Verizon VoIP. "Time to Repair" is defined as time taken to restore VoIP Service during a Hard Outage based on trouble ticket time. The TTR SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service.

Provisioning Interval SLA

Provisioning Interval Scope. The Provisioning Interval SLA requires that the ordered VoIP services are ready for use within 20 calendar days of the date of the submission of the order to Verizon's provisioning group except for South Korea and Mexico.

Provisioning Interval SLA Exclusions. In addition to the General Exclusions, the Provisioning Interval SLA does not include any period of time arising out of or associated with the following:

- Delays in provisioning related to Customer actions, moves or scheduling difficulties
- Delays attributed to the provisioning of other services when ordered together with VoIP
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to provision the Service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information
- Delays resulting from an order suspension due to credit issues involving Customer Service changes (Move, add, change activity)
- Porting of telephone numbers to Verizon

Any periods of delay attributable to the reasons above will be deducted from the provisioning interval time period.

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Exclusions and Limitations to SLA Applicability

2.1 **General Exclusions.** The following exclusions apply to all VoIP Service SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

2.2 **VoIP Network Availability and TTR SLA Exclusions**. In addition to the General Exclusions, the VoIP Network Availability SLA and Time to Repair SLAs do not include time related to unavailability or outages resulting from:

- Customer-ordered third-party circuits;
- Inappropriate VoIP Service configuration change(s) made by or through Customer at the Verizon Enterprise Center web-site;
- Customer premise equipment including, but not limited to, Customer-provided PBX, black phones, SIP phones, firewalls, router/modem and/or analog/ethernet adapter;
- Acts or omissions of Customer or its users, or any use or user of the VoIP Service that is authorized by or enabled through Customer but outside the scope of Customer's VoIP Service; and
- "Customer Time," which is the time identified on the trouble ticket (if any) attributable to, or caused by, through no fault of Verizon, the following: (a) incorrect or incomplete contact information provided by Customer which prevents Verizon from completing the trouble diagnosis and VoIP Service restoration; (b) Verizon being denied access to network components at the Customer location when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing; (c) Customer's failure or refusal to release the circuit for testing; (d) Customer being unavailable when Verizon calls to close a trouble ticket or verify VoIP Service restoration, (e) any other act or omission on the part of Customer; or (f) down-time caused by the PTT or Local Exchange Carrier (LEC) for periods where the PTT's or LEC's maintenance support is not available.

Verizon reserves the right to amend any applicable SLA from time to time effective upon posting of the revised SLA where the SLA is set out or other notice to Customer of the change, provided that in the event of any amendment resulting in a material reduction of the SLA's service levels or credits, Customer may terminate Services without early termination liability (except for payment of all charges up to the effective date of the termination of any such Services) by providing Verizon at least 30 days written notice of termination during the 30 days following posting of such amendment.

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EXHIBIT B

Overview

Verizon offers the following performance Service Level Agreements (SLAs) covering Jitter, Mean Opinion Score (MOS), Network Availability, Provisioning Interval, and Time To Repair (TTR). These SLAs are available in the United States and Canada and in the following European countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, and the United Kingdom.

Credit Process - General

To receive a credit, Customer must submit its written request as set out in the table below within 30 business days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the table below. No credits will be given with respect to VoIP Service not affected by the unmet SLA.

VoIP SLA	For Applicable Locations in Europe	For Locations within the U.S. and Canada
Applicable Network	Verizon's VoIP Network	Verizon's VoIP Network
SLA eligible VoIP related access method	Verizon Private IP Verizon Internet Dedicated 3rd party access (unless excluded otherwise)	US and Canada applicable - Verizon Private IP - Verizon Internet Dedicated US only applicable: - Verizon Wireless LTE (unless excluded otherwise) - Verizon FiOS (unless excluded otherwise) - 3rd party access (unless excluded otherwise)
Available Methods for Requesting Credit	Customer must submit its written request (email or FAX is acceptable) to its Verizon Account Team within the timescale defined in section 1.2 above. If a trouble ticket is required to document an outage or service event for credit compliance, a trouble ticket can be generated either through the Verizon Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Verizon Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested by registering at the Verizon Enterprise Center portal: enterprisecenter.verizon.com.	Customer must complete and submit the online Verizon Enterprise Solutions Verizon Business VoIP Jitter Credit Request Form Verizon Enterprise Solutions Verizon Business VoIP MOS Credit Request Form Verizon Enterprise Solutions VoIP Network Availability Credit Request Form Verizon Business VoIP TTR Credit Request Form as applicable. Verizon Enterprise Solutions VoIP Provisioning Interval Credit Request Form
MRC Service Credit Calculation	The Verizon VoIP SLA credit (the "Credit") will be based upon the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service as applicable.	The Credit will be based upon the MRC equivalent to the customer's monthly VoIP concurrent call fee. The Credit may also be based on the applicable MRC for the related Verizon Internet Dedicated Service or Private IP Service as applicable. For Business Connection, the MRC used to

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	The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.	calculate the Credit is the customer's bundled MRC. The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement. In the case of Business Connection the maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the bundled MRC.
Jitter Credit Calculation	If Verizon does not meet the Jitter SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
MOS Credit Calculation	If Verizon does not meet the MOS SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
Network Availability Credit Calculation	If Verizon does not meet the VoIP Network Availability SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service at the impacted site(s), multiplied by each hour Verizon fails to meet its VoIP Network Availability SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site. The credit will be applied to each Verizon site affected and is based on the total downtime the customer experienced during the relevant month.	
TTR Credit Calculation	If Verizon does not meet the TTR SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as being an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated, then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service, multiplied by each hour Verizon fails to meet its VoIP TTR SLA commitment (as defined below). If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site. The credit will be applied to each affected Verizon VoIP site. The Customer may receive multiple TTR SLA credits in a given month.	
Provisioning Interval Credit Calculation	If Verizon fails to meet the Provisioning Interval SLA, and Verizon confirms such failure, Verizon will provide to Customer a Service Credit equivalent to the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee.	
Basis for SLA claim for Jitter and MOS	Verizon will use Verizon's public backbone statistics Web site to verify that the MOS SLA and the Jitter SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.	

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Basis for SLA claim for Network Availability and TTR	Customer must open a trouble ticket with Verizon while it is experiencing a VoIP Service problem. The calculation of unavailable time is based on trouble ticket times. The unavailable time starts when Customer opens a trouble ticket with Verizon and releases the VoIP Service for immediate testing. The unavailable time stops when the Applicable Network or access circuit trouble has been resolved and the VoIP Service is again available to Customer. If the Customer has multiple locations affected by an outage, the Customer may submit one ticket to address the multiple locations; however, the affected individual locations must be identified on the ticket.
Basis for SLA claim for Provisioning Interval	The Provisioning Interval is calculated by computing the period of time beginning on the date Verizon submits the Customer's VoIP order to Verizon's provisioning group and ends on the date that Verizon determines the VoIP service is ready for activation.

Jitter SLA

Also known as delay variation, jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. The VoIP Jitter SLA provides that Verizon's monthly jitter performance within the Applicable Network will not exceed 1.0 millisecond. Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. Jitter performance statistics are available for review at verizonenterprise.com/terms/us/products/advantage/voicequality/ for the United States and Canada and verizonenterprise.com/terms/emea/voipsla/voicequality/ for Europe.

Mean Opinion Score (MOS) SLA

MOS is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The VoIP MOS SLA provides that the Applicable Network performance will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. MOS performance statistics are available for review at verizonenterprise.com/terms/us/products/advantage/voicequality/ for the United States and Canada and verizonenterprise.com/terms/emea/voipsla/voicequality/ for Europe.

VoIP Network Availability SLA

The VoIP Network Availability SLA provides that Applicable Network will be available at least 99.99 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Network is considered not available for the number of minutes that a trouble ticket shows the Applicable Network was not available to Customer. The network availability SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service. Customer is responsible for tracking the time via trouble tickets that any portion of the VoIP Service is unavailable due to Applicable Network unavailability.

Time to Repair SLA

The VoIP Time to Repair (TTR) SLA provides that priority one (PTY 1) tickets will be resolved within 5 hours or less in the European countries listed above and within 4 hours or less within the United States. PTY 1 Tickets are categorized as a "hard outage" where there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls from a given location using Verizon VoIP. "Time to Repair" is defined as time taken to restore VoIP Service during a Hard Outage based on trouble ticket time. The TTR SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service.

Provisioning Interval SLA

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Provisioning Interval Scope. The Provisioning Interval SLA requires that the ordered VoIP services are ready for use within 20 calendar days of the date of the submission of the order to Verizon's provisioning group.

Provisioning Interval SLA Exclusions. In addition to the General Exclusions, the Provisioning Interval SLA does not include any period of time arising out of or associated with the following:

- Delays in provisioning related to Customer actions, moves or scheduling difficulties
- Delays attributed to the provisioning of other services when ordered together with VoIP
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to provision the Service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information
- Delays resulting from an order suspension due to credit issues involving Customer
- Service changes (Move, add, change activity)
- Porting of telephone numbers to Verizon

Any periods of delay attributable to the reasons above will be deducted from the provisioning interval time period.

Exclusions and Limitations to SLA Applicability

General Exclusions

The following exclusions apply to all VoIP Service SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

VoIP Network Availability and TTR SLA Exclusions

In addition to the General Exclusions, the VoIP Network Availability SLA and Time to Repair SLAs do not include time related to unavailability or outages resulting from:

- Customer-ordered third-party circuits;
- Inappropriate VoIP Service configuration change(s) made by or through Customer at the Verizon Enterprise Center web-site;
- Customer premise equipment including, but not limited to, Customer-provided PBX, black phones, SIP phones, firewalls, router/modem and/or analog/ethernet adapter;
- Acts or omissions of Customer or its users, or any use or user of the VoIP Service that is authorized by or enabled through Customer but outside the scope of Customer's VoIP Service; and
- "Customer Time," which is the time identified on the trouble ticket (if any) attributable to, or caused by, through no fault of Verizon, the following: (a) incorrect or incomplete contact information provided by Customer which prevents Verizon from completing the trouble diagnosis and VoIP Service restoration; (b) Verizon being denied access to network components at the Customer location when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing; (c) Customer's failure or refusal to release the circuit for testing; (d) Customer being unavailable when Verizon calls to close a trouble ticket or verify VoIP Service restoration, (e) any other act or omission on the part of Customer; or (f) down-time caused by the PTT or Local Exchange Carrier (LEC) for periods where the PTT's or LEC's maintenance support is not available.

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Verizon reserves the right to amend any applicable SLA from time to time effective upon posting of the revised SLA where the SLA is set out or other notice to Customer of the change, provided that in the event of any amendment resulting in a material reduction of the SLA's service levels or credits, Customer may terminate Services without early termination liability (except for payment of all charges up to the effective date of the termination of any such Services) by providing Verizon at least 30 days written notice of termination during the 30 days following posting of such amendment.

SECURELOGIX +

1. GENERAL

1.1 **Service Definition.** SecureLogix provides security to the voice traffic of Customer sites through analysis, verification and authentication of call traffic. Depending on Customer's Order, SecureLogix may include software, managed services, cloud deployment and/or hosting through SecureLogix Call Defense™ or Orchestra One™ Call Authentication systems (individually a "Product" or a "Service" and collectively the "System") provided by SecureLogix through Verizon. Customer's SecureLogix solution will be documented by Verizon in a solution-specific Playbook as provided below.

1.2 **Standard Features.**

1.2.1 **Call Defense™ System.** The Call Defense System is deployed and positioned at the edge of the Customer's voice network to address robocalls and harassing callers. Components of the Call Defense System include a Voice Firewall, voice Intrusion Prevention System (IPS), a malicious callers database (Red List), and forensic reporting. Call Defense also helps secure Customer's voice infrastructure from more serious threats, such as telephony denial of service, toll fraud, and call pumping. It provides visibility and control of incoming and outgoing voice calls and includes an ability to implement and update voice security policies. Call Defense may be deployed as Enterprise Telephony Manager or PolicyGuru.

1.2.1.1 **Enterprise Telephony Manager.** Enterprise Telephony Manager (ETM) applications continuously patrol all signaling and bearer traffic, and use an expandable policy engine to examine calls and take actions based upon user defined rules. ETM supports a variety of hardware platforms, VoIP protocol and can be deployed in various configurations and hardware.

1.2.1.2 **PolicyGuru.** PolicyGuru (PG) monitors SIP signaling to provide visibility and call access control of activity across your enterprise voice/UC network. Centrally managed policy rules are distributed across the network to specify whether calls are allowed as dialed, terminated before call setup, or redirected to a different destination.

1.2.1.3 **Call Secure™ Managed Services.** Call Secure managed services provides the management of the Call Defense System, and works with Customer to optimize the Call Defense service.

1.2.2 **Orchestra One™ Call Authentication.** Orchestra One is a cloud-based subscription service that dynamically orchestrates the call authentication process using a variety of metadata services to assign a risk scoring matrix for incoming voice traffic from automated call authentication and spoofing detection through analysis of the incoming call invite. Orchestra One can be configured to interface with Call

Defense or Conductor Virtual Appliance software to execute security policies based upon risk scores assigned to calls. The Conductor Virtual Appliance can also store and employ for policy execution customer-specific phone number blacklists.

1.2.2.1 **Standard Authentication.** Standard authentication is the base subscription for validation leveraging the Orchestra One Application Programming Interface (API).

- **Level 1.** With Level 1 authentication, low-cost metadata, industry, and proprietary data sources are leveraged to complete the SIP analysis.
- **Level 2.** In addition to the Level 1 data sources, Level 2 uses additional sources, including STIR/SHAKEN, and recent porting data.

1.2.2.2 **Advanced Authentication.** Advance authentication is additional incoming call authentication using wireless carrier APIs to confirm that (i) a number is registered to that carrier and (ii) that number is engaged in an outbound call to the destination number registered for Advanced Authentication.

1.2.2.3 **External Authentication.** External authentication allows for additional authentication data sets that can be incorporated to the overall risk score returned on selected inbound calls.

1.2.2.4 **Conductor Virtual Appliance.** The Conductor Virtual Appliance is an optional virtual appliance that Customer can select as the mechanism to query the Orchestra One API solution and execute security policies to reject and/or redirect calls based upon risk scores assigned by Orchestra One or customer specific phone number blacklists.

1.2.2.5 **Managed Services for Conductor.** Managed Services for conductor provides management of The Conductor Virtual Appliance and is required with any purchase of the Conductor Virtual Appliance.

1.3 **Implementation.** Site survey and testing plans vary according to subscribed services.

1.3.1 **Site Survey.** Verizon will conduct a remote survey via conference calls or web meetings to capture necessary installation details (e.g., rack space, electrical power, network connectivity, and telco circuit technical details as applicable). Verizon will document these details in the Playbook and use them to identify all Customer Site preparation details prior to installation.

1.3.2 **Implementation and Configuration Services.** Verizon will remotely configure each virtual appliance to monitor voice traffic. This includes configuring Customer's ordered service for use and connecting to the SecureLogix platform to assure Verizon is able to remotely access system data. At the conclusion of the implementation services Verizon will provide documentation of Customer's solution via the Playbook.

1.3.3 **Testing.** Verizon will perform standard testing of Customer's System to validate that the Customer's system meets Verizon's implementation standards and is ready for use. After testing, Verizon will submit written notification of the testing and a summary of the test results to Customer (Test Completion Notice).

1.3.4 **Customer Acceptance Process.** Customer will have 5 business days after its receipt of the Test Completion Notice to indicate, in writing, whether any System implementation or Service defects have been found. If defects have been found, Verizon shall (i) investigate and respond in writing to Customer's concerns, and (ii) promptly remediate any material defect in its performance of the implementation. Customer Acceptance of the System shall occur upon the remediation of any material defect to the System or will be deemed to have occurred If Customer does not respond to a Test Completion Notice within 5 business days.

1.3.5 **Onboarding for Managed Services.** Upon Customer Acceptance, Verizon will assign an Onboarding Lead to coordinate and execute Managed Services onboarding. This includes the following:

- Schedule and lead a conference call with Customer to formally transition the project into the managed services and establish a schedule for Managed Services onboarding tasks;
- Perform Managed Services start-up tasks, including configuration and tuning of Customer's System to support the Managed Services, populating key data sets, and configuring the monitoring alarms and alerts, as appropriate, to be delivered to Customer;
- Conduct a comprehensive analysis of baseline reports to determine Customer's normal traffic patterns and establish initial recommendations for alert thresholds, as appropriate, and security policies provided under the Managed Services;
- Conduct a presentation to Customer of findings and guided instruction on how to interpret the data elements in the Automated Monthly Report, as appropriate; and
- Hold regular conference calls during Onboarding to review project status.

1.3.6 **Other Services.** If necessary, a fixed number of hours may be required over and above the standard implementation cost shown in the SOF for Customer work or other work outside of the standard implementation parameters as shown in the site survey. Such services/hours will be agreed upon by both Parties.

2. **SUPPLEMENTAL TERMS**

2.1 **Customer Responsibilities**

2.1.1 **Implementation Support.** Customer must ensure that necessary technicians, configuration information, and responsible contacts are made available to access, support, operate and troubleshoot the implementation of the solution, as required. This may include, but is not limited to, any network and security infrastructure (routers, firewalls, etc.), voice infrastructure (PBX, SBC, etc.), and any servers or virtual machines that are required for the installation, management and use of the solution.

2.1.2 **Solution Lifecycle Maintenance.** Customer must ensure that any required access Verizon requires to systems to support the ongoing management is maintained and that the Customer provides necessary contacts to support the solution.

2.1.3 **Managed Services.** Customers must ensure that there is a primary point of contact (POC) that is available for regular communications including any alerts or policy updates and any regular status meetings. Such POC should have the ability to engage other Customer resources as necessary.

3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLAs) for the Services is set forth at Exhibit A below.

4. **FINANCIAL TERMS**

4.1 **Service Charges.** Customer will pay the charges for SecureLogix are set forth in the Agreement or in the Customer's Service Order Form ("SOF"), as applicable.

4.1.1 **Implementation.** The Implementation NRC is provided on the SOF.

4.1.2 **Activation Date.** The Activation Date is the date that Customer Acceptance has been provided for Orchestra One Implementation, Call Secure Managed Services, and/or related Call Defense System Implementation.

4.1.3 **Destination Management Fee.** The destination management fee is applied for the registration and maintenance of the set of destination telephone numbers.

4.1.4 **License Subscriptions.** Customer may order a 1, 2, or 3-year subscription term which will be billed on a monthly or annual basis, based on Customer's choice. The charge will be based on the term and the Service volume commitment.

4.1.4.1 **Overage Charges.** If the quantity of calls exceeds the volume commitment (overage), Verizon will true up the volume on a monthly or annual basis, following Customer's chosen billing term, and charge the Overage Rate set forth in the SOF.

5. **DEFINITIONS.** The following definitions apply to the SecureLogix service in addition to those identified in the Master Services Agreement:

Term	Definition
Intrusion prevention system or IPS	IPS is the group of policies that define thresholds for count or cumulative duration of suspect calling patterns, that systematically alert for investigation.
Playbook	The Playbook is the solution documentation used to conduct the initial Site Survey and provide configuration details post-implementation
Voice Firewall	Voice Firewall is the group of policies that include a white list (allow) and blacklists (log, alert, block, or redirect) depending on end user preferences.

Administrative Charges Definitions – Optimized

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

Exhibit A
SECURELOGIX + SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) applies to the SecureLogix Call Defense™ and Orchestra One™ Call Authentication systems (individually a "Product" or a "Service" and collectively the "System") provided by SecureLogix through Verizon. This SLA provides credits for Availability and remediation procedures for Time to Repair.

AVAILABILITY

1.1 **Status Response and Resolution.** In the event of a System outage, SecureLogix will identify the cause and work to resolve the outage. If the outage exceeds 30 minutes from the time of SecureLogix discovery or Customer notification, then SecureLogix will notify Customer of the status and expected restoration of the System. If the outage continues, then SecureLogix support will provide Customer notice as provided below. For prolonged outages, daily status updates will be provided until the outage is corrected.

Escalation Process		
Duration	**SecureLogix**	**Customer**
After 2 hours	SecureLogix Senior Management informs by telephone	Point of Contact
After 8 hours	SecureLogix Vice President informs by telephone	Senior Manager

1.2 **Availability SLA.** Verizon will provide credits based on the Monthly Recurring Charge (MRC) percentage for the unavailable System element for the month in which the unavailability occurred as shown below.

Monthly Availability	MRC Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0%	30%

TIME TO REPAIR

2.1 **Severity Level and Maintenance Response Schedules.** SecureLogix will respond to requests for maintenance in accordance with the reported Severity Level and corresponding Maintenance Response as shown in the schedules below.

2.1.1 **Severity Level Classification.**

Technical Support – Severity Classification	
Severity Level	**Determination Criteria**

0	There is no impact to Customer's business or important business process.
1	Low impact to Customer. Minor impact to Customer's business or important business processes. An acceptable workaround is available and this lack of functionality can be tolerated for a period of time.
2	Customer's business or important business processes are functioning with limited capabilities or are unstable with periodic interruptions. Any workarounds are considered unacceptable and will only be tolerated to keep a complete business outage from occurring.
3	Customer's business or important business processes are stopped or so severely impacted that Customer cannot reasonably continue work and no workaround exists.

Customer will make an initial classification of each error or defect and will report such error or defect to SecureLogix based on the determination criteria. SecureLogix will provide confirmation of Customer's classification. If there is a dispute between Customer and SecureLogix regarding the classification of an error or defect, which is not resolved within 24 hours after Customer's report, such dispute will be referred to each Party's senior management for resolution. SecureLogix's support specialist will return calls within the time specified in the Maintenance Response schedule set forth below. Response times will be measured from the time Customer requests support by one of the means set forth in the Reporting and Escalation section below.

2.1.2 Maintenance Response

	Maintenance Response		
Severity Level	**1st Level Response**	**2nd Level Response**	**3rd Level Response**
0	24 business hours	3 business days	As appropriate
1	2 hours	1 business days	Next minor release
2	1 hour (if called in)	2 hours	Next minor release
3	30 Minutes (if called in)	1 hour	Next minor release

2.1.3 Classification of Response

Response Level	**Action**
1st Level	Acknowledge receipt of error report.
2nd Level	Provision of patch, identification of work around, temporary fix, or other temporary resolution of the error and documentation of corrections.
3rd Level	Official object code fix incorporated in the next upgrade or minor release or a code-based work around (supported by maintenance) and reflected in the updated documentation.

If SecureLogix fails to comply with the Maintenance Response schedule more than 2 times in any given calendar month for 2 months of any 4 month period, then SecureLogix will develop and implement a written remediation plan within 90 days. SecureLogix will provide written progress reports to Customer on the development and implementation of such remediation plans.

ROOT CAUSE ANALYSIS

SecureLogix will perform a root cause analysis of each failure (Severity 1 through 3) to meet a service level as required hereunder and will document a plan for addressing the root cause of each such failure. SecureLogix will promptly investigate, assemble and preserve pertinent information with respect to, report on the causes of, and correct all performance-related failures associated with the service levels, including performing and taking appropriate preventive measures to prevent recurrence. In addition, within 5 business days, SecureLogix will provide Customer with information with respect to issues that impact or could reasonably be expected to impact Customer. SecureLogix will a) minimize recurrences of such failures for which it is responsible and b) address all issues and reasonable requests from Customer within the scope of a Product, notwithstanding whether any service level has or has not been met, and will promptly notify Customer of any such unresolved issues.

SecureLogix will use all commercially reasonable efforts to provide solutions, changes and corrections to the Service as are required to (a) keep the Service(s) conforming in all material respects to applicable documentation and specifications, and (b) correct reported problems that are replicated and diagnosed by SecureLogix as defects in the Service(s).

SERVICE CREDIT REQUEST AND PAYMENT PROCEDURES

Verizon will apply Credits against future amounts due from Customer and not as a refund. Unless otherwise provided in the Agreement, Customer's exclusive remedy for any unavailability, non-performance, or other failure by SecureLogix to provide the Service is the receipt of a Credit (if eligible) as provided herein.

Availability does not apply to any unavailability, suspension, or termination of the Service, or any other Service performance issues: (i) arising from SecureLogix suspension and termination of Customer right to use the Service in accordance with the Agreement; (ii) caused by factors outside of SecureLogix reasonable control, including any force majeure event; (iii) that result from any actions or inactions of Customer or any third party; (iv) that result from Customer equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within SecureLogix direct control); or (v) that result from any Scheduled Maintenance.

To receive a Credit, Customer must submit a claim to Customer's Verizon account team with the following information:

1. The dates and times of each unavailability incident that Customer is claiming; and
2. Customer request logs that document the errors and corroborate Customer claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks).

If the Monthly Availability percentage of such request is confirmed by Verizon and is less than the service level, then Verizon will issue the Credit to Customer within two billing cycles following the month in which Customer request is confirmed by SecureLogix.

SERVICE TERMINATION

If SecureLogix fails to meet the Maintenance Response for Severity Level 2 and Severity Level 3 incidents or Availability as shown below, Customer may, in its sole discretion terminate the affected Service.

SecureLogix's failure to meet the Maintenance Response for:

- Severity Level 3 incident conditions 2 times during each 12 month period;
- Severity Level 2 incident conditions 4 times during each 12 month period; or
- Severity Level 3 or Severity Level 2 incident conditions in any combination 4 times during any 3 month rolling period.

SecureLogix's failure to meet Availability for:

- 2 consecutive months; or
- any 3 months during any rolling 12 month period.

REMEDIES

Notwithstanding anything to the contrary, if a Product does not conform to the warranties made by SecureLogix in this SLA, or is otherwise defective, SecureLogix will correct the errors or non-conformities within 10 business days of notice from Customer. If SecureLogix does not remedy any and all defects in the Product within such period, Customer may elect to terminate the affected Product and any other Products dependent thereon, and Customer will be entitled to return of the fees for all such Products. Upon return of the applicable fees Customer will return or destroy the Product.

SUPPORT INFORMATION

7.1 **Maintenance And Support Services**

7.1.1 **Telephone Support.** SecureLogix will provide reasonable telephone and email support on Customer's use of the Service(s). Telephone and email support will be provided from 7:00 AM to 6:00 PM Eastern Standard Time (Toll Free Tel: 877-752-4435 or support@securelogix.com or after hours for APAC countries (Toll Free INTL: 00-800-7524-4350), excluding those holidays observed by SecureLogix. Maintenance Support will be provided outside of these hours and on holidays observed by the telephone only using the same Toll Free Tel: 877-752-4435 number. An after-hours call service will contact the on-call support engineer. SecureLogix will make all commercially reasonable efforts to address the problem identified by Customer.

7.1.2 **Maintenance.** From time to time, SecureLogix may apply minor upgrades, patches, bug fixes, or other maintenance to the System ("Maintenance"). When possible, SecureLogix will provide 5 business days' notice (either in writing or via a message appearing in or sent through the System) when performing Maintenance. Customer agrees to use reasonable efforts to comply with SecureLogix's Maintenance requirements notification. SecureLogix reserves the right to perform regularly scheduled Maintenance from 12:01 AM to 6:00 AM Sunday (Eastern Standard Time). This Maintenance may prevent the Services from being accessed or used during this time period.

SecureLogix will use commercially reasonable efforts to limit regularly scheduled and emergency maintenance. Emergency Maintenance outside of the scheduled Maintenance will be announced at least twenty-four (24) hours in advance to the Customer unless system availability is impacted.

7.1.3 **SOFTWARE UPGRADES.**

New versions of software ("Software Upgrades") may prevent the Services from being accessed or used during the respective upgrade. Software upgrades are included with the Call Secure Managed Service, including remote upgrades of on-premises appliance software on Customer devices. Onsite visits to upgrade of ETM software are not included in the Hosting Service. For Hosted systems SecureLogix will provide at least 30 days' notice prior to any upgrade. Upgrades for non-Hosted ETM

systems and PolicyGuru Customer will be handled on a by Customer basis and will be managed through the SecureLogix's Project Management Team.

7.2 **Reporting and Escalation.**

Customer will report errors and defects to SecureLogix. For Severity Level 3 errors or defects, Customer may, in addition to any notification by any other means, notify SecureLogix by telephoning a SecureLogix support specialist (Toll Free Tel: 877-752-4435 or Toll Free INTL: 00-800-7524-4350).

In the event Customer cannot make contact with a SecureLogix support specialist, Customer may notify SecureLogix by calling the technical support manager (210-546-1115).

PRIVATE IP SERVICE

1. GENERAL

1.1 **Service Definition.** Verizon offers four variations of this service: Private IP Service, Private IP Layer 2, Private IP Gateway and Private IP Interconnect, subject to availability. The Customer is aware that not all variations may be available in all countries.

1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized Service.

2. AVAILABLE VERSIONS PRIVATE IP SERVICE

2.1 Private IP Service

2.1.1 **Service Definition.** Private IP is a wide area data networking service which provides any-to-any connectivity to transport Customer Data between Customer Sites.

2.1.2 **Standard Service Features**

2.1.2.1 **Route Capacity and IPv4 and IPv6 Protocols.** Verizon will assign a maximum number of routes that Customer may introduce into the Private IP Network based upon the total number of sites expected in a given Customer VPN, as shown in the following table.

Expected Total Number Sites	Maximum Routes IPv4	Maximum Routes IPv6
1–50	1,250	150
51–250	1,250	750
251–500	2,500	1,500
501–1,000	5,000	3,000
1,001+	10,000	6,000

Capacity constraints may vary for Customers using MVIC (available upon request). Customer will select either IPv4 or IPv6 protocol (where available), and a suitable number of IP addresses to be used in conjunction with Private IP and in accordance with Verizon's then-current applicable assignment guidelines.

2.1.3 **Optional Service Features**

2.1.3.1 **Diversity.** With Diversity, Verizon provides a second equivalent circuit for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects.

2.1.3.2 **Dynamic Network Manager.** With Dynamic Network Manager (f/k/a Dynamic Bandwidth), Verizon provides a web-based interface through which Customer can dynamically manage its CAR and Private IP port values. Customer accesses the interface through the Verizon Enterprise Center or via an Application Program Interface.

2.1.3.3 **IP Multicasting.** With IP Multicasting, Verizon will simultaneously deliver a single stream of data to multiple recipients in Customer-provided multicast groups.

2.1.3.4 **Multiple Virtual Routing and Forwarding.** With Multiple Virtual Routing and Forwarding, Customer may create multiple virtual private network connections via a single Private IP port. Customer may use those connections to extend the privacy and security of the Private IP service to the various LANs at Customer's Site. Customer understands and accepts that packet drops may occur if Customer creates an oversubscription of virtual private network connections on the Private IP port and Verizon is not responsible for such packet drops.

2.1.3.5 **Class of Service Selection.** Verizon will route Customer traffic based on the priority assigned by Customer using different classes of service designations, which follow the Internet Engineering Task Force Differentiated Services or Diff-Serv model. If Customer does not set different classes, Verizon will route all Customer traffic using the BE class as the default priority designation.

2.1.3.7 **Burstable Billing.** (Optimized Only) With Burstable Billing, Customer selects a Bandwidth Commitment and may burst up to a higher selected bandwidth as required.

2.1.3.8 **Converged IP.** (Optimized Only) With Converged IP, Customer selects a Private IP port that will be used to connect to Virtual Network Services – Security Service via a single Ethernet access circuit. Customer must purchase Virtual Network Services – Security under a separate Service Attachment.

2.1.3.9 **Broadband Technology.** Broadband services are based on different technologies and the quality of the service can vary based on the technology available, including from Third Parties.

2.1.3.10 **RESERVED**

2.1.3.11 **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.verizonwireless.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 prorated 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.

2.1.3.12 **Mobile Private Network (MPN).** MPN extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet. Dynamic Mobile Network Routing (DMNR) allows Customers to remotely access IP addresses of devices that are connected to a MPN through a wireless router.

2.1.4 **Customer Responsibilities**

2.1.4.1 **Bandwidth Shaping for Ethernet Access Circuit.** If Verizon provisions 'bandwidth shaping' overhead adjustments on the Ethernet Interfaces at the PE egress, it may be necessary for Customer to apply policies at Customer's CE egress to prevent packet loss due to Ethernet protocol overhead used within the Private IP Network (depending on the Private IP platform and Customer's traffic profile).

2.2 **Private IP Layer 2**

2.2.1 **Service Definition.** Verizon Private IP Layer 2 service provides point-to-point routing, with Customer control of routing, architectural and topology changes.

2.2.2 **Optional Service Features.** With the Private IP Permanent Visual Circuits feature, Verizon will add one or more Private IP PVCs on Customer's Private IP Layer 2 port upon Customer's request.

2.3 **Private IP Gateway**

2.3.1 **Service Definition.** With Private IP Gateway service, Verizon provides an interconnection between two private networks based on the characteristics of the gateway, as described below.

2.3.2 **Standard Service Features.** Verizon provides the following Private IP Gateways:

2.3.2.1 **Private Wireless Gateway (U.S. Mainland Only).** With Private Wireless Gateway, Verizon provides Customer a port that Customer may use to connect Customer's wireless traffic to the Private IP Network.

2.3.2.2 **MVIC Service (Select Locations).** With MVIC Service, Verizon connects Verizon's Private IP Network to an MPLS Partner's MPLS networks.

2.3.2.4 **Optimized Service-Only Standard Features**

2.3.2.4.1 **Secure Cloud Interconnect.** With Secure Cloud Interconnect, Verizon provides an interconnection with the network of select third-party cloud providers (with whom the customer has separately contracted) enabling Customer to utilize those third-parties' cloud services over Private IP, Switched E-LAN, or Switched E-LINE network. Verizon also provides network translation functionality (NAT), but Customer may provide Customer's own NAT with the understanding that Customer accepts sole responsibility if Customer fails to properly configure NAT and such failure permits a third party cloud provider to have access to Customer's Private IP addresses. Secure Cloud Interconnect has unique pricing, network designs, and capabilities; details are available on request. In addition, Verizon may terminate Secure Cloud Interconnect, in whole or in part, upon 30 days written notice, where Customer is utilizing Secure Cloud Interconnect on a usage only basis, and Customer has not used this feature for a continuous period exceeding ten months.

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. To the extent such regulations apply, Customer shall comply with those regulations.

3.2 **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."

4. SERVICE LEVEL AGREEMENT (SLA)

Private IP Service Level Agreement for Optimized Private IP Service +: attached hereto as Exhibit A below

5. FINANCIAL TERMS

5.1 **Optimized Service.** Customer will pay the charges for Optimized Private IP Service + specified in the Agreement including those below.

Charges below are in U.S. dollars and will be billed in the invoice currency of the associated service.

5.1.1 **Administrative Charges**

Administrative Charges	Charge Instance	Port Type	Speed	NRC
Administrative Change	Per Change	n/a	n/a	$60.00
Cancellation of Service Order	Per Port	n/a	n/a	$800.00
Expedite	Per Port	n/a	n/a	$1,000.00
Physical Change	Per Order	n/a	n/a	$200.00
Reconfiguration	Per Port	Standard Port	64Kbps	$50.00
Reconfiguration	Per Port	Standard Port	256Kbps,512Kbps	$100.00
Reconfiguration	Per Port	Standard Port	T1, E1, 1M, 2M	$200.00
Reconfiguration	Per Port	Standard Port	Above E1	$600.00

5.1.2 **Bandwidth Bursting.** (Optimized Only) With Bandwidth Bursting, Customer will pay an additional charge monthly per circuit for any measured usage level greater than Customer's Bandwidth Commitment. Verizon will sample the Private IP port usage every five minutes during the monthly billing period and Customer's measured usage level will be based on usage at the 95th percentile of samples with the highest 5 percent of usage discarded for billing purposes. Incremental usage will be rounded up to the next full Mbps or Gbps.

5.1.3 **Reconfiguration.** A reconfiguration charge applies for the modification of an existing Private IP circuit, at Customer request, for Verizon to reterminate a circuit to a different router or reconfiguration of the port.

6. **DEFINITIONS.** The following definitions apply to Private IP Service:

Term	Definition
Bandwidth Commitment	The portion of a port speed which Customer may use in a monthly period without incurring a Burstable Overage charge.
Committed Access Rate (CAR)	The amount of bandwidth to which Customer subscribes on a logical Port by logical Port basis.

Customer Edge (CE)	The edge of, or point in which customer traffic enters or exits, the Customer network.
Geographic Diversity	Automatically directs the second Customer circuit to a different Verizon gateway at a different Verizon POP.
MPLS	Multi-Protocol Label Switching - an Internet Engineering Task Force standard.
MPLS Partner	A third party MPLS provider with whom Verizon has an agency or reseller arrangement to provide interconnection to that party's in-country network.
MVIC	MPLS VPN Interprovider Connection.
Port	An entrance to and/or exit from a network.
Provider Edge (PE)	The edge of, or point in which Customer traffic enters or exits, the Verizon Private IP Network.
Router Diversity	Automatically directs the second Customer circuit to a different switch or router.
Virtual Private Network (VPN)	Uses a logical connection to route traffic between network sites.

Administrative Charges Definitions

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.
Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

Exhibit A
PRIVATE IP SERVICE + GLOBAL PRIVATE IP SERVICE LEVEL AGREEMENT

1. **Service Level Agreement Summary.** The Private IP Service Level Agreement ("PIP SLA") covers Global Private IP Services (collectively, the "Service" or "Private IP Service"). The PIP SLA consists of several service level standards ("Service Level Standards"). Customer may qualify for credits when the Verizon PIP Network performance fails to meet the stated thresholds established for a Service Level Standard. The PIP SLA may also cover the transport components (not the CPE components) of the Managed Private IP Service product if offered as a part of a Managed Private IP solution. The managed service components of a Managed Private IP solution may be covered in a separate Managed Services, Service Level Agreement.

2. **Definitions of Terms.** Terms used in this document are defined in the Terms and Definitions section at the end of this document.

3. **Service Level Standard Performance Measures.** The PIP SLA Service Level Standards are:

Parameter	Access Type	Scope	U.S.	Global Tier A	Global Tier B	Global Tier C
Availability	Platinum	End-to-End	100%	100%	100%	NA
	Wireline/Wireline Dual Connection*** Gold/Silver/Bronze + Gold/Silver/Bronze	End-to-End	100%	100%	100%	NA
	Wireline/Wireless Dual Connection**** Gold/Silver/Bronze + Wireless Private Network	End-to-End	100%	NA	NA	NA
	Gold	End-to-End	99.9%	99.9%	99.9%	99.5%
	Silver	End-to-End	99.5%	99.5%	99.5%	99.0%
	Bronze	End-to-End	99.0%	99.0%	99.0%	99.0%
Time To Repair (TTR)	Platinum	End-to-End	2 Hours	4 Hours	4 Hours	NA
	Gold	End-to-End	4 Hours	5 Hours	8 Hours	8 Hours
	Silver	End-to-End	4 Hours	8 Hours	8 Hours	8 Hours
	Bronze	End-to-End	24 Hours	24 Hours	24 Hours	24 Hours

Service Installation		End-to-End	⩽1.5M** 30 Business Days ⩽ 45M** 45 Business Days	100% by Customer's Due Date	100% by Customer's Due Date	100% by Customer's Due Date
			Others 100% by Customer's Due Date			
Moves, Adds or Changes (MAC)		End-to-End	10 Business Days (Excluding Local Access Requests)	100% by Customer's Due Date	100% by Customer's Due Date	100% by Customer's Due Date
Core Network Transit Delay (C-NTD)*		P-Core	⩽ 36 ms	NA	NA	NA

*Core Network Transit Delay (C-NTD) is only applicable to the US P-Core Network. Measurements between distinct PE pairs are given by the Packet Transit Delay (PTD) Service Level Standard in the table below.
**Excludes any facilities builds.
***Wireline/Wireline Dual Connection: Verizon provides a second equivalent circuit for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects. If a site has Dual Connection then only Dual Connection SLA can be claimed and not the individual circuit availability SLAs. Dual Connection SLA can only be claimed if both primary and secondary circuits are down. Dual Connection SLA will be paid on both primary and secondary Port and Access MRR.
****Wireline/Wireless Dual Connection: Verizon Mobile Private Network provides wireless back-up for Private IP service. If a site has Dual Connection then only Dual Connection SLA can be claimed and not the individual circuit availability SLAs. Dual Connection SLA can only be claimed if both primary and secondary circuits are down. Dual Connection SLA will be paid on the primary (Wireline) Port and Access MRR.

Parameter	Scope	EF/COS5	AF4x/COS4	AF3x/COS3	AF2x/COS2	AF1x/COS1	BE/COS0
Packet Delivery Ratio (PDR)*	PE-to-PE	⩾ 99.995%	⩾ 99.99%	⩾ 99.99%	⩾ 99.99%	⩾ 99.99%	⩾ 99.5%

Packet Transit Delay (PTD)	PE-to-PE	See applicable Packet Transit Delay standards below					
Jitter	PE-to-PE	< 5 ms	< 15 ms	NA	NA	NA	NA
Mean Opinion Score (MOS)**	P-Core	⩾ 4.0	NA	NA	NA	NA	NA

*Packet Delivery Ratio (PDR): for Private IP Secure Cloud Interconnection ("SCI"), only BE/COS0 applies.
**Mean Opinion Score (MOS) is only applicable to the U.S., EMEA and APAC regions.

Private IP Gateway:

Parameter	Service Type	Scope	U.S.	Global Tier A	Global Tier B	Canada, Puerto Rico, U.S. Virgin Islands
Availability	SCI*	PE-to-PE	100%	100%	100%	N/A
	Satellite Gateway**	End-to-End	99.5%	N/A	N/A	99.5%
	Private Wireless Gateway	PE-to-PE	100%	100%	N/A	N/A
Time To Repair (TTR)	SCI*	PE-to-PE	4 Hours	4 Hours	4 Hours	N/A
	Satellite Gateway**	PE-to-PE	4 Hours	N/A	N/A	4 Hours
	Private Wireless Gateway	PE-to-PE	4 Hours	4 Hours	N/A	N/A

*Private IP Secure Cloud Interconnection

**The Satellite Gateway SLA is based on Verizon's standard CPE recommendations designed to support the specified customer service parameters. The Satellite Gateway SLA for Availability is measured between Verizon's origination (Satellite earth station Hub) and Customer's destination demarcation point, as measured by Verizon.

The PIP SLA Performance Measures and exclusions are defined in detail below.

4. **Coverage Categories.** Service Level Standards vary by Class of service, Access type, Outage type and Geographic location. These Service Level Standards are defined below.

4.1 **Class of Service.** The PIP SLA class of service delivery methodology and traffic priority Class of Service are identified as follows:

Private IP Layer 3 Queue	Private IP Layer 2 Queue	Naming
EF*	COS5*	Real Time / Voice
AF4 AF41, AF42/43	COS4	Video / Priority Data
AF3 AF31, AF32/33	COS3	Mission Critical Data
AF2 AF21, AF 22/23	COS2	Transactional Data
AF1 AF11, AF12/13	COS1	General Data
BE	COS0	General Business - Default

*The EF and COS5 queues are not designed for packets larger than 300 bytes or Bursty Traffic.

4.2 **Access Types.** The PIP SLA Service Level Standard metrics may be based on the following Access Types as indicated on the Customer's Master Service Order Form.

- Platinum
- Gold
- Silver
- Bronze

4.3 **Outage Type.** The PIP SLA defines Service disruptions as:

- Hard Outage
- Service Issue

4.3.1 The Service restoration priority determines the ranking of the repair actions against other Service Issues.

	Priority Level Criteria

Priority 1	Total loss of Service or degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing
Priority 2	Degraded Service, however Customer is able to use the Service and is not prepared to release its Service for immediate testing
Priority 3	A problem with the Service that does not impact the functionality of the Service; including a single non-circuit specific quality of Service inquiry.
Priority 4	Non Service affecting requests (e.g. a Customer request for an incident report) and all other queries not covered by Priority 1 – 3 above. Scheduled maintenance

4.3.2 A Hard Outage has Priority 1 Service restoration priority with the exception of Bronze Hard outages which are handled as a Priority 2 ticket. Availability and TTR apply to Hard Outages.

4.3.3 A Service Issue has Priority 2 Service restoration priority. PTD, PDR and Jitter apply to Service Issues.

4.3.4 Priority 3 and Priority 4 issues will be addressed by Verizon. However, Priority 3 and Priority 4 issues are not eligible for SLA credits.

4.4 **Geographical Location.** The PIP SLA covers Service in all countries where PIP Service is offered, except as specified in the exclusions and limitations stated below. The PIP SLA is divided into geographic regions because Service Levels available from access Providers around the world differ between countries. The location and access method of a Customer Site will determine the applicable Service Levels. As a result of continuing expansion of the Verizon Private IP Network the listing of the Global Tier countries is dynamic and changes periodically as new countries are added. At Customer's request Verizon will confirm country status and/or provide a listing of countries that fall into these categories. The countries covered under this SLA are divided into the following categories:

- **U.S.:** Contiguous 48 United States, Hawaii and Alaska.
- **Global Tier A:** Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, United Kingdom.
- **Global Tier B:** Argentina, Argentina MVIC (via Telmex), Australia, Brazil, Brazil MVIC (via Embratel), Bermuda, Bulgaria, Chile, Chile MVIC (via Telmex), China, China MVIC (via China Unicom, China Telecom, China Mobile or CITIC), Colombia, Colombia MVIC (via Telmex), Costa Rica, Czech Republic, Dominican Republic, Greece, Guam, Hungary, India, Indonesia, Israel, Latvia, Malaysia, Mexico, Mexico MVIC (via TelMex, Axtel or MetroRed), Morocco, New Zealand, Panama, Peru, Peru MVIC (via TelMex), Philippines, Poland, Portugal, Puerto Rico, Romania, Russia, Slovakia, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates (UAE), and Uruguay.
- **Global Tier C:** Albania, Algeria MVIC (via CMC Networks or Tawasul), Angola MVIC (via CMC Networks or Vodacom), Anguilla, Anguilla MVIC (via C&W), Antigua and Barbuda, Antigua and Barbuda MVIC (via C&W), Argentina MVIC (via Claro), Azerbaijan, Bahamas, Bahamas MVC (via C&W), Bahrain, Bahrain MVIC (via Tawasul), Bangladesh, Barbados, Barbados MVIC (via C&W), Belarus, Belize, Belize MVIC (via C&W), Benin MVIC (via CMC Networks), Bermuda, Bermuda MVIC(via C&W), Bolivia MVIC (via Tigo), Bosnia & Herzegovina, Botswana (via CMC Networks or Vodacom), Bulgaria,

Burkina Faso (via CMC Networks), Burundi MVIC (via CMC Networks), British Virgin Island, British Virgin Islands MVIC (via C&W), Cameroon MVIC (via CMC Networks or Vodacom), Cape Verdi MVIC (via CMC Networks), Cayman Islands, Cayman Islands MVIC (via C&W), Central African Republic MVIC (via CMC Networks), China, Colombia MVIC (via C&W or Tigo), Cote d'Ivoire MVIC (via CMC Networks or Vodacom), Congo Democratic Republic MVIC (via CMC Networks), Costa Rica, Costa Rica MVIC (via C&W and Tigo), Croatia, Curacao, Curacao MVIC (via C&W), Djibouti MVIC (via CMC Networks or Vodacom), Dominica, Dominica MVIC (via C&W), Dominican Republic, Dominican Republic MVIC (via C&W), Ecuador, Egypt, Egypt MVIC (via TE Data), El Salvador, El Salvador MVIC (via C&W or Tigo), Estonia, Ethiopia MVIC (via CMC Networks or Vodacom), Gabon MVIC (via CMC Networks or Vodacom), Gambia MVIC (via CMC Networks), Ghana MVIC (via CMC Networks or Vodacom), Greece, Grenada, Grenada MVIC (via C&W), Guatemala, Guatemala MVIC (via C&W or Tigo), Guinea MVIC (via CMC Networks), Guyana, Guyana MVIC (via C&W), Haiti, Haiti MVIC (via C&W), Honduras, Honduras MVIC (via C&W or Tigo), Iceland, India MVIC (via Bharti or Reliance), Iraq MVIC (via Tawasul), Jamaica, Jamaica MVIC (via C&W), Japan MVIC (via Softbank), Jordan, Jordan MVIC (via Tawasul) Kazakhstan, Kenya MVIC (via CMC Networks or Vodacom), Kuwait, Kuwait MVIC (via Tawasul), Latvia, Lebanon, Lebanon MVIC (via Tawasul), Lesotho MVIC (via CMC Networks or Vodacom), Liberia MVIC (via CMC Networks), Lithuania, Macao, Macedonia, Madagascar MVIC (via CMC Networks or Vodacom), Malawi MVIC (via CMC Networks or Vodacom), Mali MVIC (via CMC Networks), Malta, Mauritius MVIC (via CMC Networks or Vodacom), Monaco, Montenegro, Mozambique MVIC (via CMC Networks or Vodacom), Namibia MVIC (via CMC Networks or Vodacom), Nicaragua, Nicaragua MVIC (via Tigo or C&W), Niger MVIC (via CMC Networks), Nigeria MVIC (via CMC Networks or Vodacom), Oman, Oman MVIC (via Tawasul), Pakistan, Panama, Panama MVIC (via C&W or Tigo), Paraguay, Paraguay MVIC (via Tigo), Puerto Rico, Puerto Rico MVIC (via C&W), Qatar, Reunion, Romania, Russia MVIC (via Beeline), Rwanda MVIC (via CMC Networks), Saudi Arabia, Saudi Arabia MVIC (via STC), Senegal MVIC (via CMC Networks), Serbia, Sierra Leone MVIC (via CMC Networks), Slovakia, Slovenia, South Africa, South Africa MVIC (via CMC Networks or Vodacom), Sri Lanka, St. Kitts and Nevis, St. Kitts and Nevis MVIC (via C&W), Saint Maarten MVIC (via C&W), St. Lucia, St. Lucia MVIC (via C&W) St. Martin, St. Martin MVIC (via C&W), St. Vincent, St. Vincent MVIC (via C&W), Sudan MVIC (via CMC Networks), Suriname, Suriname MVIC (via C&W), Swaziland MVIC (via CMC Networks or Vodacom), Tanzania MVIC (via CMC Networks or Vodacom), Togo MVIC (via CMC Networks), Trinidad and Tobago, Trinidad and Tobago MVIC (via C&W), Tunisia MVIC (via CMC Networks), Turkey, Turkey (Turknet), Turks and Caicos, Turks and Caicos MVIC (via C&W), United Arab Emirates (UAE) MVIC (via Etisalat), Uganda MVIC (via CMC Networks or Vodacom), Uruguay, U.S. Virgin Islands, U.S. Virgin Islands(via C&W), Venezuela, Vietnam, Yemen MVIC (via Tawasul), Zambia MVIC (via CMC Networks or Vodacom), Zimbabwe MVIC (via CMC Networks or Vodacom).

Service in the countries without a MVIC designation listed above is provided via a backhaul to the nearest Verizon Provider Edge device. The PTD, PDR, and Jitter Service Level Standards for these locations are based on measurements at Verizon's Provider Edge device. Additional information on the locations of the Verizon Provider Edge is available through Customer's account team or on the Verizon Looking Glass portal for Private IP.

5. Service Level Standards Defined

5.1 Availability

5.1.1 **Definition.** End-to-end Circuit up-time.

5.1.2 **Standard.** See Service Level Standard for Performance Measurements above. Availability includes the local access from the Customer Edge (CE) to the Verizon PIP Provider Edge (PE) and the PIP Network. Availability excludes CPLL and the Customer CPE.

5.1.3 **Calculation.** Availability is determined by computing the total number of Eligible Hard Outage Minutes per Priority 1 trouble tickets in a calendar month for a specific Customer Circuit divided by the total number of minutes based on a 30-day calendar month. Availability is calculated after a trouble ticket is opened with Verizon and represents the percentage of time that the Circuit is available within a given calendar month.

$$\text{Availability (\%)} = \left(1 - \left(\frac{\text{Total Eligible Hard Outage Minutes per Circuit per month}}{\text{30 days * 24 hours/day * 60 minutes/hour}}\right)\right) \times 100$$

5.1.4 **Credit Structure.** The credit is based on the number of Eligible Hard Outage Minutes. Availability applies only in those cases in which a PIP trouble ticket is opened with Verizon and the Customer subsequently allows the necessary physical or logical access to its premises and facilities for testing if required by Verizon.

Availability credit table:

Availability				Credits as a percent of MRC										
PIP Network Down Time		% of Up Time		All Global Tiers and US	U.S. and Global Tier A	U.S. and Global Tier A	U.S. and Global Tier A	Global Tier B	Global Tier B	Global Tier B	Global Tier C	Global Tier C	Global Tier C	U.S. and Global Tier A	U.S. and Global Tier A & B
From (Mins)	To (Mins)	From %	To %	(Platinum or Gold/Silver/ Bronze + Wireless Private Network)	Gold	Silver	Bronze	Gold	Silver	Bronze	Gold	Silver	Bronze	Satellite	SCI and Private Wireless Gateway
1	43	< 100%	≥ 99.9%	5%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	5%
44	86	< 99.9%	≥ 99.8%	10%	10%	NA	NA	5%	NA	NA	NA	NA	NA	NA	10%
87	216	< 99.8%	≥ 99.5%	15%	10%	NA	NA	5%	NA	NA	NA	NA	NA	NA	15%
217	432	< 99.5%	≥ 99.0%	25%	15%	10%	NA	10%	5%	NA	5%	NA	NA	5%	25%
433	648	< 99.0%	≥ 98.5%	30%	15%	15%	10%	10%	10%	5%	10%	5%	5%	10%	30%
649	864	< 98.5%	≥ 98.0%	40%	20%	20%	15%	10%	10%	10%	10%	10%	10%	10%	40%
> 864		< 98.0%		50%	20%	20%	20%	10%	10%	10%	10%	10%	10%	10%	50%

5.1.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, Availability Service Level Standard measurements do not include the following:

- Any act or omission on the part of any third party other than a local access provider over which Verizon exercises control.
- Periods of Service degradation, such as slow data transmission, where a Priority 1 trouble ticket has not been opened with Verizon and Customer has not released its Service for immediate testing.
- Customer inquiry for circuit monitoring purposes only.
- Availability Service Level Standards for MVIC services are only applicable for MVIC locations where local access is provided by one of the corresponding MVIC partners identified above.

- Off-Net Bronze hard outage to be handled as a Priority 2 ticket. Verizon Wireless Private Network charges are excluded.

5.2 **Time To Repair (TTR)**

5.2.1 **Definition.** Time taken to restore end-to-end Services during a Hard Outage on a specific Circuit.

5.2.2 **Standard.** See Service Level Standard Performance Measurements table above. TTR includes the Local Access from the Customer Edge (CE) to the Verizon PIP Provider Edge (PE) and the PIP Network. TTR excludes CPLL and the Customer CPE.

5.2.3 **Calculation.** TTR is determined by computing the time taken to repair each Eligible Hard Outage Priority 1 trouble ticket in a calendar month for a specific Customer Circuit with the exception of Hard Outages for Bronze which is handled as a Priority 2 ticket. The duration of each Hard Outage on a specific Circuit is calculated after a trouble ticket is opened with Verizon. TTR (Hrs) = Time taken to repair a specific Circuit experiencing an Eligible Hard Outage Priority 1 trouble. Bronze hard outage to be handled as a Priority 2 ticket.

5.2.4 **Credit Structure.** The credit is based on the number of Eligible Hard Outage Minutes. TTR applies only in those cases in which a PIP Hard Outage Priority 1 trouble ticket is opened with Verizon and the Customer subsequently allows the necessary physical or logical access to its premises and facilities for testing if required by Verizon and with the exception of Hard Outages for Bronze, which are handled as a Priority 2 ticket. Circuits may qualify for the TTR Service Level Standard in addition to the Availability Service Level Standard.

TTR credit table:

TTR		**Credit as a Percent of MRC**						
PIP Network Outage Time		**U.S.**	**Global Tiers A & B**	**U.S.**	**Global Tier A**	**Global Tier B**	**Global Tiers C**	**U.S. and Global Tier A & B**
From Hr:Min:Sec	**To Hr:Min:Sec**	**(Platinum)**	**(Platinum)**	**(Gold, Silver or Bronze)**	**(Gold, Silver or Bronze)**	**(Gold, Silver or Bronze)**	**(Gold, Silver or Bronze)**	**SCI, Satellite and Private Wireless Gateway**
2:00:00	3:59:59	4%	NA	NA	NA	NA	NA	N/A
4:00:00	4:59:59	4%	4%	2%	NA	NA	NA	4%
5:00:00	7:59:59	10%	10%	4%	4%	NA	NA	10%
8:00:00	11:59:59	10%	10%	4%	4%	4%	4%	10%
≥ 12:00:00		10%	10%	4%	4%	4%	4%	10%

5.2.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, TTR Service Level Standard measurements do not include the following:

- Any act or omission on the part of any third party, other than a Local Access provider over which Verizon exercises control.
- Periods of Service degradation, such as slow data transmission, where a Priority 1 trouble ticket has not been opened with Verizon and Customer has not released its Service for immediate testing.
- Customer inquiry for circuit monitoring purposes only.
- TTR Service Level Standards for MVIC services are only applicable for MVIC locations where Local Access is provided by one of the corresponding MVIC partners identified above. Bronze hard outage to be handled as a Priority 2 ticket.

5.3 Core Network Transit Delay (C-NTD)

5.3.1 **Definition.** Core Network round trip delay average between Verizon-designated core backbone network nodes across a specific region.

5.3.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.3.3 **Calculation.** Verizon calculates the C-NTD by using 64-byte packets for measuring round trip transit delay in milliseconds between Verizon-designated backbone network nodes across a specific region and averaging the results over a 30 day period. The measurements exclude any traffic that is re-routed as a result of a network outage or scheduled maintenance. The monthly measurements are available at the following link: https://www.verizon.com/business/terms/latency/#pip.

5.3.4 **Credit Structure.** To receive a credit, Customer must submit their request within 30 business days after the month in which the C-NTD Service Level Standard was not met. Such credit will equal the pro-rated charges for one day of the MRC for the Customer's Connections within the specific region during the calendar month in which the C-NTD Service Level Standard was not met.

C-NTD credit table:

For Standard not met	Credit
Core Network Transit Delay (C-NTD)	The pro-rated charges equal to one day's MRC for the Customer's Connections

5.3.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, C-NTD Service Level Standard measurements do not include the following:

- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- Core Network Transit Delay (C-NTD) is only applicable to the US P-Core Network

5.4 **Packet Transit Delay (PTD)**

5.4.1 **Definition.** Round trip data packets delay between origination and destination Ports.

5.4.2 **Standard.**

- PE PTD is the provider edge PE-to-PE monthly average round trip transit delay in milliseconds between respective Provider Edge device pairs on the Verizon PIP Network.
- The PE PTD Service Level Standards is applicable for the following traffic priority classes:
  - Standard PIP Service
  - Enhanced Traffic Management (ETM) option

 PE PTD Service Level Standard Performance Measurements for international and U.S. locations are stated in the PIP PTD Matrix located in the Verizon Secure Guide portal at: www.verizon.com/business/service_guide/secure/cp_pip_sla_matrix_SG.xlsx.

5.4.3 **Calculation.** PTD is determined by using 64-byte packets for measuring transit delay in milliseconds across the Verizon PIP Network and averaging the results over a thirty day period.

- PTD calculation is as follows: PTD = T2 – T1. Where: T1 is the time in milliseconds when an IP packet leaves the ingress reference point (i.e., Packet exit event) and T2 is the time in milliseconds when an IP packet arrives back at the ingress reference point (i.e. Packet return event).
- PE PTD is measured between the respective origination and destination infrastructure ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.4.4 **Credit Structure.** If the PTD Service Level Standard is not met, it is a Service Issue and is considered a Service Restoration Priority 2. If the PTD metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a PTD Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a PTD issue exists and repair the problem(s), as applicable. Once Verizon confirms that the PTD Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the PTD Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the PTD Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of PTD prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

PTD credit table:

For Standard not met	Credit as % of MRC
Packet Transit Delay (PTD)	20%

5.4.4.1 Service Issues occur between pair Ports of the Private IP Network. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will

be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.4.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, PTD Service Level Standard measurements do not include the following:

- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- PTD Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Any delay or dropped data packets caused by a Customer who subscribes to Access Oversubscription and Customer's traffic over a circuit exceeds 100% of the Access speed of the circuit.

5.5 Packet Delivery Ratio (PDR)

5.5.1 **Definition.** Effectiveness in transporting and delivering customer packets across the PIP Network.

5.5.2 **Standard.**

- PE PDR is the PE-to-PE monthly average Packet Delivery Ratio. The PE PDR Service Level Standards is applicable for the following traffic priority classes: Standard PIP Service and Enhanced Traffic Management (ETM) option.
- PE PDR Service Level Standard is:
- For the EF/COS5 traffic priority class: 99.995%
- For the AF/COS4, COS3, COS2, COS1 traffic priority class: 99.99%
- For the BE/COS0 traffic priority class: 99.5%

5.5.3 **Calculation.**

- PDR is determined by using 64-byte packets for measuring the number of packets within a specified traffic priority class that are successfully delivered divided by the total number of packets sent within the specified traffic priority class during a calendar month. For data consisting of packets within the specified traffic priority class, the PDR is as follows:

$$\text{PDR (\%)} = \frac{\text{Packets Delivered}}{\text{Packets Offered}} \times 100$$

- PE PDR is measured between the respective origination and destination infrastructure Ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.5.4 **Credit Structure.** If the PDR Service Level Standard is not met, it is a Service Issue and is considered Service Restoration Priority 2. If the PDR metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a PDR Service

Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a PDR issue exists and repair the problem(s), as applicable. Once Verizon confirms that the PDR Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the PDR Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the PDR Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of PDR prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

PDR credit table:

For Standard not met	Credit as % of MRC
Packet Delivery Ratio (PDR)	20%

5.5.4.1 Service Issues occur between pair Ports of the Private IP Network, including SCI. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.5.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, PDR Service Level Standard measurements do not include any of the following:

- Packets that are not delivered due in whole or in part to factors unrelated to Verizon's PIP/PIPL2 Network.
- Packets dropped at infrastructure ingress or egress due to improper Customer Port speed specifications of Customer Port speeds.
- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- PDR Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Any delay or dropped data packets caused by a Customer who subscribes to Access Oversubscription and Customer's traffic over a circuit exceeds 100% of the Access speed of the circuit.

5.6 **Jitter**

5.6.1 **Definition.** Displacement of data packets from their ideal sequence or position in time.

5.6.2 **Standard.**

- PE Jitter is the monthly average mean deviation of the difference in packet arrival time at the receiver compared to the sender for a pair of packets one-way between respective Provider Edge Devices. The Jitter Service Level Standards is applicable for the following traffic priority classes:
- Enhanced Traffic Management (ETM) option:

- PE Jitter is applicable to data packets marked EF by Customer and compliant with the subscribed EF Real Time CAR. ○ PE Jitter is applicable to data packets in the AF4 traffic class and compliant with the AF4 forwarding priority.
- Other traffic classes are not available for PE Jitter Service Level Standards.

- PE Jitter Service Level Standard provides that the maximum delay variance between Verizon Private IP PE devices is less than 5 ms one-way for the EF traffic class and less than 15 ms one-way for the AF4 traffic class.
- If a Jitter issue is identified, packet fragmentation technologies or similar capability may be required to remedy the issue.

5.6.3 **Calculation.**

 Jitter is determined by using 64-byte packets for measuring the mean deviation of the difference in packet spacing at the receiver compared to the sender for a pair of packets. The mean is determined by sampling the PIP Network frequently and averaging the results over a thirty day period. The calculation for Jitter (Ji) for two consecutive packets i and i+1 is as follows: Jitter (Ji) = ΔTi - ΔTi' Where:

Ti = time 1st byte of packet i is received by the source Port (ingress time)
Ti+1 = time 1st byte of packet i+1 is received by the source Port (ingress time)
Ti' = time 1st byte of packet i is received at the destination Port (egress time) Ti+1'
= time 1st byte of packet i+1 is received at the destination Port (egress time) And:
ΔTi = Ti+1 - Ti (ΔTi is the time interval between packets at ingress) ΔTi'
= Ti+1' - Ti' (ΔTi' is the time interval between packets at egress) The
Average Jitter (J-avg) is calculated as follows:
Average Jitter (J-avg) = ∑ | Ji | / (N-1) Where:
N is the number of sample packets over 30 day period

 PE Jitter is measured between the respective origination and destination infrastructure Ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.6.4 **Credit Structure.** If the Jitter Service Level Standard is not met it is a Service Issue and is considered Service Restoration Priority 2. If the Jitter metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a Jitter Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a Jitter issue exists and repair the problem(s), as applicable. Once Verizon confirms that the Jitter Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the Jitter Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the Jitter Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of Jitter prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

Jitter credit table:

For Standard not met	Credit as % of MRC
Jitter	20%

5.6.4.1 Service Issues occur between pair Ports of the Private IP Network. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.6.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, Jitter Service Level Standard measurements do not include any of the following:

- PE Jitter applicable to the AF4 traffic class is available only for Video traffic that uses either AF41 or CS4 classification when the AF4 queue facilitating such Video traffic is not mixed with any other type of traffic.
- All Customer data traffic that is marked EF by Customer and is not compliant with the subscribed EF Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon Private IP Network.
- Jitter Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Jitter Service Level Standard is not applicable to Private IP Layer 2 services.

5.7 Service Installation

5.7.1 **Definition.** Period of time beginning on the Order Acceptance date and ending on the date Verizon completes installation of the Service and the Service is up and billable. Customer's Due Date is defined as the date to which Verizon commits to deliver the Service.

5.7.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.7.3 **Calculation.** The Service Installation Service Level Standard is calculated by computing the period of time beginning on the Order Acceptance date and ending on the date Verizon completes installation of the Service and the Service is up and billable.

5.7.4 **Credit Structure.** To obtain a credit, Customer must report the delay in Service installation to the Verizon account team as described in the in the Credit Section of the SLA.

Service Installation credit table:

For Standard not met	U.S.	Global Tier A	Global Tier B	Global Tier C
Service Installation	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection

5.7.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, the Service Installation Service Level Standard does not include any minutes associated with the following:

- Delays in installation related to Customer actions, moves or scheduling difficulties.
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors.
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to install the Service.
- Delays attributed to extending the Local Access demarcation point.
- Delays resulting from inaccurate or incorrect order information from Customer.
- Delays resulting from an order suspension due to credit issues involving Customer.

Any periods of delay attributable to the reasons above will be deducted from the Service Installation time period.

5.8 **Moves, Adds or Changes (MAC)**

5.8.1 **Definition.** The MAC interval is the period of time beginning on the Order Acceptance date and ending on the date Verizon completes the Order for the Service. Customer's Due Date is defined as the date to which Verizon commits to deliver the Service.

5.8.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.8.3 **Calculation.** The MAC Service Level Standard is calculated by computing the period of time beginning on the Order Acceptance date and ending on the date Verizon completes the order for the Service.

5.8.4 **Credit Structure.** To obtain a credit, Customer must report the delay in Service order completion to the Verizon account team as described in the Credit Section of the SLA.

MAC credit table:

For Standard not met	U.S.	Global Tier A	Global Tier B	Global Tier C
MAC	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection

5.8.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, the MAC Service Level Standard does not include any minutes associated with the following:

- Delays in installation related to Customer actions, moves or scheduling difficulties.
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors.
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to install the Service.
- Delays attributed to extending the Local Access demarcation point.
- Delays resulting from inaccurate or incorrect order information from Customer.
- Delays resulting from an order suspension due to credit issues involving Customer.

- MAC problems for services provided pursuant to any promotional Move, Add or Change offerings might not be eligible for credit refunds.

Any periods of delay attributable to the reasons above will be deducted from the MAC installation time period.

5.9 Mean Opinion Score (MOS)

5.9.1 **Definition.** Quality level of the audio fidelity and clarity of a voice call.

5.9.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.9.3 **Calculation.** Verizon calculates MOS by sampling performance scores for the EF traffic class, using the standards based ITU-T G.107 (E-model) and assuming a G.711 codec, between Verizon-designated core backbone network nodes and averaging the results over a thirty day period. The monthly measurements are available at the following link: https://www.verizon.com/business/terms/latency/#pip.

5.9.4 **Credit Structure.** To receive a credit, Customer must submit their request within 30 business days after the month in which the MOS Service Level Standard was not met. Such credit will equal the pro-rated charges for one day of the MRC for the Customer's Connections within the specific region during the calendar month in which the MOS Service Level Standard was not met.

MOS credit table:

For Standard not met	Credit
Mean Opinion Score (MOS)	The pro-rated charges equal to one day's MRC for the Customer's Connections

5.9.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, MOS Service Level Standard measurements do not include the following:

- The MOS Service Level Standard applies only to data packets marked EF by Customer and compliant with the Customer's subscribed EF Real Time CAR.
- The MOS Service Level Standard applies only to the U.S., EMEA and APAC regions.
- The MOS Service Level Standard is not applicable to the Private IP Layer 2 services.

6. Credit Requests and Application Process

6.1 Service Level Agreement Credit Application Structure.

- For any calendar month in which Verizon fails to meet any of the Service Level Standards stated in this document the credit structure for the Service Level Standards listed above will be applied to the corresponding net billing MRC for the specific Connection(s) affected by a PIP Network Hard Outage(s) or Service Issue(s).
- The total of all credits within any one month is limited to a maximum of 100% of the MRC for the specific Connection or Site, as applicable, which was impacted by any non-compliance with the Service Level Standard(s). Credits are not cumulative month to month.

- Credits for Hard Outages are determined based on Eligible Hard Outage Minutes and Customer may claim the TTR Service Level Standard credit in addition to the Availability Service Level Standard credit in a given calendar month. Customer may claim only one credit within a particular Service Issue Service Level Standard category during a given month. Customer cannot claim credits from both the Hard Outage and Service Issue categories for the same event. Customer can request to have compliance checked for all of the standard Service Level Standard commitments when requesting credits in any given month.
- To receive a credit, a trouble ticket must be opened with Verizon and Customer must submit their credit request no later than the stipulated time allowed to claim the specific Service Level Standard credit. The appropriate refund amount will be credited to the Customer's account at the billing account number (BAN) level in one lump sum, as opposed to each individual circuit or all circuits under multiple BANs. The appropriate refund amount will be appearing as a line item on a bill delivered within 90 calendar days following Verizon's confirmation of non-compliance with the Service Level Standard.
- Credits do not apply to Local Access or backhaul charges.

6.2 **Process for Customer to Apply for Service Level Agreement Credits.** The process to apply for SLA credits is provided below for each of the Service Level Standards.

6.2.1 **Opening a Trouble Ticket.** In the case that a trouble ticket is required to document an outage or service event for credit compliance, this can be done either through the Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested at the first use by registering at the Verizon Enterprise Center portal https://enterprisecenter.verizon.com/.

6.2.2 **Submitting a Service Level Agreement Credit Request.** The request for a SLA credit is submitted in writing from Customer to the account team. The timing and content of the request varies by Service Level Standard. This communication can be through email or by fax.

6.2.3 **Trouble Ticket and Credit Request by Service Level Agreement**

6.2.3.1 **Availability and Time To Repair (TTR).** In order for the Hard Outage to qualify for an SLA credit Customer must do the following:

6.2.3.1.1 A trouble ticket is opened with Verizon within 72 hours of the time the Hard Outage.

6.2.3.1.2 Submit an SLA credit request to Verizon within 30 days of the closing of the trouble ticket. The request may be submitted in writing to Customer's account team or via the Verizon Enterprise Center portal. The credit request must contain the following information:

- The date the Hard Outage occurred.
- The time the Hard Outage began and ended.
- The circuit ID(s) for each circuit(s) that was impacted.

6.2.3.2 **Packet Transit Delay (PTD), Packet Delivery Ratio (PDR) and Jitter.** In order for the Service Issue to qualify for an SLA credit Customer must do the following:

- A trouble ticket is opened with Verizon within 72 hours of the time the Service Issue arose.
- Submit an SLA credit request to Verizon within 30 days of the closing of the trouble ticket. The request may be submitted in writing to Customer's account team or via the Verizon Enterprise Center portal. The credit request must contain the following information: ○ The date the Service Issue occurred. ○ The time the Service Issue began and ended.
  ○ The circuit ID(s) for each circuit(s) that was impacted.

6.2.3.3 **Core Network Transit Delay (C-NTD) and Mean Opinion Score (MOS).** To receive a credit, Customer must make a credit request in writing (e-mail or fax) to the Verizon account team within 30 business days after the month in which the C-NTD or MOS Service Level Standard was not met.

6.2.3.4 **Service Installation and Moves, Adds, or Changes (MAC).** Customer must report the delay in Service installation or MAC to the appropriate Customer Service Center when the target date is missed. Customer must make a credit request in writing (e-mail or fax) to Verizon account team within 30 days of the date that Verizon completes the installation of the circuit. Customer must document the following information when requesting the credit:

- The date on which the Service Installation Period or MAC interval began.
- The date specified for Service Installation or Service order completion in the Customer's order.
- The date installation or Service order was completed.
- The Port and Local Access ID numbers for the installed Service or the related Service order.

6.3 **Service Level Agreement Credit Time Limitation.** Service Credits made by Verizon to Customer under this Service Level Agreement are the sole and exclusive remedy available to Customer in respect of any failure to meet a Service Level Standard. Notwithstanding the preceding sentence, Customer may pursue the following options after three consecutive months of non-compliance with the PIP Service SLA:

6.3.1 Customer may elect to continue the Service for the affected connection inclusive of the credit. Customer can only receive a maximum of six months of credits for any individual Service Level Standard within a 12-month period regardless of the number of Connections.

6.3.2 Customer may elect to discontinue all PIP Service for an affected Connection without liability except for charges incurred prior to discontinuation of the Service. To cancel the Service for a Connection, Customer must submit a written disconnect notice to its Verizon account team within 30 days following the end of either the third or subsequent consecutive month of Verizon's failure to meet the Service Level Standard.

7. **General Exclusions.** The following exclusions apply to all Service Level Standards contained in this document:

7.1 Service Level Standards is limited to measurements taken at and service events occurring at or within the Provider Edge for Private IP services delivered when using the following access methods to Private IP: Network to network interface (NNI) partner via a MVIC.

- Satellite Port.
- Customer Provided Access.

- International Private Line (IPL).

7.2 No Service Level Standards are provided for the following nor will any Service level standard not met be considered for:

- Service installations prior to acceptances by Customer.
- Packets marked EF/COS5 by Customers that are larger than 300 bytes. Bursty Traffic in the EF/COS5 queue.

7.3 Private IP Layer 2 Specific Exclusions:

 Private IP Layer 2 excludes Mean Opinion Score (MOS) and Jitter Service Level Standards.
Private IP Layer 2 Coverage Exclusions:

- All MVIC locations.
- The following countries: Argentina, Brazil, Canada, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico and Venezuela.

7.4 Service Level Standard measurements do not include periods of PIP Network Outage resulting in whole or in part from one or more of the following causes:

- Any Hard Outage minutes associated with failure of CPLL.
- CPE associated with the PIP Service.
- Any act or omission on the part of the Customer, its contractors or vendors, or any other entity over which the Customer exercises control or has the right to exercise control.
- Any scheduled maintenance on the part of Customer, Customer contractors or Customer vendors.
- Any scheduled maintenance on the part of Verizon or Verizon Service partners which are within Verizon's maintenance windows.
- Any scheduled maintenance on the part of Verizon's Service partners, including without limitations, MVICs.
- Any Force Majeure events as defined in the Contract.

8. Terms and Definitions

Term	Definition
Assured Forwarding (AF)	A set of priority Class of Service types intended to support data prioritization and precedence.
Best Effort (BE)	A Class of Service type intended to support General Business transactions.
Billing Account Number (BAN)	The account number to which all the Service charges are linked.
Bursty Traffic	Traffic where the minimum packet arrival gap in ms is the same or less than [(the largest expected voice packet sizes in bytes)*8000/(link speed in bits/sec)].
CE-to-HUB	Satellite Gateway SLA is measured between Verizon's-origination (Satellite earth station Hub) and customer-destination demarcation point.
Circuit	A circuit is a Connection, port, CAR and local access.
Class of Service (COS)	Priority classes that enable the network to differentiate data packages and assign routing precedence based on the customer data networking settings.

Committed Access Rate (CAR)	Committed Access Rate (CAR) is the amount of bandwidth to which Customer subscribes on a logical port by logical port basis. CAR can be equal to or less than the logical port speed.
Connection	Connection is a port on Customer's virtual private network (VPN) connected to the Verizon PIP Network. Customer subscribes to a CAR for each Connection.
Core Network	The Core Network, also referred as the Provider Core or P-Core Network, is a dedicated and redundant backbone network with a resilient topology engineered to optimized network routes, maximize stability and minimize failover times. The
	Core Network has been designed to provide quality of service excellence and to enable intelligent adaptability to new generation technologies. The Core Network is a secure, reliable and fast backbone network platform dedicated solely to Private MPLS network traffic. The Core Network supports Private MPLS network traffic but does not support direct customer access connections.
CPE	Customer Premise Equipment. Telecommunications equipment located at the Customer Site.
Customer Edge (CE)	Routers and CPE connected to the local access loop.
CE-to-CE	Customer Edge to Customer Edge. The network segment to and from the customer demarcation point that includes the local loop and the PIP network but excludes the customer CPE.
Customer Provided Local Loop (CPLL)	Customer remits payment for local access directly to their local access provider and Verizon does not invoice Customer for local access charges.
Customer Service Center	Verizon locations where Customer reports Service issues.
Eligible Hard Outage Minutes	Total number of Connection Hard Outage minutes less any Outage minutes attributed to events excluded by the PIP SLA.
End-to-End	The network segment in which Verizon Business has control. It includes the Local Loops if it is furnished or ordered by Verizon Business or a Verizon Affiliate from a third party carrier, and where Verizon Business invoices the Local Access cost to Customer. It excludes the CPE.
Enhanced Traffic Management Service (ETM)	Service that provides priority traffic routing with Class of Service features.
Expedited Forwarding (EF)	A priority Class of Service type intended to support applications that require real time traffic flows.
Hard Outage	Complete loss of Service where Customer cannot use the Service and is prepared to release it for immediate testing.
Hub	The satellite infrastructure located at a Verizon earth station which is interconnected to Private IP.
International Private Line(IPL)	Provides dedicated connections (point-to-point or point-to-multipoint circuits) between customer sites in numerous countries around the globe.
IP	Internet Protocol.
Layer 2	The Data Link Layer of the OSI Model.
Layer 3	The Network Layer of the OSI Model.

Local Access	On-Net, Off-Net or Customer Provided connection from the Provider Edge to the Customer Edge.
Managed Services	A Verizon Service designed to provide customers with a range of management options, from the proactive monitoring to complete outsourcing, of the Customer's data or voice networks.
MPLS	Multi-Protocol Label Switching. An IETF standard.
MRC	Monthly Recurring Charge. MRC includes net port and CAR charge, less any applicable discounts, and does not include local access charges.
MVIC	Private IP MPLS VPN Interconnect Services provided through a partner network and interconnected with Verizon through the MVIC.
Network	Verizon MPLS VPN Service, known as PIP. A network-based IP VPN service that utilizes IP-over-MPLS (Multi-Protocol Label Switching) technology to deliver IP VPN services to its customers in a secure, reliable and fast manner.
Network Outage	A Network Outage is defined as an unscheduled period in which the Service is interrupted and unavailable for use by Customer for 60 or more Unavailable
	Seconds (UAS). UAS is the American National Standards Institute standard (ANSI) T1.231.
NNI	Network to Network Interface (NNI) which provides an efficient interface between two data networks.
Off-Net	A location that is interconnected to Verizon Business using Local Access Circuits not wholly furnished via facilities owned or operated by Verizon Business or a Verizon Affiliate but ordered by Verizon Business or a Verizon Affiliate from a third party carrier. Off–net is offered at three levels of performance: Premium, Standard and Basic.
On-Net	A location that is interconnected to Verizon Business using Local Access Circuits wholly furnished via facilities owned or operated by Verizon Business or a Verizon Business Affiliate.
Order Acceptance	When Customer has provided all information required by Verizon, Customer has successfully passed a credit check (if required), and Verizon's ordering systems has processed the Customer's information and have accepted the order as ready for provisioning.
OSI Model	Open Systems Interconnection Reference Model. A standard description for how data should be transmitted between any two points in a telecommunication network. Its main purpose is to define the networking framework for the consistent delivery of products and services over a telecommunications network. The reference model defines seven layers of functions that take place at each end of a telecommunication network: Application (Layer 7), Presentation (Layer 6), Session (Layer 5), Transport (Layer 4), Network (Layer 3), Data-Link (Layer 2) and Physical (Layer 1).

P-Core	Provider Core. Dedicated and redundant backbone network with a resilient topology engineered to optimized network routes, maximize stability and minimize failover times. The P-Core has been designed to provide quality of service excellence and to enable intelligent adaptability to new generation technologies. The P-Core is a secure, reliable and fast backbone network platform dedicated solely to Private MPLS network traffic. The P-Core supports Private MPLS network traffic but does not support direct customer access connections.
PIP	Private IP Service.
PIP Network	The Verizon Private IP Network consisting of the devices and transport making up the MPLS cloud.
Port	An entrance to and/or exit from a network.
Provider Edge (PE)	The edge of the Verizon PIP Network. It is the point in which customer traffic enters or exits the Verizon PIP Network.
PE-to-PE	Provider Edge to Provider Edge. The network segment consisting of the PIP Network but excluding the Local Loops and the customer CPE.
Private IP Layer 2	Private IP Layer 2 is a technology using Virtual Private Wire Services (VPWS) to provide point-to-point routing and to allow Customers to retain control of routing, architectural and topology changes.
Private IP Layer 3	Private IP Layer 3 is a Network-Based IP VPN service using IP-over-MPLS technology to deliver high-performance IP VPN solutions to customers in a secure, reliable and fast manner.
Service or PIP Service	Service or Private IP Service is defined as Customer port and CAR and Local Accesses.
SLA	Service Level Agreement.
Service Restoration Priorities	Process by which Service disruptions are ranked by the Customer Service Center. A "Priority 1" is a total loss of Service, or degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing. A "Priority 2 is degraded Service, however Customer is able to use the Service and is not prepared to release its Service for immediate testing.
Site	A site is Customer's Service location which includes CPE and a Connection.
Service Issue	A degradation of Service where Customer is able to use the Service and is not prepared to release the Service for immediate testing. Service Issues are a Priority 2 restoration priority.
Trouble Ticket	A trouble ticket is defined as the official method used to document a perceived problem with the Service or non-compliance with a Service Level Standard.
Virtual Private Network (VPN)	A virtual network that provides the equivalent of a dedicated private network service over a shared data telecommunications infrastructure. A VPN maintains privacy through security network protocols. A VPN uses a logical connection to route traffic between network sites. One of the key attributes of a VPN is that it can provide the same capabilities of a Private Network but usually at a much lower cost.

AMENDED AND RESTATED EXHIBIT 1 Product Catalog to 9800-GTA Direct-CONTRACT-4666-VER

TAB	GTA Service Type	Verizon Services	Verizon Required Service Components	Verizon Optional Components/Features/Services
1	Dedicated Internet Access	Internet Dedicated Service	Internet Port (Tiered or Burstable)	Express Connect
			Ethernet Access	Managed WAN Service (MWAN)
				Verizon Network Services (VNS Security)
				Secure Cloud Gateway
2	Corporate Dedicated Circuits	Private IP Service	PIP Port	Express Connect
			Ethernet Access	Managed WAN
				Customer Premises Equipment (CPE)
				Gold Committed Access Rate (CAR)
				WAN Analysis Reporting
ADD				Secure Cloud Interconnect
3	Broadband	Not proposed		
4	Managed Wi-Fi Services	Managed Wireless LAN	Managed Services	Professional Services
			Access Points	
			Wireless Controllers	
			Switches	
5	PSTN	Not proposed		
6.1	Unified Communications	Webex Calling	Ethernet Access (Verizon or Customer provided)	Features
		VoIP Service	IP trunking provided by Verizon	Customer Premises Equipment (phones)
		Conferencing Service	Licenses	IP Trunking
ADD		SecureLogix	Service and Subscription	Features

6.2	Voice with MS Teams	Session Border Controller as a Service configured for MS Teams	MS Teams Licenses (Not offered by Verizon) Ethernet Access(Verizon or Customer Provided) IP Trunking (Verizon or Customer Provided)	Ethernet Access IP Trunking Customer Premises Equipment
7	Cable/Wiring	Structured Cabling	NA	Professional Services
	Verizon Additional Tabs			
8	Ancillary Charges	NA	NA	NA
9	Taxes & Surcharges	NA	NA	NA
10	Ethernet Access	NA	NA	NA
11	Ethernet Access Tiers	NA	NA	NA

Verizon Calling with MS Teams (link to public website with product description)

Service Description		Unit Value		MRC		NRC
Veizon Calling with Microsoft Teams		Per User Seat		$5.75		N/A

Equipment List (Optional)

Note this list is current as of the publication date. However, equipment is subject to availability at the time of purchase.

Part Number	Description	MSRP
206110-101	Voyager 5200 UC	**$219.95**
209744-101	Blackwire 3210 USB-A Mono Headset	**$44.95**
209745-101	Blackwire C3220 USB-A On Ear Headset	**$49.95**
84693-01	CS540 - Convertible Headset	**$319.95**
SIP-T53_AC	Gigabit IP Phone with Adjustable Screen - Includes Power Supply	**$199.00**
SIP-T58A_AC	Video Collaboration Phone - Includes Power Supply	**$504.00**
CP960	Optima HD IP Conference Phone	**$899.00**
MP50 USB	MP50 USB Phone	**$119.00**
MP54	MP54 Teams Phone	**$279.00**
MP56	MP56 Teams Phone	**$399.00**
MP58	MP58 Teams Phone	**$489.00**
MVC320-C2-050	MVC320-C2-050 Microsoft Teams Rooms system for Small & Focus rooms	**$2,299.00**
MVC400-C2-000	MVC400 Microsoft Teams Rooms System for Small rooms	**$2,799.00**
MVC640-C2-050	MVC640-C2-050 Teams Rooms system for Medium-to-large rooms	**$2,999.00**
CP900 Teams	CP900 USB Speakerphone -Teams	**$155.00**
CP700-Teams	CP700 Speakerphone -Teams	**$95.00**
UVC30-Desktop	UVC30 4K Camera Desktop	**$279.00**
UVC30-CP900-BYOD	UVC30-CP900-BYOD for small and huddle rooms	**$659.00**
WH63 Teams	WH63 Teams Convertible DECT Wireless Headset	**$199.00**
WH66 Mono Teams	WH66 DECT Wireless Mono Teams Headset	**$399.00**
WH66 Dual Teams	WH66 Dual Teams Workstation DECT Wireless Headset	**$299.00**
UH36 Dual Teams	UH36 MS Teams Dual USB Headset with 3.5mm	**$74.00**
UH36 Mono Teams	UH36 UC Mono USB Headset with 3.5mm	**$89.00**
BTH58	Yealink Bluetooth Dongle	**$26.00**

Verizon Taxes and Surcharges - General Information

Please note, the taxes and surcharges provided are for informational purposes only and if the tax and/or surcharge amounts change prior to the issuance of the invoice, the customer will be responsible for the taxes and surcharges stated on its invoice even if the taxes and surcharges are different than those shown. Verizon applies taxes and surcharges in accordance with applicable law, and therefore, such taxes/surcharges are subject to change.

Taxes

Verizon understands that GTA is exempt from taxes. However it is possible that the GTA Direct Contract may be used by quasi-public entities in Georgia that may not be exempt. We would determine at that time what the taxes would be for such entities at the point at which they enter into a participating agreement.

Surcharges

Verizon has provided a table below which shows the current rates used to calculate surcharges.

Verizon re-calculates the rates periodically and will update its catalog when this occurs.
The following surcharges are defined further at these links:
Administrative Fee https://enterprise.verizon.com/service_guide/reg/m_administrative_expense_fee.htm
Carrier Cost Recovery Charge (CCRC) and Carrier Annual Regulatory Charge (CARC) https://enterprise.verizon.com/service_guide/reg/m_ccrc.htm
Federal Universal Service Fee Charge(FUSF)* https://enterprise.verizon.com/service_guide/reg/m_fusf.htm
Property Tax Recovery Charge (PTRC) https://enterprise.verizon.com/service_guide/reg/m_property_tax_recovery_charge.htm

	VzB Regulatory Surcharges							Georgia State Surcharges			
Service	**FUSF**	**FUSF**	**CCRC**	**CARC**	**PTRC**	**Admin**	**State**	**E911**	**Franchise**	**Telecommunications**	**Total**
Verizon WebEx Calling	N	13.76%	2.596%	0.31%	2.37%	0.38%	4.90%	$1.50/line	3%	$0.11/line	27.3% & $1.61/line
VOIP Trunking	N	N	N	N	N	N	N	N	N	N	N
Private IP Ports	N	N	N	N	N	N	N	N	N	N	N
Internet Dedicated Service (IDS) Ports	19.6%	N	4.00%	0.47%	3.65%	0.38%	N	N	N	N	28.1%
Ethernet Access (both Private IP and IDS)	19.6%	N	4.00%	0.47%	3.65%	0.38%	N	N	N	N	28.1%
WebEx Conferencing	N	N	N	N	N	N	N	N	N	N	N
Secure Cloud Gateway	N	N	N	N	N	N	N	N	N	N	N
ManagedWAN, ManagedLAN, ManagedWLAN	N	N	N	N	N	N	N	N	N	N	N
Professional Services (PS)	N	N	N	N	N	N	N	N	N	N	N
Customer Premises Equipment	N	N	N	N	N	N	N	N	N	N	N
Cable/Wiring	N	N	N	N	N	N	N	N	N	N	N

Unified Communications including Attachments B and C to this Exhibit 1

Verizon WebEx Calling (link to Verizon website for more service details)

Service Description: WebEx Calling (WXC) is a powerful, multi-featured advanced communications Unified Communications platform developed to meet the needs of small and medium-sized businesses and multi-site enterprises. In addition to powerful PBX in-the-cloud features, it also can provide instant messaging and presence and desktop sharing for a complete collaboration experience. It lets businesses adopt advanced collaboration tools for greater productivity and enhanced customer service.

For additional information on these services, please see Appendix A in the Cost Package

Service components for Virtual Communications Express:

Access **(Required service component)**
Trunks (Call Paths) **(Required service component)**
Licenses **(Required service component)**
CPE **(Optional service component)**
Features of Selection **(Optional service component)**

Overview

* Carrier-Class availability and reliability. Mitigate the risk of downtime from network failures with redundant systems in different locations.
* Internet access options. Pair WebEx Calling with your existing internet access or take advantage of Verizon's Private IP or internet access
* Connectivity where you need it. Work remotely, move phones from one location to another or add lines as your business scales. Plus, easily reroute calls if you lose
* Voice over IP (VoIP) readiness & QoS. Delivering WebEx Calling via your secure Verizon Private IP network reduces VoIP readiness issues. A preliminary Private IP
* No user minimum or maximum
* Multiple phone models to choose from, Mobile client as well as soft phone available
* Administrative ease via publically accessible portal and dashboard as well as end user access to self admin features

Collaboration tools

Instant messaging and presence, Instant meeting audio conferencing, Desktop sharing, File sharing, Clients for computers and Smart phones, Always-present corporate

Licenses

Messaging only, Dial tone, Basic, Standard (Number of simultaneous calls is capped by the number of Standard trunks; Allows for oversubscription of users to call

Standard WebEx Calling features

More than 53 Telephony features dependent on License subscription

Additional WebEx Calling Features

* Auto Attendant - Customizable automated answering service / Business and after-hours greetings
* Hunt Group - Group users into calling groups / Sequential, simultaneous or weighted hunting
* Customizable Music on Hold - Upload custom files for hold music
* Enhanced Hunt Group with Call Queue - Group individual callers into a calling group with network call queue and customizable greeting and comfort messages
* Receptionist Enterprise - Efficiently answer, transfer, or conference high volumes of calls / Gain visibility into user call status through a web-based portal
* Instant meeting Audio Conferencing - 120 ports of capacity shared among all users / Dial out to participants, record calls, and mute parties with in-call controls
* Call Center - Group individual callers into a calling group with Network Call Queue and customizable greeting and comfort messages Group individual callers into a calling group

Pricing Example: Configuration for Unified Communications Solution

Ex. Network access (either customer provided or purchase from Verizon) + Standard feature set & license + 1 call path + CPE and/or UC Client. Customer Provided Access (no added cost) + the Concurrent Call Path ($10.68)+WXC Standard Station License ($7.63) + Yealink - SIP-T42G - 12-Line IP Phone w/power (NRC $121.65)

Customer Premises Equipment (CPE) Use

WebEx CPE

Sets and Endpoints	Charge Type	Qty	GTA Price
Yealink - SIP-T42G - 12-Line IP Phone - Includes Power Supply (SIP-T42G_AC)	NRC	1	$121.65
Yealink - Wall Mount Bracket for SIP-T46 (SIP-T46G-MOUNT)	NRC	1	$9.20
Yealink - EXP40 LCD Expansion Module for the SIP-T46G (EXP40)	NRC	1	$107.43
Yealink - Wall Mount Bracket for the SIP-T48 (MOUNT-BRACKET-T48G)	NRC	1	$9.20
Yealink - SIP-T48S 6-line IP Phone with 7 inch Color Touch Screen (PoE) - Without Power Supply (SIP-T4	NRC	1	$222.16
Yealink - SIP-T42G - 12-Line IP Phone (PoE) - Does Not Include Power Supply (SIP-T42G)	NRC	1	$113.81
Yealink - SIP-T48S 6-line IP Phone with 7 inch Color Touch Screen (PoE) - With Power Supply (SIP-T48S_	NRC	1	$195.66
Yealink - SIP-T46S IP Phone (PoE) - With Power Supply (SIP-T46S_AC)	NRC	1	$181.14
Yealink - SIP-T46S IP Phone (PoE) - Without Power Supply (SIP-T46S)	NRC	1	$171.37
Yealink - SIP-T53 Gigabit IP Phone with Adjustable Screen - Without Power Supply (SIP-T53)	NRC	1	$117.65
Yealink - SIP-T53 Gigabit IP Phone with Adjustable Screen - Includes Power Supply (SIP-T53_AC)	NRC	1	$125.49
Yealink - SIP-T56A Video Collaboration Phone - Includes Power Supply (SIP-T56A_AC)	NRC	1	$286.03
Yealink - SIP-T56A Video Collaboration Phone - Without Power Supply (SIP-T56A)	NRC	1	$276.23
Yealink - SIP-T58A Video Collaboration Phone - Includes Power Supply (SIP-T58A_AC)	NRC	1	$296.24
Yealink - SIP-T58A Video Collaboration Phone - Without Power Supply (SIP-T58A)	NRC	1	$286.47
Yealink - CP960 Optima HD IP Conference Phone (CP960)	NRC	1	$535.84
Yealink - Two Wireless Microphones for CP960 (CPW90)	NRC	1	$188.00
Yealink - Two Wired Microphones for CP960 (CPE90)	NRC	1	$148.35

Yealink - CP920 Touch-sensitive HD IP Conference Phone (CP920	NRC	1	$356.80
Yealink - DECT IP Phone W60 Package - Includes W56H Handset and W60B Base Station (W60P)	NRC	1	$139.40
Yealink - W56H DECT Cordless Handset (W56H)	NRC	1	$90.79
Yealink - RT30 DECT Phone Repeater for W52P/W56P/W60P Base Stations (RT30)	NRC	1	$148.35
Yealink - W52H DECT Cordless Handset (W52H)	NRC	1	$75.44
Yealink - IP Phone Wireless Headset Adapter (EHS36)	NRC	1	$40.93
Plantronics - Voyager 5200 UC (206110-101)**** (Non-Returnable) ****	NRC	1	$146.65
Plantronics - Blackwire 3210 USB-A Mono Headset (209744-101)**** (Non-Returnable) ****	NRC	1	$43.90
Plantronics - Blackwire C3220 USB-A On Ear Headset (209745-101)**** (Non-Returnable) ****	NRC	1	$48.22
Plantronics - CS540 - Convertible Headset (84693-01)**** (Non-Returnable) ****	NRC	1	$189.78
Yealink - PoE Injector for Use with the CP960 IP Conference Phone (YLPOE30)	NRC	1	$42.21

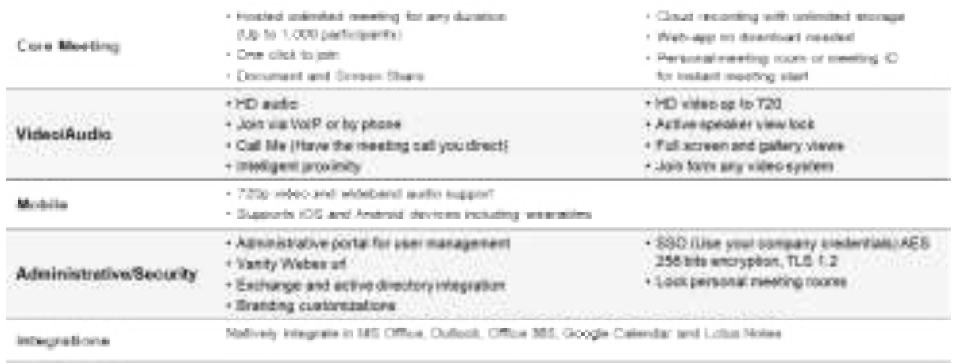
[redacted]

WebEx Calling				**MRC**
	Site Activation		Per Site	$50.00
	Stations and Trunks			
	Standard Station (license)		Per Station	$7.63
	Concurrent Call Path		Per Call Path	$10.68
	Premier Station (license)		Per Station	$11.28
	WebEx Calling Features			
	Premier Fax only Station		Per Fax Station	$5.18
	Auto Attendant		Per Service	$25.00
	Hunt Group		Per Group	$10.00
	Call Queue Agent		Per Agent	$15.00
	Stand-alone Voice Mail		Per Mailbox	$5.34
	Mobile Client User		Per User	$1.25
	Soft-phone Client User		Per User	$1.25
	Instant Meeting Bridge		Per Bridge	$10.00
	Instant Meeting Moderator		Per User	$15.00
	Call Center Agent		Per User	$65.00
	Call Center Supervisor		Per User	$85.00
	Call Recording		Per User	$10.00
	UCC package		Per User	$8.00
	Enterprise Receptionist		Per User	$36.00
	CRM Client		Per User	$5.50

Voice over IP (VoIP)				
	VoIP Set-up			
	DID Number Set-Up		Per DID	$0.25
	Service Establishment Fee		Per Site	$2.78
Add	Service Establishment Fee Normal Business Hours: Rate Tier 0-500		Each	$61.00
Add	Service Establishment Fee Normal Business Hours: Rate Tier 501-1410065407		Each	$305.00
	VoIP Concurrent Call Path (CCP)			
	SIP Enterprise Concurrent Calls Tiered (Local and LD) 250		Per Concurrent Call	$10.68
	SIP Enterprise Concurrent Calls Tiered (Local and LD) 750		Per Concurrent Call	$12.10
	SIP Metered LD Per Minute Rate		Usage Per Concurrent	$0.0120
	Enterprise Concurrent Calls (Metered)		Per Concurrent Call	$9.00
	Trunking Premium 100		Per VOIP Enterprise	$275.00
	Trunking Premium 500		Per VOIP Enterprise	$1,250.00
	Trunking Premium 1000		Per VOIP Enterprise	$2,200.00
	Trunking Premium 5000		Per VOIP Enterprise	$5,000.00
	Trunking Premium >5000		Per VOIP Enterprise	$7,500.00
	Trunking Route Overflow		Per Phone Number	$61.00
	VoIP Features			
	Best + Tier 1 +50		Per group of bursted	$400.00
	Best + Tier 2 +100		Per group of bursted	$700.00
	Best + Tier 3 +200		Per group of bursted	$1,200.00
	Best + Tier 4 +300		Per group of bursted	$1,600.00
	Best + Tier 5 +400		Per group of bursted	$2,000.00
	Call Forwarding		Per Phone Number	$1.00
	DID Number		Per Phone Number	$0.20
	Voice Mails		Per Phone Number	$3.50
	Caller ID with Name - Inbound		Per Location ID	$0.24

	Auto Attendant Instances		Per Phone Number	$20.00
	Non-Published		Per Phone Number	$1.07
	Additional Listing		Per Phone Number	$0.73
	Non-Listed		Per Phone Number	$1.07
Add	Operator Connect Fee		Per Unit	$1.77

WebEx Meetings is and app-centric cloud based service that provide a complete Collaboration Suite for teams to create, meet, message, call, whiteboard, and share regardless of



Cisco WebEx Collaboration Flex

Configuration	Deployment	MRC per Unit
Collaboration Flex - Named User - Cloud - Meeting - Event Center up to 1000 participants	Cloud	$390.00
Collaboration Flex - Named User - Cloud - Meeting - Event Center -Up to 3000 participants	Cloud	$805.00
Collaboration Flex - Named User - Cloud - Meeting - Support Center - To Provide technical	Cloud	$115.00
Collaboration Flex - Named User - Cloud - Meeting - Training Center -provides special tools	Cloud	$410.00
Collaboration Flex - Named User - Cloud - Meeting - Meeting Suite - includes Single Sign-	Cloud	$44.00
Collaboration Flex - Named User - Cloud - Meeting - Meeting Center - Standard WebEx	Cloud	$27.00

Add SecureLogix provides security to the voice traffic of Customer sites through analysis, verification and authentication of call traffic.

Add

	SecureLogix Feature	Quantity	Unit Rate	NRC
Add	Call Secure Managed Service Subscriptions -ETM	50 Session(s)	$4.68	$2,106.00
Add	Call Defense Subscriptions-ETM	50 Session(s)	$7.88	$3,546.00
Add	Call Defense Implementation-ETM	1 Each	N/A	$15,525.00
Add	Call Defense Subscriptions Overage-ETM	Per Session	$7.88	N/A
Add	Orchestra One Call Authentication Standard Service-Level 1 - Standard Authentication-1-	N/A	N/A	$12,600.00
Add	Orchestra One Call Authentication Standard Service Overage-Level 1 - Standard	Per Call	$0.014	N/A
Add	Orchestra One Call Authentication Service - Destination management fee	1 Each	$1.68	$15.12
Add	Advanced Orchestra One Carrier Call Authentication Service Usage - 1	Per Call	$0.064	N/A
Add	Orchestra One integration external Authentication service - Subscription-1-Calls	N/A	N/A	$20,160.00
Add	Orchestra One integration external Authentication service - Overage	Per Call	$0.0224	N/A
Add	Orchestra One Conductor Virtual Appliance - Subscription - 1	1 Each	$2.20	$19.80
Add	Orchestra One Conductor Virtual Appliance - Usage - 1	Per Session	$2.20	N/A
Add	Orchestra One Conductor Virtual Appliance - Installation	1 Each	N/A	$14,900.00
Add	Managed Service for Orchestra One Conductor	1 Each	$1,499.92	$13,499.28
Add	Call Defense Implementation-ETM	25 Each	N/A	$388,125.00

Verizon is not proposing PSTN Voice.

Managed Wireless LAN

Verizon Managed Wireless LAN (link to Verizon website for more service details)

Service Description: Managed Wireless LAN leverages our technical expertise in design, planning, implementation, and network management, allowing deployment of wireless networking access within the enterprise. Customers can monitor their managed network through near real-time reporting capabilities providing information on usage, coverage, security, performance, and capacity. Additionally, a portal is available as a standard feature enabling near real-time tracking of the managed service implementation process, project status, inventory tracking, contacts, change management requests, and trouble tickets.

For additional information on these services, please see Appendix A in the Cost Package.
Professional Services: Managed WIFI engagement will normally require Professional Services for design and consulting services. These are quoted on an Individual Case Basis (ICB) using the rates shown at the bottom of this page.

Service components for Managed Wireless LAN:
Management **(Required Service Component)**
Access Points **(Required Service Component)**
Wireless Controllers **(Required Service Component)**
Switches **(Required Service Component)**
Professional Services **(Optional Service Component)**

Pricing Example: Full management for 1 Wireless Access Point + Structured cabling
1 Wireless Access Point ($69.87) Note: Structured cabling is detailed on Tab 7. Optional: Controller and LAN Switch(es) based on configuration

Pricing Table

Service Component	Description	Monthly Recurring Cost
MRP		
Managed WLAN - Full Management for Managed Takeover (MTO)		
Managed WLAN Activation		N/C
Managed WLAN - Full Management		
Medium Wireless LAN	Applies to Wireless Access controllers that reside on the customer's Wi-Fi network.	$115.75
Large Wireless LAN Controllers	Applies to Wireless Access controllers that reside on the customer's Wi-Fi network.	$136.23
Managed WAP	Applies to Wireless Access Points that reside on the customer's Wi-Fi network. Supported	$69.87
Managed LAN for Managed Takeover (MTO)		
Managed LAN Activation		N/C
Managed LAN - Full Management		
Small Switch	Applies to switching devices that reside on the customer's Local Area Network (LAN).	$105.91
Medium Switch	Applies to switching devices that reside on the customer's Local Area Network (LAN).	$113.99
Large Switch	Applies to switching devices that reside on the customer's Local Area Network (LAN).	$136.23

		Local										
Professional Services	**Consulting**					**Implementation & Integration**				**Both**		
Professional Service Type	Analyst	Conslt	Sr Conslt	Exec Conslt	Princ Conslt	Int Eng	Sr Int Eng	Ex Int Eng	Prin Int Eng	Tech Proj Mngr	Tech Prog Mngr	Sr Tech Proj Mngr
Advanced Network Infrastructure	$160.00	$180.00	$200.00	$230.00	$260.00	$180.00	$200.00	$230.00	$260.00	$190.00	$220.00	$250.00

Verizon Structured Cabling

performed by our team of engineers who have Building Industry Consulting Services International (BICSI) certification and engineering expertise. The Verizon structured cabling team can design a solution that is tailored and unique to the customer's voice, data and video communications requirements and goals. Every structured cabling solution is customized and the structured cabling team may be engaged using the Verizon Delivery Assurance process.

• ***Category 5e, 6 and 6A Horizontal Cable Solution***: Installation of cable from an existing Telecom Room (TR) to a designated location. Proposed services include materials, labor and mobilization with total cable lengths in (3) categories being up to 100', 101' to 200' and from 201' to 295'. The following is a description of the services to be delivered:

- Provide materials for each horizontal cable run, including; Plenum rated cable, Information Outlet with single gang faceplate, J-Hook Cable, single-gang box, 10' patch cord and firestop to repair existing firewall sleeves
- Testing of each cable to meet or exceed TIA requirements and provide all test results in electronic PDF format
- Identify each point of termination with a printed laminated label.

• ***OM3 Multimode Fiber Cable Solution***: Installation of 12-strand OM3 multimode fiber cable with an armored plenum rated jacket from an existing Telecom Room (TR) to a designated location. Proposed services include materials, labor and mobilization with total cable lengths in (3) categories being up to 100', 101' to 200' and from 201' to 295'. The following is a description of the services to be delivered:

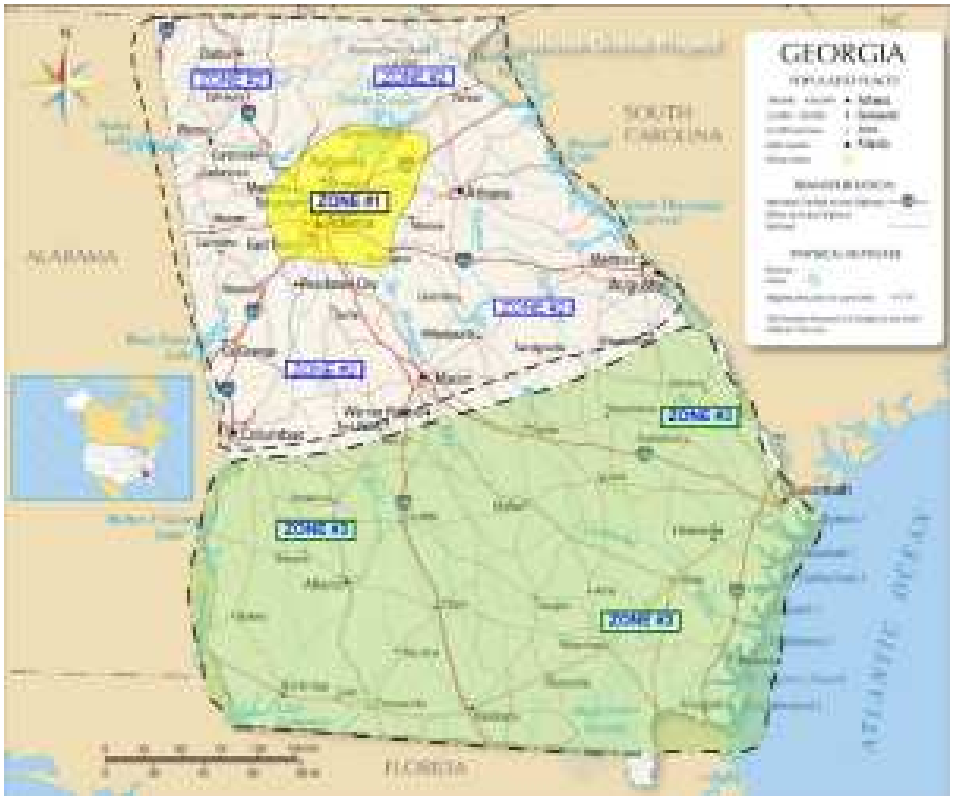
- Provide materials for each horizontal cable run, including; 12-strand OM3 Multimode Fiber Cable with Armored Plenum Rated Jacket, (6) Duplex LC/UPC Multimode Fiber Connectors with single gang faceplate, J-Hook Cable support, One Duplex OM3 MM Fiber 10-foot patch cord and firestop to repair existing firewall sleeves

Verizon will provide Category 5e, Category 6 and Fiber installation based on the table below. Verizon has simplified our pricing by segmenting Georgia into different zones.

STRUCTURED CABLING RATE SCHEDULE

Cabling Services (price per	Zone 1			Zone 2			Zone 3		
Cat 5e Horizontal Cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$399.94	$32.84	$432.78	$500.48	$32.84	$533.32	$694.88	$32.84	$727.72
101 - 200 Feet	$424.55	$54.02	$478.57	$526.24	$54.02	$580.26	$719.28	$54.02	$773.30
201 - 295 Feet	$462.76	$74.13	$536.89	$563.73	$74.13	$637.86	$757.12	$74.13	$831.25
11-50 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$215.18	$32.84	$248.02	$219.40	$32.84	$252.24	$257.99	$32.84	$290.83
101 - 200 Feet	$239.80	$54.02	$293.82	$244.03	$54.02	$298.05	$287.24	$54.02	$341.26
201 - 295 Feet	$328.24	$74.13	$402.37	$281.51	$74.13	$355.64	$331.78	$74.13	$405.91
Cat 6 Horizontal Cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$399.94	$50.38	$450.32	$500.48	$50.38	$550.86	$700.25	$50.38	$750.63
101 - 200 Feet	$424.55	$80.14	$504.69	$526.24	$80.14	$606.38	$724.87	$80.14	$805.01
201 - 295 Feet	$462.04	$108.41	$570.45	$563.73	$108.41	$672.14	$762.36	$108.41	$870.77
11-50 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$221.87	$50.38	$272.25	$226.10	$50.38	$276.48	$266.07	$50.38	$316.45
101 - 200 Feet	$246.50	$80.14	$326.64	$250.72	$80.14	$330.86	$295.32	$80.14	$375.46
201 - 295 Feet	$283.99	$108.41	$392.40	$288.21	$108.41	$396.62	$339.85	$108.41	$448.26
Cat 6A cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$399.94	$98.67	$498.61	$504.38	$98.67	$603.05	$701.38	$98.67	$800.05
101 - 200 Feet	$424.55	$131.85	$556.40	$540.19	$131.85	$672.04	$725.98	$131.85	$857.83
201 - 295 Feet	$462.04	$230.48	$692.52	$577.68	$230.48	$808.16	$763.47	$230.48	$993.95
11-50 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$226.24	$98.67	$324.91	$237.64	$98.67	$336.31	$262.71	$98.67	$361.38
101 - 200 Feet	$262.58	$131.85	$394.43	$275.65	$131.85	$407.50	$304.08	$131.85	$435.93
201 - 295 Feet	$301.84	$230.48	$532.32	$316.67	$230.48	$547.15	$348.62	$230.48	$579.10
OM3 Multimode Fiber Optic Cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$1693.43	$1344.55	$3037.98	$1801.59	$1344.55	$3146.14	$2195.26	$1344.55	$3539.81
101 - 200 Feet	$2064.66	$1606.80	$3671.46	$2264.36	$1606.80	$3871.16	$2646.55	$1606.80	$4253.35
201 - 295 Feet	$2527.42	$1855.94	$4383.36	$2727.12	$1855.94	$4583.06	$3115.05	$1855.94	$4970.99

Dispatch Fee - $225/callout



Verizon Ancillary Charges: This section describes additional charges that may apply to each service. Some of these charges could apply to all Services, whereas some are Service specific. We have broken these down by General, and Service Specific. Additionally, there may be financial terms identified in Service Attachments, e.g., Special Construction, that are not shown below because they would be determined at time of order.

General Charges

No Fault Found Charge -	**Time of Day**	**Charge**
https://enterprise.verizon.com/service_guide/reg/applicable_charges_toc.htm	Normal Working	$265
	After Hours	$400

Paper Invoice Charge -
Verizon intends to bill electronically as a standard offer. Should a client request a paper copy an additional $40 Monthly Recurring Charge (MRC) will apply for each invoice requested.

Service Specific Charges

Dedicated Internet Access

Verizon Internet Dedicated Service

Administrative Charges	**Charge Instance**	**NRC**
Administrative Change	Per Change	$60.00
Cancellation of Service Order	Per Port	$800.00
Expedite	Per Port	$1,000.00
After Hours Installation	Per Port	$1,000.00
Pending Order Change	Per Order	$60.00
Physical Change	Per Order	$60.00
Reconfiguration	Per Port	$300.00

Ethernet Access

Note that Ethernet Access is a component of both Dedicated Internet Access and Dedicated Corporate Circuits. The charges shown here would be applicable to each service when the required item is needed.

Administrative Charge	**Charge Instance**	**Non-Recurring Charge**
Administrative Change	Per Change	$60.00
Cancellation of Order	Per Circuit	$800.00
Expedite in the United States	Per Circuit	$1,400.00
Expedite in Canada and France	Per Circuit	$6,000.00
Expedite in other countries	Per Circuit	$3,000.00
After Hours Installation	Per Circuit	$600.00
Pending Order Change	Per Circuit	$200.00
Physical Change	Per Circuit	$200.00
Service Date Change	Per Circuit	$100.00
Bandwidth Reconfiguration	Per Circuit	$200.00
Network Survivability &Diversity Features. Customer must order and pay for the two access circuits from Verizon to configure. Layer 2 Aggregation Geographic Diversity and Carrier Diversity, plus an additional charge for the Diversity Feature itself, as applicable. With Preferred Carrier Designation Diversity, Customer must order and pay for the access circuit, plus an additional charge for the Diversity Feature itself, as applicable. With Network Connection Protection, an additional charge is applicable.	Per Circuit	ICB

Managed WAN

Note that Managed WAN is an optional service available for both Dedicated Internet Access and Dedicated Corporate Circuits. The charges shown here would be applicable to each service when the required item is needed.

Administrative Charge	**Charge Instance**	**NRC**
Dispatch Charge	Dispatch/Re-dispatch	$300.00
Expedite Fee	Per Device, Upon Customer Request	$1,100.00

After Hours: Installation	Per Site	$600.00

Managed WAN Optional Change Management Charges	Change Instance (Charged per device	NRC
After Hours: Changes	Per request per Site	$600.00
Implementation (Modify Existing)[1,3]	Change per Managed	$50.00
Design (Single Feature/Protocol)[2]	Change per Managed	$250.00
Design Plus (Multiple Feature/Protocol)[2]	Change per Managed	$400.00
Engineering – 1 Hour[4]	Per request and block	$300.00
Engineering – 5 Hours[4]	Per request and block	$1,375.00
Engineering – 10 Hours[4]	Per request and block	$2,500.00
Engineering – 20 Hours[4]	Per request and block	$4,500.00
Engineering – 40 Hours[4]	Per request and block	$8,000.00

1. Implementation is used to modify existing features or protocols including the following: dynamic host configuration protocol (DHCP), IP network address translation, network routed protocol, MNSO IP address/subnet mask change, permanent virtual circuit (PVC) Change, routing protocol changes, switch VLAN, dynamic port/CAR, and VPN Tunnel.

2. Design and Design Plus is used for requests to evaluate or add single (Design) or multiple (Design Plus) new or changed features, protocols or applications/policies in the Customer Network, including the following: add DHCP, quality of service (QoS), network address translation (NAT) router configuration, traffic filter design, traffic shaping/queuing, Application Aware Routing, and SD WAN.

3. Customer may create a new design at one Site by selecting Design/Design Plus to add the new feature(s) or protocol(s) and then replicate the design across other Sites by selecting Implementation for the remaining Sites.

4. Customer may select Engineering Hours and request additional Engineering OCM hours from time to time as needed. Verizon will track the number of hours spent per OCM request against the hours selected and will report remaining hours to Customer upon request.

Dedicated Corporate Circuits

Verizon Private IP

Administrative Charges	Charge Instance	Port Type
Administrative Change	Per Change	n/a
Cancellation of Service Order	Per Port	n/a
Expedite	Per Port	n/a
Physical Change	Per Order	n/a
Reconfiguration	Per Port	Standard Port
Reconfiguration	Per Port	Standard Port
Reconfiguration	Per Port	Standard Port
Reconfiguration	Per Port	Standard Port

Gold Committed Access Rate (CAR)

Secure Cloud Interconnect

Private Wireless Gateway

Note that Gold CAR, Secure Cloud Interconnect and Private Wireless Gateway are optional services available for Dedicated Corporate Circuits. The administrative charges shown above also apply to these if selected.

Managed WiFi Services

Administrative Charge	Charge Instance	NRC

Dispatch Charge	Dispatch/Re-Dispatch	$300.00
Expedite Fee	Upon Customer Request	$1,100.00
After Hours: Installation	Per Site	$600.00

Managed LAN/WLAN Optional Change Management Charges	Change Instance	NRC
After Hours: Changes	Per request per Site	$600.00
Implementation (Modify Existing)[1,3]	Change per Managed	$50.00
Design (Single Feature/Protocol)[2]	Change per Managed	$250.00
Design Plus (Multiple Feature/Protocol)[2]	Change per Managed	$400.00
Engineering – 1 Hour[4]	Per request and block	$300.00
Engineering – 5 Hours[4]	Per request and block	$1,375.00
Engineering – 10 Hours[4]	Per request and block	$2,500.00
Engineering – 20 Hours[4]	Per request and block of hours, 20 hour	$4,500.00
Engineering – 40 Hours[4]	Per request and block of hours, 40 hour	$8,000.00

1. Implementation is used to modify existing features or protocols including the following: dynamic host configuration protocol (DHCP), IP network address translation, network routed protocol, MNSO IP address/subnet mask change, routing protocol changes and switch VLAN.

2. Design and Design Plus is used for requests to evaluate or add single (Design) or multiple (Design Plus) new or changed features, protocols or applications/policies in the Customer Network, including the following: add DHCP, class of service (CoS), quality of service (QoS), network address translation (NAT) router configuration, traffic filter design and traffic queuing.

3. Customer may create a new design at one Site by selecting Design/Design Plus to add the new feature(s) or protocol(s) and then replicate the design across other Sites by selecting Implementation for the remaining Sites.

4. Customer may select Engineering Hours and request additional Engineering OCM hours from time to time as needed. Verizon will track the number of hours spent per OCM request against the hours selected and will report remaining hours to Customer upon request.

Unified Communications

Verizon WebEx Calling

Shipping Charges. Customer will pay equipment shipping charges. This charge will vary based on the quantity of the equipment ordered and destination. Verizon will provide a good faith estimate of the shipping charge at the time of Customer's order.		ICB

Verizon VoIP Trunking

Administrative and Supplemental Services	Nonrecurring Charge (NRC)	
Expedite Fee		
During Normal Working Hours	$700	per event per location
Outside Normal Working Hours	$1,050	per event per location
Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	$800	per location
Premium Services – U.S./Canada Locations		
Enterprise Activity Charge	$100	per instance
Administrator Activity Charge	$50	per instance
User Charge	$25	per instance
Onsite Support	$125	per hour
Remote Support	$90	per hour
Premium Services – Europe, Asia-Pacific Locations		
Enterprise Activity Charge	$200	per instance
Administrator Activity Charge	$100	per instance
User Charge	$50	per instance
Onsite Support	$125	per hour
Remote Support	$175	per hour

Service Establishment Fee – U.S./Canada Locations		
During Normal Working Hours		
1 – 500 telephone numbers	$100	per location
> 500 telephone numbers	$500	per location
Outside Normal Working Hours		
1 – 500 telephone numbers	$150	per location
> 500 telephone numbers	$750	per location
Service Establishment Fee – Europe, Asia-Pacific Locations		
During Normal Working Hours		
1 – 500 telephone numbers	$250	per location
> 500 telephone numbers	$500	per location
Outside Normal Working Hours		
1 – 500 telephone numbers	$375	per location
> 500 telephone numbers	$750	per location
Verizon VoIP Trunking Cont.		
Administrative and Supplemental Services	**Nonrecurring Charge (NRC)**	
Dispatch Charge		
For dispatch of Verizon technician to make Customer-requested changes – charged per occasion:		
During Normal Working Hours	$500	per event
Outside Normal Working Hours	$750	per event
Service Change Fee – U.S./Canada Locations		
During Normal Working Hours		
Simple	$100	per event per location
Complex	$300	per event per location
Outside Normal Working Hours		
Simple	$150	per event per location
Complex	$450	per event per location
Service Change Fee – Europe, Asia-Pacific Locations		
During Normal Working Hours		
Simple	$250	per event per location
Complex	$300	per event per location
Outside Normal Working Hours		
Simple	$375	per event per location
Complex	$450	per event per location

Verizon is not proposing Broadband service.

Verizon Private IP Service (link to Verizon website for more service details) including Attachment A to this Exhibit 1

Service Description: Private IP is a virtual private network (VPN) based on Multi-Protocol Label Switching (MPLS). It enables customers to build flexible, scalable networks that offers any-to-any IP connectivity while offering excellent security and reliability. The service can overlay existing infrastructure and grow along with organizations. Verizon's service includes speeds of 10M, 50M, 100M, and 1G, utilizing Ethernet access for all speeds.

For additional information on these services, please see Appendix A in the Cost Package

Service components for Private IP:
Private IP Port **(Required service component)**
Ethernet Access **(Required service component)**
Managed WAN **(Optional service component)**
Gold Committed Access Rate (CAR) **(Optional service component)**
WAN Analysis Reporting **(Optional service component)**

Example Minimum Configuration: Private IP Port, Ethernet Access and for voice Gold Committed Access Rate (CAR)

Pricing Example: 100M PIP circuit (100M Private IP Port + 100M Standard Ethernet access + 20M Gold CAR)
100M Private IP Port ($256) + 100M Ethernet access in Tier 1 ($700) + 20M Gold CAR ($0) = **$956**; Installation charges for Private IP Port + Ethernet Access = $0

Note: Ethernet access tab is Tab 10 in this Service Catalog.

Pricing Table

Service Component	Speed/Size	Description	Metric	Monthly Recurring
Private IP Port	10M	10Mbps Ethernet MPLS Port	Per Port	$177.00
	50M	50Mbps Ethernet MPLS Port	Per Port	$216.00
	100M	100Mbps Ethernet MPLS Port	Per Port	$256.00
	1G	1Gbps Ethernet MPLS Port	Per Port	$855.00
Express Connect	1GB	Wireless Data Plan 1 GB Wireless (4G) Aggregated Billing	Per month	$20.00
	1GB	Overage Wireless Data Plan 1 GB Wireless 4G Aggregated Billing	Per GB over based plan	$10.00
Managed WAN				
Managed WAN - Full Management				
	X-Small Router	Applies to routing devices that terminate WAN transport	Per Device	$123.95
	Small Router	Applies to routing devices that terminate WAN transport	Per Device	$140.62
	Medium Router	Applies to routing devices that terminate WAN transport	Per Device	$160.84
	Large Router	Applies to routing devices that terminate WAN transport	Per Device	$216.43

Note: bandwidths above 1GigE are quoted on an Individual Case Basis (ICB).

Secure Cloud Interconnect (SCI)

Service Description: Secure Cloud Interconnect enables Verizon Private IP customers to simply, securely, and reliably connect to a global ecosystem of leading cloud service providers (CSP) from their corporate WAN by creating private connections which are completely separated from the public Internet traffic. The service offers on-demand, scalable bandwidth with consumption-based pricing so our customers can get the full flexibility they would expect from their cloud resources.

Feature	Bandwidth	SCI - Partner Location	Metric	Monthly Recurring	Non-Recu	Overage (Per GB)	
SCI - Customer Connection	N/A	Amazon - US East (EquinixDC1 Ashburn)	Usage	$0.00	$500.00	1.14	
SCI - Customer Connection	1,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$400.00	N/A	0.40	A usage charge of USD 1 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	3,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$880.00	N/A	0.29	A usage charge of USD 0.73 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	10,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$1,600.00	N/A	0.16	A usage charge of USD 0.4 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	30,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$3,866.80	N/A	0.13	A usage charge of USD 0.32 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	45,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$4,533.20	N/A	0.10	A usage charge of USD 0.25 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	100,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$6,885.20	N/A	0.07	A usage charge of USD 0.17 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	150,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$9,817.60	N/A	0.06	A usage charge of USD 0.16 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	300,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$11,200.00	N/A	0.04	A usage charge of USD 0.09 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	500,000 GB	Amazon - US East (EquinixDC1 Ashburn)	Each	$16,000.00	N/A	0.03	A usage charge of USD 0.08 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.
SCI - Customer Connection	Unlimited	Amazon - US East (EquinixDC1 Ashburn)	Each	$24,000.00	N/A	0.07	A usage charge of USD 0.17 less discount of 60% per GB will apply each billing period in which the customers measured use level exceeds the bandwidth commitment.

Verizon Internet Dedicated Services (link to Verizon website for more service details)

Service Description: Internet Dedicated Services provide permanently open, high bandwidth, dedicated connections to Verizon's global IP network via a wide range of access circuits. For consistency and simplicity we included speeds of 10M, 50M, 100M and 1G. Dedicated Internet Access can be provisioned as Tiered fixed bandwidth or dynamic Burstable Select offerings.

For additional information on these services, please see Appendix A in the Cost Package

Service components for Dedicated Internet Access
Internet Port **(Required service component)**
Ethernet Access **(Required service component)**
Express Connect **(Optional service component)**
Managed WAN (Optional service component) (link to Verizon website for more service details)
Secure Cloud Gateway (Optional service component) (link to Verizon website for more service details)

Example Minimum Configuration: Minimum Elements include Internet Dedicated Service port and Ethernet Access
Pricing Example: 100M Internet Dedicated circuit (100M Internet Port + 100M Standard Ethernet Access)
100M Internet Port ($256) + 100M Ethernet Access in Tier 1 ($700) = **$956**; Installation charges for Internet Port + Ethernet Access = $0
Note: Ethernet access tab is Tab 10 in this Service Catalog.

Pricing Table

Service Component	Speed/Size	Description	Metric	Monthly Recurring Charge
Internet Port - Tiered Service				
	Dedicated Port Speed			
	10M	Full port with Flat-rate monthly fee.	Per Port	$177.00
	50M	Full port with Flat-rate monthly fee.	Per Port	$216.00
	100M	Full port with Flat-rate monthly fee.	Per Port	$256.00
	1G	Full port with Flat-rate monthly fee.	Per Port	$855.00

Note: bandwidths above 1G are quoted on an Individual Case Basis (ICB).

Internet Port - Burstable Select Service	Burstable Port Speed/Commit Speed	Description	Metric	Monthly Recurring Charge Unless Otherwise Stated
Note: Port price for up to Commit speed + Usage for Over Commit.	100M/10M PORT	Full port with commit speed + usage-based pricing.	Per Port	$172.00
	1G/100M PORT	Full port with commit speed + usage-based pricing.	Per Port	$462.75
	100M/10M USAGE	Per MB over 10M per month	USAGE	$18.92
	1G/100M USAGE	Per MB over 100M per month	USAGE	$5.03
Express Connect	1GB	Wireless Data Plan 1 GB Wireless (4G) Aggregated Billing	Per month base plan	$20.00
	1GB	Overage Wireless Data Plan 1 GB Wireless 4G Aggregated Billing	Per GB over base plan	$10.00

Managed WAN		Description	Metric	Monthly Recurring Charge Unless Otherwise Stated
Managed WAN - Full Management				
	X-Small Router	Applies to routing devices that terminate WAN transport circuits such as Private IP (MPLS), Internet, LTE, etc. Supported Manufacturers include Cisco, Juniper, Adtran, Cradlepoint and more.	Per Device	$123.95
	Small Router	Applies to routing devices that terminate WAN transport circuits such as Private IP (MPLS), Internet, LTE, etc. Supported Manufacturers include Cisco, Juniper, Adtran, Cradlepoint and more.	Per Device	$140.62
	Medium Router	Applies to routing devices that terminate WAN transport circuits such as Private IP (MPLS), Internet, LTE, etc. Supported Manufacturers include Cisco, Juniper, Adtran, Cradlepoint and more.	Per Device	$160.84
	Large Router	Applies to routing devices that terminate WAN transport circuits such as Private IP (MPLS), Internet, LTE, etc. Supported Manufacturers include Cisco, Juniper, Adtran, Cradlepoint and more.	Per Device	$216.43

CPE	Part Number	Description	Metric	Non Recurring Charge Unless Otherwise Stated
Equipment	C1161X-8P	ISR 1100 8P DUAL 8GB GE SFP HIGHER PERF ROUTER	Each	$1,911.81
Ancillary Equipment	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	Each	$0.00
Software	SISR1100UCMK9-176	Cisco ISR 1100 Series SD-WAN IOS XE Universal	Each	$0.00
Service	CON-SSSNP-PC116186	SOLN SUPP 24X7X4 ISR 1100 8P Dual 8GB GE SFP Higher Perf - for - C1161X-8P	Each	$1,833.70
			Total	$3,745.51
			Shipping and Handling	$174.64

CPE	Part Number	Description	Metric	Non Recurring Charge Unless Otherwise Stated
Equipment	C1161X-8P	ISR 1100 8P DUAL 8GB GE SFP HIGHER PERF ROUTER	Each	$1,911.81
Ancillary Equipment	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	Each	$0.00
Software	SISR1100UK9-176	Cisco ISR1100 Series IOS XE - UNIVERSAL	Each	$0.00
Service	CON-SSSNP-C11618PT	SOLN SUPP 24X7X4 ISR 1100 8P Dual GE SFP Higher Perf Rout - for - C1161X-8P	Each	$1,681.15
			Total	$3,592.96
			Shipping and Handling	$174.64

CPE	Part Number	Description	Metric	Non Recurring Charge Unless
Equipment	C8200L-1N-4T	Cisco Catalyst 8200L with 1-NIM slot and 4x1G WAN ports	Each	$1,704.86
Ancillary Equipment	C-RFID-1R	Cisco Catalyst 8000 Edge RFID - 1RU	Each	$0.00
Ancillary Equipment	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	Each	$0.00
Ancillary Equipment	MEM-C8200-4GB	Cisco Catalyst 8200 Edge 4GB memory	Each	$0.00
Software	SDWAN-UMB-ESS	CISCO UMBRELLA FOR DNA ESSENTIALS	Each	$0.00

Software	IOSXE-CTRL-MODE-PF	IOS XE SD-WAN BOOT UP MODE FOR UNIFIED IMAGE -DEPLOYMENT OPT	Each	$0.00
Software	SC8KBEUK9-176	UNIVERSAL	Each	$0.00
Service	CON-SSSNP-C8200TL1	SOLN SUPP 24X7X4 Cisco Catalyst 8200L with 1-NIM slot and - for - C8200L-1N-4T	Each	$2,662.70
Software	SDWAN-CLOUD-PF	CISCO SDWAN CLOUD DEPLOYMENT OPTION	Each	$0.00
Software	IOSXE-CTRL-MODE	IOS XE SD-WAN boot up mode for Unified image	Each	$0.00
Software	C82L-1N-4T-PF	C8200L-1N-4T PLATFORM SELECTION FOR DNA SUBSCRIPTION	Each	$0.00
Software	SVS-CDNA-T0-E5Y	SOLUTION SUPPORT FOR SW - DNA ESSENTIALS CLOUD LIC, T0, 5Y	Each	$273.69
Software	DNA-C-T0-E-5Y	CISCO DNA ESSENTIALS CLOUD LIC 5Y - UPTO 15M (AGGR, 30M)	Each	$1,657.31
Software	NWSTACK-T0-E	CISCO NETWORK ESSENTIALS STACK - UPTO 25M (AGGR, 50M)	Each	$0.00
Software	DSTACK-T0-E	CISCO DNA ESSENTIALS STACK - UPTO 25M (AGGR, 50M)	Each	$0.00
			Total	$6,298.56
			Shipping and Handling	$174.64
CPE	**Part Number**	**Description**	**Metric**	**Non Recurring Charge Unless Otherwise Stated**
Equipment	C8200L-1N-4T	Cisco Catalyst 8200L with 1-NIM slot and 4x1G WAN ports	Each	$1,704.86
Software	SDWAN-CLOUD-PF	CISCO SDWAN CLOUD DEPLOYMENT OPTION	Each	$0.00
Software	IOSXE-CTRL-MODE	IOS XE SD-WAN boot up mode for Unified image	Each	$0.00
Software	C82L-1N-4T-PF	C8200L-1N-4T PLATFORM SELECTION FOR DNA SUBSCRIPTION	Each	$0.00
Ancillary Equipment	C-RFID-1R	Cisco Catalyst 8000 Edge RFID - 1RU	Each	$0.00
Ancillary Equipment	MEM-C8200-4GB	Cisco Catalyst 8200 Edge 4GB memory	Each	$0.00
Ancillary Equipment	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	Each	$0.00
Software	SVS-CDNA-T0-E5Y	SOLUTION SUPPORT FOR SW - DNA ESSENTIALS CLOUD LIC, T0, 5Y	Each	$273.69
Software	SVS-CDNA-T0-E5Y	SOLUTION SUPPORT FOR SW - DNA ESSENTIALS CLOUD LIC, T0, 5Y	Each	$273.69
Software	DNA-C-T0-E-5Y	CISCO DNA ESSENTIALS CLOUD LIC 5Y - UPTO 15M (AGGR, 30M)	Each	$1,657.31
Software	NWSTACK-T0-E	CISCO NETWORK ESSENTIALS STACK - UPTO 25M (AGGR, 50M)	Each	$0.00
Service	CON-SSSNP-C8200TL1	SOLN SUPP 24X7X4 Cisco Catalyst 8200L with 1-NIM slot and - for - C8200L-1N-4T	Each	$2,662.70
Software	SDWAN-UMB-ESS	CISCO UMBRELLA FOR DNA ESSENTIALS	Each	$0.00
Software	IOSXE-CTRL-MODE-PF	IOS XE SD-WAN BOOT UP MODE FOR UNIFIED IMAGE -DEPLOYMENT OPT	Each	$0.00
Software	SC8KBEUK9-176	UNIVERSAL	Each	$0.00
			Total	$6,572.25
			Shipping and Handling	$174.64
CPE	**Part Number**	**Description**	**Metric**	**Non Recurring Charge Unless Otherwise Stated**
Labor	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	$486.61
Maintenance	VDM-N-7X24X4	VZ Care Maint 24x7 Onsite 4- hour	Each	$1,511.40

Out of Band Modem					
CPE	**Part Number**	**Description**	**Metric**	**MRC**	**NRC**
Equipment (Purchase)	C1161X-8P	ISR 1100 8P DUAL 8GB GE SFP HIGHER PERF ROUTER	Each	N/A	$1,356.65
Maintenance (Purchase)	VDM-N-7X24X4	VZ CARE MAINT 24X7 ONSITE 4-HOUR - for - C1161X-8P	Each	$21.41	N/A
Labor (Purchase)	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	N/A	$457.69
				Shipping and Handling	$52.05
Equipment (Purchase)	1104580	LX60,SWIR,NA,ALEOS,DC	Each	N/A	$502.27
Maintenance (Purchase)	VDM-N-5X8XNBD	VZ CARE MAINT 8X5 ONSITE NEXT BUSINESS DAY - for - 1104580	Each	$3.27	N/A
Labor (Purchase)	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	N/A	$86.49
				Shipping and Handling	$52.05
Equipment (Purchase)	USR5686G	56K U SERIAL CTLR MODEM EXT SERIAL FAXMODEM	Each	N/A	$137.01
Maintenance (Purchase)	VDM-N-5X8XNBD	VZ CARE MAINT 8X5 ONSITE NEXT BUSINESS DAY - for - USR5686G	Each	$0.79	N/A
Labor (Purchase)	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	N/A	$86.49
				Shipping and Handling	$52.05
Equipment (Monthly Recurring Plan (MRP))	C1161X-8P	ISR 1100 8P DUAL 8GB GE SFP HIGHER PERF ROUTER	Each	$70.08	N/A
Maintenance (Monthly Recurring Plan (MRP))	VDM-N-7X24X4	VZ CARE MAINT 24X7 ONSITE 4-HOUR - for - C1161X-8P	Each	Included	N/A
Labor (Monthly Recurring Plan (MRP)	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	Included	N/A
				Shipping and Handling	$52.05
Equipment (Monthly Recurring Plan (MRP))	1104580	LX60,SWIR,NA,ALEOS,DC	Each	$18.10	N/A
Maintenance (Monthly Recurring Plan (MRP))	VDM-N-5X8XNBD	VZ CARE MAINT 8X5 ONSITE NEXT BUSINESS DAY - for - 1104580	Each	Included	N/A
Labor (Monthly Recurring Plan (MRP)	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	Included	N/A
				Shipping and Handling	$52.05
Equipment (Monthly Recurring Plan (MRP))	USR5686G	56K U SERIAL CTLR MODEM EXT SERIAL FAXMODEM	Each	$6.10	N/A
Maintenance (Monthly Recurring Plan (MRP))	VDM-N-5X8XNBD	VZ CARE MAINT 8X5 ONSITE NEXT BUSINESS DAY - for - USR5686G	Each	Included	N/A
Labor (Monthly Recurring Plan (MRP)	CPE IMPLEMENTATION	STAGING AND DEPLOYMENT ONLY	Each	Included	N/A
				Shipping and Handling	$52.05

Secure Cloud Gateway				
	Core User Package (5000+ users)	Core = Web Gateway. Complete Web and Content Filtering, Browser Protection, SSL Visibility and Traffic Management, Single Pane of Glass Management and more.	Per user	$3.50

Verizon Network Services (optional)				
	Essential Package	Per VzMST		$645.00
	Core Package	Per VzMST		$768.75
	Complete Package	Per VzMST		$1,008.75

Verizon Network Services - Product Features				
VNS Feature Tier	**Essential**	**Core**	**Complete**	
Service Feature				**Description**

Firewall	✓	✓	✓	FireWall-1 solution to provide the industry's strongest level of gateway security and identity awareness. Verizon's VNS firewalls are trusted by 100% of the Fortune 100 and deployed by over 100,000 customers, and have demonstrated industry leadership and continued innovation since the introduction of FireWall-1 in 1994. Note: Standard configuration includes up to 25 customer determined firewall rules. Customers needing more rules, will need to complete a SOW for the purchase of the additional engineering services.
VPN	✓	✓	✓	Remote Access VPN Software provides users with secure, seamless access to corporate networks and resources when traveling or working remotely. Privacy and integrity of sensitive information is ensured through multi-factor authentication, endpoint system compliance scanning and encryption of all transmitted data. Note: The configuration of up to 5 IPSEC VPN tunnels is included as standard part of the product. Any additional IPSEC tunnels beyond 5 will require a SOW to support the additional work required and costs associated with that work. Verizon does not support requests for hundreds of IPSEC tunnels as it is not an appropriate use for this technology.
Mobile Access	✓	✓	✓	Mobile Remote Access VPN Software is the safe and easy solution to connect to corporate applications over the internet with your Smartphone, tablet or PC. The solution provides enterprise-grade remote access via both Layer-3 VPN and SSL VPN, allowing you simple, safe and secure connectivity to your email, calendar, contacts and corporate applications.
Routing	✓	✓	✓	For organizations looking to implement scalable, fault-tolerant, secure networks, the Advanced Networking enables them to run industry-standard dynamic routing protocols including static routing with limited BGP where applicable. Anything custom would need to be assessed during the design review process.
DDoS	✓	✓	✓	Distributed denial-of-service (DDoS) attacks can be unleashed by anyone, but with a little preparation, you can prevent service disruptions caused by DDoS.
IPS		✓	✓	The IPS Software Blade delivers complete and proactive intrusion prevention—all with the deployment and management advantages of a unified and extensible next-generation firewall solution. Complementing Check Point's firewall protection, IPS software blade further secures your network by inspecting packets traversing through the gateway It offers full-featured IPS with Geo-protections and is constantly updated with new defenses against emerging threats.
Identity Awareness		✓	✓	The Identity Awareness Software Blade provides granular visibility of users, groups and machines, enabling unmatched application and access control through the creation of accurate, identity-based policies.
Application Control		✓	✓	The Application Control Software controls access to over 5,200 applications and 240,000 social network widgets with the industry's largest application coverage. It creates granular security policies based on users or groups to identify, block or limit usage of web applications and widgets like instant messaging, social networking, video streaming, VoIP, games and more.
URL Filtering		✓	✓	URL Filtering Software Blade provides optimized web security through full integration in the gateway to prevent bypass through external proxies. Integration of policy enforcement with Application Control means enhanced Web and Web 2.0 protection, and UserCheck technology empowers and educates users on web usage policy in real time. The URL Filtering Software Blade is a key component of the Secure Web Gateway.
Anti-Bot		✓	✓	The Anti-Bot Software detects bot-infected machines, prevents bot damages by blocking bot cyber-criminal's Command and Control center communications, and is continually updated from ThreatCloud™.
Anti-Virus		✓	✓	The Antivirus Software stops incoming malicious files at the gateway before the user is affected with real-time virus signatures and anomaly-based protections from ThreatCloud™Identify over 4.5 million malware signatures and 300,000 malicious websites with a constantly-updated worldwide network of sensors that provide ongoing malware intelligence.
Threat Emulation			✓	As part of the Next Generation Threat Extraction software bundle (NGTX), the SandBlast Threat Emulation capability prevents infections from undiscovered exploits zero-day and targeted attacks. This innovative solution quickly inspects files and runs them in a virtual sandbox to discover malicious behavior. Discovered malware is prevented from entering the network.
Threat Extraction			✓	As part of the Next Generation Threat Extraction software bundle (NGTX), the SandBlast Threat Extraction capability removes exploitable content from documents, including active content and embedded objects, reconstructs the files to eliminate potential threats, and promptly delivers sanitized content to users to maintain business flow.
Anti-Spam			✓	The Check Point Anti-Spam & Email Security Software Blade provides comprehensive protection for messaging infrastructure. A multidimensional approach protects email infrastructure, provides highly accurate anti-spam coverage and defends organizations from a wide variety of virus and malware threats delivered within email.
Data Loss Prevention			✓	Check Point Data Loss Prevention (DLP) Software Blade combines technology and processes to revolutionize DLP, helping businesses to pre-emptively protect sensitive information from unintentional loss, educating users on proper data handling policies and empowering them to remediate incidents in real-time.

Site Address	Customer Premise SWC CLLI	Tier
103 BROAD ST N, ABBEVILLE, GA, 31001-4247, USA	ABVLGAXA	Tier 2
4440 ACWORTH INDUSTRIAL DR NW, ACWORTH, GA, 30101-5655, USA	ACWOGAMA	Tier 1
5198 ROSS RD SE, ACWORTH, GA, 30102-3129, USA	ACWOGAMA	Tier 1
1200 S HUTCHINSON AVE, ADEL, GA, 31620-5218, USA	ADELGAXA	Tier 2
3295 COUNTY FARM RD, ADEL, GA, 31620-3847, USA	ADELGAXA	Tier 2
205 W MAIN ST, ADRIAN, GA, 31002-2105, USA	ADRNGAXA	Tier 3
306 E ROBINSON AVE, GROVETOWN, GA, 30813-2137, USA	AGSTGAAU	Tier 1
4781 HEREFORD FARM RD, EVANS, GA, 30809-6037, USA	AGSTGAAU	Tier 1
640 RONALD REAGAN DR, EVANS, GA, 30809-7603, USA	AGSTGAAU	Tier 1
2314 TOBACCO RD, AUGUSTA, GA, 30906-9616, USA	AGSTGAFL	Tier 3
3117 DEANS BRIDGE RD, AUGUSTA, GA, 30906-3379, USA	AGSTGAFL	Tier 3
3200 AUGUSTA TECH DR, AUGUSTA, GA, 30906-8243, USA	AGSTGAFL	Tier 3
100 GRACE HOPPER LN, AUGUSTA, GA, 30901-0009, USA	AGSTGAMT	Tier 3
1120 15TH ST, AUGUSTA, GA, 30912-0004, USA	AGSTGAMT	Tier 3
398 WALTON WAY, AUGUSTA, GA, 30901-2436, USA	AGSTGAMT	Tier 3
735 JAMES BROWN BLVD, AUGUSTA, GA, 30901-2975, USA	AGSTGAMT	Tier 3
864 BROAD ST, AUGUSTA, GA, 30901-1215, USA	AGSTGAMT	Tier 3
1006 AZALEA DR, AUGUSTA, GA, 30904-3333, USA	AGSTGATH	Tier 1
100 PUBLIC SQ, ADAIRSVILLE, GA, 30103-2910, USA	AIVLGAMA	Tier 1
420 WHITE RD NW, ADAIRSVILLE, GA, 30103-5355, USA	AIVLGAMA	Tier 1
420 WHITE RD NW, ADAIRSVILLE, GA, 30103-5355, USA	AIVLGAMA	Tier 1
63 HOLCOMB SPUR NW, ADAIRSVILLE, GA, 30103-5427, USA	AIVLGAMA	Tier 1
5 W MAIN ST, ALAMO, GA, 30411-3516, USA	ALAMGAXA	Tier 1
1704 S SLAPPEY BLVD, ALBANY, GA, 31701-2648, USA	ALBYGAMA	Tier 2
201 W OGLETHORPE BLVD, ALBANY, GA, 31701-2831, USA	ALBYGAMA	Tier 2
2106 HABERSHAM RD, ALBANY, GA, 31701-5916, USA	ALBYGAMA	Tier 2
2314 JUNIPER DR, ALBANY, GA, 31721-5244, USA	ALBYGAMA	Tier 2
240 PINE AVE, ALBANY, GA, 31701-2560, USA	ALBYGAMA	Tier 2
320 N JACKSON ST, ALBANY, GA, 31701-2584, USA	ALBYGAMA	Tier 2
3905 NEWTON RD, ALBANY, GA, 31701-7355, USA	ALBYGAMA	Tier 2
504 COLLEGE DR, ALBANY, GA, 31705-2717, USA	ALBYGAMA	Tier 2
601 FLINT AVE, ALBANY, GA, 31701-2413, USA	ALBYGAMA	Tier 2
102 S THOMAS ST, ALMA, GA, 31510-2837, USA	ALMAGAXA	Tier 3

149 MORAY RD, ALMA, GA, 31510-4370, USA	**ALMAGAXA**	**Tier 3**
80 GEORGE ST, ALAPAHA, GA, 31622-4933, USA	**ALPHGAXA**	**Tier 2**
13000 DEERFIELD PKWY, MILTON, GA, 30004-6119, USA	**ALPRGAMA**	**Tier 1**
1810 HEMBREE RD, ALPHARETTA, GA, 30009-2047, USA	**ALPRGAMA**	**Tier 1**
2565 OLD MILTON PKWY, ALPHARETTA, GA, 30009-2100, USA	**ALPRGAMA**	**Tier 1**
119 S LEE ST, AMERICUS, GA, 31709-3505, USA	**AMRCGAMA**	**Tier 1**
1601 N MARTIN LUTHER KING JR BLVD, AMERICUS, GA, 31719-2489, USA	**AMRCGAMA**	**Tier 1**
210 RUCKER ST, AMERICUS, GA, 31719-2216, USA	**AMRCGAMA**	**Tier 1**
352 MCMATH MILL RD, AMERICUS, GA, 31719-8605, USA	**AMRCGAMA**	**Tier 1**
506 W LAMAR ST, AMERICUS, GA, 31709-3475, USA	**AMRCGAMA**	**Tier 1**
800 GSW STATE UNIVERSITY DR, AMERICUS, GA, 31709-4376, USA	**AMRCGAMA**	**Tier 1**
900 S GEORGIA TECH PKWY, AMERICUS, GA, 31709-8104, USA	**AMRCGAMA**	**Tier 1**
1776 LONERGAN HULME RD, APPLING, GA, 30802-5400, USA	**APNGGAES**	**Tier 1**
1776 LONERGAN HULME RD, APPLING, GA, 30802-5400, USA	**APNGGAES**	**Tier 1**
567 PIONEER RD NE, ARLINGTON, GA, 39813-8640, USA	**ARTNGAES**	**Tier 3**
2529 US HIGHWAY 41 N, SYCAMORE, GA, 31790-2201, USA	**ASBNGAXA**	**Tier 3**
28 SHEALY RD, ASHBURN, GA, 31714-5183, USA	**ASBNGAXA**	**Tier 3**
423 N CLEVELAND ST, ASHBURN, GA, 31714-5323, USA	**ASBNGAXA**	**Tier 3**
754 HUDSON AVE, ASHBURN, GA, 31714-5313, USA	**ASBNGAXA**	**Tier 3**
2721 JOE JERKINS BLVD, AUSTELL, GA, 30106-3259, USA	**ASTLGAMA**	**Tier 1**
155 BUDDY CHRISTIAN WAY, ATHENS, GA, 30605-2358, USA	**ATHNGAMA**	**Tier 3**
1720A LEXINGTON RD, ATHENS, GA, 30605-2330, USA	**ATHNGAMA**	**Tier 3**
286 OCONEE ST, ATHENS, GA, 30602-4999, USA	**ATHNGAMA**	**Tier 3**
3035 LEXINGTON RD, ATHENS, GA, 30605-2444, USA	**ATHNGAMA**	**Tier 3**
325 E WASHINGTON ST, ATHENS, GA, 30601-4514, USA	**ATHNGAMA**	**Tier 3**
4310 LEXINGTON RD, ATHENS, GA, 30605-2526, USA	**ATHNGAMA**	**Tier 3**
700 COLLEGE AVE, ATHENS, GA, 30601-2638, USA	**ATHNGAMA**	**Tier 3**
800 HIGHWAY 29 N, ATHENS, GA, 30601-1546, USA	**ATHNGAMA**	**Tier 3**
1250 REGENCY CENTER DR SW, ATLANTA, GA, 30331-2081, USA	**ATLNGAAD**	**Tier 1**
3870 CASCADE RD SW, ATLANTA, GA, 30331-2184, USA	**ATLNGAAD**	**Tier 1**
3870 CASCADE RD SW, ATLANTA, GA, 30331-2184, USA	**ATLNGAAD**	**Tier 1**
4195 MARTIN LUTHER KING JR DR SW, ATLANTA, GA, 30336-1609, USA	**ATLNGAAD**	**Tier 1**

5440 FULTON INDUSTRIAL BLVD SW, ATLANTA, GA, 30336-2527, USA	**ATLNGABH**	**Tier 2**
2424 PIEDMONT RD NE, ATLANTA, GA, 30324-3311, USA	**ATLNGABU**	**Tier 1**
1 MARTIN LUTHER KING JR DR SW, ATLANTA, GA, 30334-9004, USA	**ATLNGACS**	**Tier 2**
104 MARIETTA ST NW, ATLANTA, GA, 30303-2746, USA	**ATLNGACS**	**Tier 2**
130 PEACHTREE ST SW, ATLANTA, GA, 30303-3470, USA	**ATLNGACS**	**Tier 2**
130 TRINITY AVE SW, ATLANTA, GA, 30303-3626, USA	**ATLNGACS**	**Tier 2**
136 PRYOR ST SW, ATLANTA, GA, 30303-3499, USA	**ATLNGACS**	**Tier 2**
141 PRYOR ST SW, ATLANTA, GA, 30303-3444, USA	**ATLNGACS**	**Tier 2**
148 ANDREW YOUNG BLVD NE, ATLANTA, GA, 30303-1732, USA	**ATLNGACS**	**Tier 2**
15 EDGEWOOD AVE SE, ATLANTA, GA, 30303-2901, USA	**ATLNGACS**	**Tier 2**
160 PRYOR ST SW, ATLANTA, GA, 30303-3486, USA	**ATLNGACS**	**Tier 2**
18 CAPITOL SQ SW, ATLANTA, GA, 30334-9059, USA	**ATLNGACS**	**Tier 2**
185 CENTRAL AVE SW, ATLANTA, GA, 30303-3519, USA	**ATLNGACS**	**Tier 2**
19 MARTIN LUTHER KING JR DR SW, ATLANTA, GA, 30334-9004, USA	**ATLNGACS**	**Tier 2**
191 PEACHTREE ST NE, ATLANTA, GA, 30303-1740, USA	**ATLNGACS**	**Tier 2**
2 CAPITOL SQ SW, ATLANTA, GA, 30334-9003, USA	**ATLNGACS**	**Tier 2**
2 MARTIN LUTHER KING JR DR SE, ATLANTA, GA, 30334-9000, USA	**ATLNGACS**	**Tier 2**
2 MARTIN LUTHER KING JR DR SW, ATLANTA, GA, 30334-9000, USA	**ATLNGACS**	**Tier 2**
2 PEACHTREE ST NW, ATLANTA, GA, 30303-3141, USA	**ATLNGACS**	**Tier 2**
200 PIEDMONT AVE SE, ATLANTA, GA, 30334-9032, USA	**ATLNGACS**	**Tier 2**
205 JESSE HILL JR DR SE, ATLANTA, GA, 30334-9033, USA	**ATLNGACS**	**Tier 2**
206 WASHINGTON ST SW, ATLANTA, GA, 30334-9007, USA	**ATLNGACS**	**Tier 2**
223 JAMES P BRAWLEY DR SW, ATLANTA, GA, 30314-4358, USA	**ATLNGACS**	**Tier 2**
225 PEACHTREE ST NE, ATLANTA, GA, 30303-1701, USA	**ATLNGACS**	**Tier 2**
229 PEACHTREE ST NE, ATLANTA, GA, 30303-1601, USA	**ATLNGACS**	**Tier 2**
230 PEACHTREE ST NW, ATLANTA, GA, 30303-1534, USA	**ATLNGACS**	**Tier 2**
233 PEACHTREE ST NE, ATLANTA, GA, 30303-1504, USA	**ATLNGACS**	**Tier 2**
244 WASHINGTON ST SW, ATLANTA, GA, 30334-9052, USA	**ATLNGACS**	**Tier 2**
245 PEACHTREE CENTER AVE NE, ATLANTA, GA, 30303-1222, USA	**ATLNGACS**	**Tier 2**
250 WILLIAMS ST NW, ATLANTA, GA, 30303-1032, USA	**ATLNGACS**	**Tier 2**
254 PEACHTREE ST, ATLANTA, GA, 30303-3731, USA	**ATLNGACS**	**Tier 2**
254 WASHINGTON ST NW, ATLANTA, GA, 30334, USA	**ATLNGACS**	**Tier 2**

270 PEACHTREE ST NW, ATLANTA, GA, 30303-1283, USA	**ATLNGACS**	**Tier 2**
270 WASHINGTON ST SW, ATLANTA, GA, 30334-9056, USA	**ATLNGACS**	**Tier 2**
285 ANDREW YOUNG INTERNATIONAL BLVD NW, ATLANTA, GA, 30313-1513, USA	**ATLNGACS**	**Tier 2**
285 PEACHTREE CENTER AVE NE, ATLANTA, GA, 30303-1229, USA	**ATLNGACS**	**Tier 2**
330 CAPITOL AVE SE, ATLANTA, GA, 30334-9002, USA	**ATLNGACS**	**Tier 2**
350 SPELMAN LN SW, ATLANTA, GA, 30314-4395, USA	**ATLNGACS**	**Tier 2**
40 CAPITOL SQ SW, ATLANTA, GA, 30334-9057, USA	**ATLNGACS**	**Tier 2**
47 TRINITY AVE SW, ATLANTA, GA, 30334-9006, USA	**ATLNGACS**	**Tier 2**
50 HURT PLZ SE, ATLANTA, GA, 30303-2946, USA	**ATLNGACS**	**Tier 2**
55 PARK PL NE, ATLANTA, GA, 30303-2529, USA	**ATLNGACS**	**Tier 2**
7 MARTIN LUTHER KING JR DR SW, ATLANTA, GA, 30334-5400, USA	**ATLNGACS**	**Tier 2**
75 TED TURNER DR SW, ATLANTA, GA, 30303-3343, USA	**ATLNGACS**	**Tier 2**
1300 COMMERCE DR, DECATUR, GA, 30030-3222, USA	**ATLNGAEL**	**Tier 1**
141 E COLLEGE AVE, DECATUR, GA, 30030-3770, USA	**ATLNGAEL**	**Tier 1**
230 E TRINITY PL, DECATUR, GA, 30030-3403, USA	**ATLNGAEL**	**Tier 1**
420 W TRINITY PL, DECATUR, GA, 30030-3000, USA	**ATLNGAEL**	**Tier 1**
556 N MCDONOUGH ST, DECATUR, GA, 30030-3355, USA	**ATLNGAEL**	**Tier 1**
2727 E POINT ST, EAST POINT, GA, 30344-3236, USA	**ATLNGAEP**	**Tier 2**
3645 CAMPCREEK PARKWAY 130 206, EAST POINT, GA, 30344, USA	**ATLNGAEP**	**Tier 2**
3717 COLLEGE ST, COLLEGE PARK, GA, 30337-3517, USA	**ATLNGAEP**	**Tier 2**
4125 WELCOME ALL RD SW, ATLANTA, GA, 30349-1824, USA	**ATLNGAEP**	**Tier 2**
700 DOUG DAVIS DR, HAPEVILLE, GA, 30354-1953, USA	**ATLNGAEP**	**Tier 2**
320 CASH MEMORIAL BLVD, FOREST PARK, GA, 30297-2666, USA	**ATLNGAFP**	**Tier 1**
4539 JONESBORO RD, FOREST PARK, GA, 30297-3542, USA	**ATLNGAFP**	**Tier 1**
5455 JONESBORO RD, LAKE CITY, GA, 30260-3553, USA	**ATLNGAFP**	**Tier 1**
3121 PANTHERSVILLE RD, DECATUR, GA, 30034-3830, USA	**ATLNGAGR**	**Tier 2**
21 N AVONDALE PLZ, AVONDALE ESTATES, GA, 30002-1317, USA	**ATLNGAIC**	**Tier 1**
3408 COVINGTON HWY, DECATUR, GA, 30032-1513, USA	**ATLNGAIC**	**Tier 1**
3921 CHURCH ST, CLARKSTON, GA, 30021-1711, USA	**ATLNGAIC**	**Tier 1**
5861 MEMORIAL DR, STONE MOUNTAIN, GA, 30083-3487, USA	**ATLNGAIC**	**Tier 1**
935 E CONFEDERATE AVE SE, ATLANTA, GA, 30316-2590, USA	**ATLNGALA**	**Tier 1**
935 UNITED AVE SE, ATLANTA, GA, 30316-2678, USA	**ATLNGALA**	**Tier 1**

959 UNITED AVE SE, ATLANTA, GA, 30316-2661, USA	**ATLNGALA**	**Tier 1**
1200 PEACHTREE ST NE, ATLANTA, GA, 30309-3579, USA	**ATLNGAPP**	**Tier 2**
260 14TH ST NW, ATLANTA, GA, 30318-5360, USA	**ATLNGAPP**	**Tier 2**
500 14TH ST NW, ATLANTA, GA, 30318-5404, USA	**ATLNGAPP**	**Tier 2**
600 W PEACHTREE ST NW, ATLANTA, GA, 30308-3607, USA	**ATLNGAPP**	**Tier 2**
75 5TH ST NW, ATLANTA, GA, 30308-1019, USA	**ATLNGAPP**	**Tier 2**
879 HEMPHILL AVENUE, N.W., ATLANTA, GA, 30332-0001, USA	**ATLNGAPP**	**Tier 2**
1 GALAMBOS WAY, SANDY SPRINGS, GA, 30328-4829, USA	**ATLNGASS**	**Tier 1**
5920 ROSWELL RD, SANDY SPRINGS, GA, 30328-4913, USA	**ATLNGASS**	**Tier 1**
100 WATER TOWER PLACE, ATLANTA, GA, 30322, USA	**ATLNGATH**	**Tier 2**
1784 N DECATUR RD NE, ATLANTA, GA, 30322-1048, USA	**ATLNGATH**	**Tier 2**
1800 CENTURY BLVD NE, ATLANTA, GA, 30345-3202, USA	**ATLNGATH**	**Tier 2**
1800 CENTURY PL NE, ATLANTA, GA, 30345-4311, USA	**ATLNGATH**	**Tier 2**
1875 CENTURY BLVD NE, ATLANTA, GA, 30345-3325, USA	**ATLNGATH**	**Tier 2**
2665 BUFORD HWY NE, ATLANTA, GA, 30324-3239, USA	**ATLNGATH**	**Tier 2**
1590 MARIETTA BLVD NW, ATLANTA, GA, 30318-3643, USA	**ATLNGAWD**	**Tier 1**
2 NORTHSIDE 75 NW, ATLANTA, GA, 30318-7704, USA	**ATLNGAWD**	**Tier 1**
1560 METROPOLITAN PKWY SW, ATLANTA, GA, 30310-4446, USA	**ATLNGAWE**	**Tier 2**
1630 METROPOLITAN PKWY SW, ATLANTA, GA, 30310-4448, USA	**ATLNGAWE**	**Tier 2**
1969 BREWER BLVD SW, ATLANTA, GA, 30310-4962, USA	**ATLNGAWE**	**Tier 2**
720 WESTVIEW DR SW, ATLANTA, GA, 30310-1458, USA	**ATLNGAWE**	**Tier 2**
830 WESTVIEW DR SW, ATLANTA, GA, 30314-3773, USA	**ATLNGAWE**	**Tier 2**
5040 HIGHWAY 53, BRASELTON, GA, 30517-3501, USA	**BATNGAXA**	**Tier 1**
3997 HIGHWAY 120, BUCHANAN, GA, 30113-4808, USA	**BCHNGAES**	**Tier 1**
338 JEFFERSON ST, STATHAM, GA, 30666-1727, USA	**BGRTGAMA**	**Tier 2**
219 NICHOLS ST, BLACKSHEAR, GA, 31516-1911, USA	**BLCSGAES**	**Tier 3**
312 NICHOLS ST, BLACKSHEAR, GA, 31516-1925, USA	**BLCSGAES**	**Tier 3**
204 COURT SQ, BLAKELY, GA, 39823-2247, USA	**BLKLGAXA**	**Tier 2**
82 COURT SQ, BLAKELY, GA, 39823-2338, USA	**BLKLGAXA**	**Tier 2**
181 CHURCH ST, BLUE RIDGE, GA, 30513-8545, USA	**BLRGGAXA**	**Tier 3**
480 W FIRST ST, BLUE RIDGE, GA, 30513-4678, USA	**BLRGGAXA**	**Tier 3**
33 BLUE RIDGE ST, BLAIRSVILLE, GA, 30512-3572, USA	**BLVIGAXA**	**Tier 2**

507 SHOE FACTORY RD, BLAIRSVILLE, GA, 30512-4649, USA	**BLVIGAXA**	**Tier 2**
65 COURTHOUSE ST, BLAIRSVILLE, GA, 30512-3091, USA	**BLVIGAXA**	**Tier 2**
510 E LOUISE ST, BAINBRIDGE, GA, 39819-4622, USA	**BNBRGAMA**	**Tier 3**
908 REDWINE DR, BAINBRIDGE, GA, 39817-8161, USA	**BNBRGAMA**	**Tier 3**
2272 SARDIS CHURCH RD, MOULTRIE, GA, 31788-1658, USA	**BRLNGAXA**	**Tier 2**
191 GEORGIA AVE N, BREMEN, GA, 30110-1851, USA	**BRMNGAES**	**Tier 2**
100 GREENWOOD ST, MILNER, GA, 30257-3490, USA	**BRVIGAMA**	**Tier 3**
118 ACADEMY DR, BARNESVILLE, GA, 30204-3504, USA	**BRVIGAMA**	**Tier 3**
408 THOMASTON ST, BARNESVILLE, GA, 30204-1684, USA	**BRVIGAMA**	**Tier 3**
417 COUNTRY KITCHEN RD, BARNESVILLE, GA, 30204-4024, USA	**BRVIGAMA**	**Tier 3**
419 COLLEGE DR, BARNESVILLE, GA, 30204-1746, USA	**BRVIGAMA**	**Tier 3**
1 COLLEGE DR, BRUNSWICK, GA, 31520-3614, USA	**BRWKGAMA**	**Tier 2**
1 CONSERVATION WAY, BRUNSWICK, GA, 31520-8686, USA	**BRWKGAMA**	**Tier 2**
121 CARL ALEXANDER WAY, BRUNSWICK, GA, 31525-8906, USA	**BRWKGAMA**	**Tier 2**
157 CARL ALEXANDER WAY, BRUNSWICK, GA, 31525-8906, USA	**BRWKGAMA**	**Tier 2**
1725 REYNOLDS ST, BRUNSWICK, GA, 31520-6436, USA	**BRWKGAMA**	**Tier 2**
20 CLEARWATER CIR, BRUNSWICK, GA, 31523-8241, USA	**BRWKGAMA**	**Tier 2**
206 MANSFIELD ST, BRUNSWICK, GA, 31520-7303, USA	**BRWKGAMA**	**Tier 2**
2415 PARKWOOD DR, BRUNSWICK, GA, 31520-4722, USA	**BRWKGAMA**	**Tier 2**
701 H ST, BRUNSWICK, GA, 31520-6454, USA	**BRWKGAMA**	**Tier 2**
100 CHURCH ST, BROXTON, GA, 31519-6069, USA	**BRXTGAXA**	**Tier 2**
120 S MAIN ST, BOSTON, GA, 31626-3603, USA	**BSTNGAXA**	**Tier 2**
12 CEDAR ST, BUTLER, GA, 31006-5501, USA	**BTLRGAXA**	**Tier 3**
7 N IVY ST, BUTLER, GA, 31006-5238, USA	**BTLRGAXA**	**Tier 3**
2300 BUFORD HWY, BUFORD, GA, 30518-6044, USA	**BUFRGABH**	**Tier 2**
373 HIGHWAY 23 NW, SUWANEE, GA, 30024-2267, USA	**BUFRGABH**	**Tier 2**
4774 NOLANS RDG, BUFORD, GA, 30519-6225, USA	**BUFRGABH**	**Tier 2**
136 CITY HALL AVE, BOWDON, GA, 30108-1553, USA	**BWDNGAMA**	**Tier 2**
2015 OLD COLUMBUS RD, BOWDON, GA, 30108-3309, USA	**BWDNGAMA**	**Tier 2**
249 BLACKSHEAR HWY, BAXLEY, GA, 31513-7148, USA	**BXLYGAES**	**Tier 2**
560 BARNES ST, BAXLEY, GA, 31513-0682, USA	**BXLYGAES**	**Tier 2**
69 TIPPINS ST, BAXLEY, GA, 31513-0494, USA	**BXLYGAES**	**Tier 2**

9659 GOLDEN ISLE W, BAXLEY, GA, 31513-8019, USA	**BXLYGAES**	**Tier 2**
103 HIGHWAY 49 S, BYRON, GA, 31008, USA	**BYRNGAXA**	**Tier 2**
103 HIGHWAY 49 S, BYRON, GA, 31008, USA	**BYRNGAXA**	**Tier 2**
401 MAIN ST, BYRON, GA, 31008-7251, USA	**BYRNGAXA**	**Tier 2**
250 N BROAD ST, CAIRO, GA, 39828-4121, USA	**CAIRGAXA**	**Tier 2**
3 17TH AVE NW, CAIRO, GA, 39827-1002, USA	**CAIRGAXA**	**Tier 2**
4 S BROAD ST, CAIRO, GA, 39828-2711, USA	**CAIRGAXA**	**Tier 2**
555 2ND AVE SE, CAIRO, GA, 39828-2302, USA	**CAIRGAXA**	**Tier 2**
102 N 2ND ST, COCHRAN, GA, 31014-8700, USA	**CCHRGAMA**	**Tier 2**
112 N 2ND ST, COCHRAN, GA, 31014-8740, USA	**CCHRGAMA**	**Tier 2**
118 N PHILPOT ST, CEDARTOWN, GA, 30125-2738, USA	**CDTWGAMA**	**Tier 1**
55 CLINE INGRAM JACKSON RD, CEDARTOWN, GA, 30125-6177, USA	**CDTWGAMA**	**Tier 1**
73 CLINE INGRAM JACKSON RD, CEDARTOWN, GA, 30125-6177, USA	**CDTWGAMA**	**Tier 1**
103 CRITTENDEN AVE, CHICKAMAUGA, GA, 30707-1319, USA	**CHCMGAXA**	**Tier 3**
2990 BRANDYWINE RD, ATLANTA, GA, 30341-5529, USA	**CHMBGAMA**	**Tier 1**
3518 BROAD ST, CHAMBLEE, GA, 30341-2202, USA	**CHMBGAMA**	**Tier 1**
3750 PARK AVE, DORAVILLE, GA, 30340-1112, USA	**CHMBGAMA**	**Tier 1**
201 FORREST RD, FORT OGLETHORPE, GA, 30742-3706, USA	**CHTGTNRO**	**Tier 2**
500 MCFARLAND AVE, ROSSVILLE, GA, 30741-1253, USA	**CHTGTNRO**	**Tier 2**
900 CITY HALL DR, FORT OGLETHORPE, GA, 30742-7810, USA	**CHTGTNRO**	**Tier 2**
1214 LULA LAKE RD, LOOKOUT MOUNTAIN, GA, 30750-3118, USA	**CHTGTNSE**	**Tier 1**
1025 TUNNEL HILL VARNELL RD, VARNELL, GA, 30756, USA	**CHTTGAXA**	**Tier 1**
114 WHEAT DR, DALTON, GA, 30721-7447, USA	**CHTTGAXA**	**Tier 1**
121 N 4TH AVE, CHATSWORTH, GA, 30705-2899, USA	**CHWOGAXA**	**Tier 1**
501 N 3RD AVE, CHATSWORTH, GA, 30705-2541, USA	**CHWOGAXA**	**Tier 1**
810 GI MADDOX PKWY, CHATSWORTH, GA, 30705-4008, USA	**CHWOGAXA**	**Tier 1**
1235 HELEN HWY, CLEVELAND, GA, 30528-6937, USA	**CLEVGAXA**	**Tier 1**
1241 HELEN HWY, CLEVELAND, GA, 30528-6938, USA	**CLEVGAXA**	**Tier 1**
1574 HIGHWAY 284, CLEVELAND, GA, 30528-5624, USA	**CLEVGAXA**	**Tier 1**
1574 HIGHWAY 284, CLEVELAND, GA, 30528-5624, USA	**CLEVGAXA**	**Tier 1**
85 S MAIN ST, CLEVELAND, GA, 30528-1301, USA	**CLEVGAXA**	**Tier 1**
100 S PIEDMONT ST, CALHOUN, GA, 30701-2208, USA	**CLHNGAES**	**Tier 1**

200 N WALL ST, CALHOUN, GA, 30701-2222, USA	**CLHNGAES**	**Tier 1**
400 PUBLIC SAFETY DR SE, CALHOUN, GA, 30701, USA	**CLHNGAES**	**Tier 1**
100 10TH ST, COLUMBUS, GA, 31901-2736, USA	**CLMBGAMT**	**Tier 2**
3001 MACON RD, COLUMBUS, GA, 31906-2205, USA	**CLMBGAMT**	**Tier 2**
3250 W BRITT DAVID RD, COLUMBUS, GA, 31909-6700, USA	**CLMBGAMT**	**Tier 2**
510 10TH ST, COLUMBUS, GA, 31901-2877, USA	**CLMBGAMT**	**Tier 2**
510 10TH ST, COLUMBUS, GA, 31901-2877, USA	**CLMBGAMT**	**Tier 2**
928 MANCHESTER EXPY, COLUMBUS, GA, 31904-6535, USA	**CLMBGAMT**	**Tier 2**
4225 UNIVERSITY AVE, COLUMBUS, GA, 31907-5679, USA	**CLMBGAMW**	**Tier 1**
154 WEST ST, COLQUITT, GA, 39837-3417, USA	**CLQTGAES**	**Tier 3**
1401 NEW LIBERTY RD, CLARKESVILLE, GA, 30523-4302, USA	**CLVLGAXA**	**Tier 2**
405 MADISON ST, CLARKESVILLE, GA, 30523, USA	**CLVLGAXA**	**Tier 2**
4263 HOLLYWOOD HWY, CLARKESVILLE, GA, 30523-4861, USA	**CLVLGAXA**	**Tier 2**
555 MONROE ST, CLARKESVILLE, GA, 30523-7815, USA	**CLVLGAXA**	**Tier 2**
HIGHWAY 197N, CLARKESVILLE, GA, 30523, USA	**CLVLGAXA**	**Tier 2**
122 E BROAD ST, SALE CITY, GA, 31784-3601, USA	**CMLLGAMA**	**Tier 3**
26 N COURT AVE, CAMILLA, GA, 31730-1206, USA	**CMLLGAMA**	**Tier 3**
100 E COURTHOUSE SQ, CUMMING, GA, 30040-2695, USA	**CMNGGAMA**	**Tier 1**
110 E MAIN ST, CUMMING, GA, 30040-2474, USA	**CMNGGAMA**	**Tier 1**
301 VETERANS MEMORIAL BLVD, CUMMING, GA, 30040-2643, USA	**CMNGGAMA**	**Tier 1**
3520 SETTINGDOWN RD, CUMMING, GA, 30028-8823, USA	**CMNGGAMA**	**Tier 1**
4055 COUNTY WAY, CUMMING, GA, 30028-3954, USA	**CMNGGAMA**	**Tier 1**
1491 S ELM ST, COMMERCE, GA, 30529-2733, USA	**CMRCGAXA**	**Tier 1**
839 MCCRARY RD, MOLENA, GA, 30258-3709, USA	**CNCRGAMA**	**Tier 2**
100 NORTH ST, CANTON, GA, 30114-2779, USA	**CNTNGAXA**	**Tier 1**
1130 BLUFFS PKWY, CANTON, GA, 30114-5632, USA	**CNTNGAXA**	**Tier 1**
221 E MARIETTA ST, CANTON, GA, 30114-3016, USA	**CNTNGAXA**	**Tier 1**
7300 REINHARDT CIR, WALESKA, GA, 30183-2981, USA	**CNTNGAXA**	**Tier 1**
90 NORTH ST, CANTON, GA, 30114-2724, USA	**CNTNGAXA**	**Tier 1**
959 MARIETTA HWY, CANTON, GA, 30114-3620, USA	**CNTNGAXA**	**Tier 1**
120 MOUNTAIN BROOK DR, CANTON, GA, 30115-9016, USA	**CNTNGAXB**	**Tier 1**
150 CHATTIN DR, CANTON, GA, 30115-8249, USA	**CNTNGAXB**	**Tier 1**

201 MOUNTAIN BROOK CT, CANTON, GA, 30115-9019, USA	**CNTNGAXB**	**Tier 1**
3235 HOLLY SPRINGS PKWY, HOLLY SPRINGS, GA, 30115-7418, USA	**CNTNGAXB**	**Tier 1**
498 CHATTIN DR, CANTON, GA, 30115-8240, USA	**CNTNGAXB**	**Tier 1**
308 E CHURCH ST, CENTERVILLE, GA, 31028-1210, USA	**CNVLGAXA**	**Tier 2**
1194 SCOTT ST SE, CONYERS, GA, 30012-5436, USA	**CNYRGAMA**	**Tier 3**
1287 PEGGY LN NW, CONYERS, GA, 30012-4214, USA	**CNYRGAMA**	**Tier 3**
1287 PEGGY LN NW, CONYERS, GA, 30012-4214, USA	**CNYRGAMA**	**Tier 3**
1496 ROCKBRIDGE RD NW, CONYERS, GA, 30012-3550, USA	**CNYRGAMA**	**Tier 3**
1811 MCDANIEL MILL RD SW, CONYERS, GA, 30094-6023, USA	**CNYRGAMA**	**Tier 3**
2171 EASTVIEW PKWY, CONYERS, GA, 30013-5756, USA	**CNYRGAMA**	**Tier 3**
2206 EASTVIEW PKWY, CONYERS, GA, 30013-5755, USA	**CNYRGAMA**	**Tier 3**
2941 REVERE CV NE, CONYERS, GA, 30012-2646, USA	**CNYRGAMA**	**Tier 3**
922 COURT ST NE, CONYERS, GA, 30012-4540, USA	**CNYRGAMA**	**Tier 3**
198 E GEORGIA AVE, COMER, GA, 30629-3806, USA	**COMRGAXA**	**Tier 1**
70 SUNSET AVE, COMER, GA, 30629, USA	**COMRGAXA**	**Tier 1**
196 S HIGHWAY 300, CORDELE, GA, 31015, USA	**CORDGAMA**	**Tier 3**
210 S 7TH ST, CORDELE, GA, 31015-4217, USA	**CORDGAMA**	**Tier 3**
501 N 7TH ST, CORDELE, GA, 31015-4366, USA	**CORDGAMA**	**Tier 3**
163 BLUE RIDGE DR, MC CAYSVILLE, GA, 30555-2767, USA	**CRHLTNCB**	**Tier 2**
1231 DICKS HILL PKWY, MOUNT AIRY, GA, 30563-4032, USA	**CRNLGAXA**	**Tier 2**
155 WILLINGHAM AVE, BALDWIN, GA, 30511-2067, USA	**CRNLGAXA**	**Tier 2**
163 LARKIN ST, CORNELIA, GA, 30531-3629, USA	**CRNLGAXA**	**Tier 2**
175 EOC DR, MOUNT AIRY, GA, 30563-4278, USA	**CRNLGAXA**	**Tier 2**
4086 GAINESVILLE HWY, ALTO, GA, 30510-4103, USA	**CRNLGAXA**	**Tier 2**
465 GEORGIA ST, DEMOREST, GA, 30535-5622, USA	**CRNLGAXA**	**Tier 2**
7011 HIGHWAY 145, CARNESVILLE, GA, 30521-4123, USA	**CRNVGAXA**	**Tier 2**
115 W CENTER ST, CARROLLTON, GA, 30117-3331, USA	**CRTNGAMA**	**Tier 3**
1601 MAPLE ST, CARROLLTON, GA, 30118-0001, USA	**CRTNGAMA**	**Tier 3**
401 ADAMSON SQ, CARROLLTON, GA, 30117-3294, USA	**CRTNGAMA**	**Tier 3**
60 BOOSTERFIELD ST, WHITESBURG, GA, 30185-2157, USA	**CRTNGAMA**	**Tier 3**
96 HORSLEY MILL RD, CARROLLTON, GA, 30117-8547, USA	**CRTNGAMA**	**Tier 3**
10 ELIZABETH ST, CARTERSVILLE, GA, 30120-3118, USA	**CRVLGAMA**	**Tier 1**

104 ZENA DR, CARTERSVILLE, GA, 30121-2482, USA	**CRVLGAMA**	**Tier 1**
11 FOX MEADOW CT, EUHARLEE, GA, 30145-2877, USA	**CRVLGAMA**	**Tier 1**
135 W CHEROKEE AVE, CARTERSVILLE, GA, 30120-3180, USA	**CRVLGAMA**	**Tier 1**
195 CASSVILLE RD, CARTERSVILLE, GA, 30120-2643, USA	**CRVLGAMA**	**Tier 1**
30 BURGES MILL RD, EUHARLEE, GA, 30145-2881, USA	**CRVLGAMA**	**Tier 1**
65 GILREATH RD NW, CARTERSVILLE, GA, 30121-5016, USA	**CRVLGAMA**	**Tier 1**
700 HIGHWAY 293, EMERSON, GA, 30137-2263, USA	**CRVLGAMA**	**Tier 1**
215 MCNAUGHTON ST, CUSSETA, GA, 31805-3013, USA	**CSSTGAMA**	**Tier 1**
326 BROAD ST, CUSSETA, GA, 31805-3708, USA	**CSSTGAMA**	**Tier 1**
146 OLD SPRINGVALE RD, CUTHBERT, GA, 39840-4706, USA	**CTHBGAXA**	**Tier 2**
146 OLD SPRINGVALE RD, CUTHBERT, GA, 39840-4706, USA	**CTHBGAXA**	**Tier 2**
156 PEACHTREE ST, CUTHBERT, GA, 39840-5904, USA	**CTHBGAXA**	**Tier 2**
196 W LAKE DR, CUTHBERT, GA, 39840-6023, USA	**CTHBGAXA**	**Tier 2**
216 RECREATION CAMP RD, CUTHBERT, GA, 39840-4004, USA	**CTHBGAXA**	**Tier 2**
501 COLLEGE ST, CUTHBERT, GA, 39840-5550, USA	**CTHBGAXA**	**Tier 2**
51 COURT ST, CUTHBERT, GA, 39840-5922, USA	**CTHBGAXA**	**Tier 2**
98 SCHOOL DR, CUTHBERT, GA, 39840-5346, USA	**CTHBGAXA**	**Tier 2**
10 GEORGIA AVE, CAVE SPRING, GA, 30124-2720, USA	**CVSPGAMA**	**Tier 3**
110 W CLARK ST, OXFORD, GA, 30054-2274, USA	**CVTNGAMT**	**Tier 2**
1113 USHER ST NW, COVINGTON, GA, 30014-2471, USA	**CVTNGAMT**	**Tier 2**
1143 OAK ST SE, COVINGTON, GA, 30014-2816, USA	**CVTNGAMT**	**Tier 2**
2602 MAIN ST, PORTERDALE, GA, 30014-3420, USA	**CVTNGAMT**	**Tier 2**
8100 BOBBY WILLIAMS PKWY, COVINGTON, GA, 30014-0966, USA	**CVTNGAMT**	**Tier 2**
8134 GEIGER ST NW, COVINGTON, GA, 30014-1288, USA	**CVTNGAMT**	**Tier 2**
204 W RAILROAD ST, CLAXTON, GA, 30417-1964, USA	**CXTNGAMA**	**Tier 3**
3 FREEMAN ST, CLAXTON, GA, 30417-1777, USA	**CXTNGAMA**	**Tier 3**
6327 TATTNALL ST, CLAXTON, GA, 30417-6558, USA	**CXTNGAMA**	**Tier 3**
19 JO DOTSON CIR, CLAYTON, GA, 30525-7040, USA	**CYTNGAXA**	**Tier 2**
25 COURTHOUSE SQ, CLAYTON, GA, 30525-4114, USA	**CYTNGAXA**	**Tier 2**
837 HIGHWAY 76 W, CLAYTON, GA, 30525-5267, USA	**CYTNGAXA**	**Tier 2**
200 PINE ST, DARIEN, GA, 31305-9756, USA	**DARNGAXA**	**Tier 3**
116 SAVANNAH AVE, EAST DUBLIN, GA, 31027-7540, USA	**DBLNGAMA**	**Tier 2**

346 S JEFFERSON ST, DUBLIN, GA, 31021-5151, USA	**DBLNGAMA**	**Tier 2**
650 COUNTY FARM RD, DUBLIN, GA, 31021-1799, USA	**DBLNGAMA**	**Tier 2**
10 GOVERNMENT CIR, DANIELSVILLE, GA, 30633, USA	**DEVLGAXA**	**Tier 1**
1436 HIGHWAY 98 W, DANIELSVILLE, GA, 30633-5356, USA	**DEVLGAXA**	**Tier 1**
100 COLLEGE PARK DR W, DOUGLAS, GA, 31533-5020, USA	**DGLSGAXA**	**Tier 2**
101 PETERSON AVE S, DOUGLAS, GA, 31533-5260, USA	**DGLSGAXA**	**Tier 2**
224 BRYAN ST E, DOUGLAS, GA, 31533-5318, USA	**DGLSGAXA**	**Tier 2**
225 BRYAN ST W, DOUGLAS, GA, 31533-5241, USA	**DGLSGAXA**	**Tier 2**
306 CHERRY ST E, DOUGLAS, GA, 31533-2444, USA	**DGLSGAXA**	**Tier 2**
941 MAHOGANY RD, DOUGLAS, GA, 31533-5827, USA	**DGLSGAXA**	**Tier 2**
2083 FAIRBURN RD, DOUGLASVILLE, GA, 30135-1072, USA	**DGVLGAMA**	**Tier 1**
7421 DOUGLAS BLVD, DOUGLASVILLE, GA, 30135-1564, USA	**DGVLGAMA**	**Tier 1**
8470 EARL D LEE BLVD, DOUGLASVILLE, GA, 30134-2519, USA	**DGVLGAMA**	**Tier 1**
8700 HOSPITAL DR, DOUGLASVILLE, GA, 30134-2264, USA	**DGVLGAMA**	**Tier 1**
465 RILEY RD, DAHLONEGA, GA, 30533-0810, USA	**DHLNGAXA**	**Tier 1**
57 PINETREE WAY, DAHLONEGA, GA, 30533-0834, USA	**DHLNGAXA**	**Tier 1**
82 COLLEGE CIR, DAHLONEGA, GA, 30597, USA	**DHLNGAXA**	**Tier 1**
99 COURTHOUSE HL, DAHLONEGA, GA, 30533-0541, USA	**DHLNGAXA**	**Tier 1**
120 MAIN ST, DALLAS, GA, 30132-4271, USA	**DLLSGAES**	**Tier 1**
240 CONSTITUTION BLVD, DALLAS, GA, 30132-4614, USA	**DLLSGAES**	**Tier 1**
102 DOTSON ST, CLAYTON, GA, 30525-3053, USA	**DLRDGAXA**	**Tier 2**
3444 GEORGIA HIGHWAY 246, SKY VALLEY, GA, 30537, USA	**DLRDGAXA**	**Tier 2**
892 FRANKLIN ST, DILLARD, GA, 30537-2320, USA	**DLRDGAXA**	**Tier 2**
11445 JOHNS CREEK PKWY, JOHNS CREEK, GA, 30097-3523, USA	**DLTHGAHS**	**Tier 3**
1229 NORTHBROOK PKWY, SUWANEE, GA, 30024-4142, USA	**DLTHGAHS**	**Tier 3**
3276 BUFORD HWY, DULUTH, GA, 30096-3577, USA	**DLTHGAHS**	**Tier 3**
3500 DULUTH PARK LN, DULUTH, GA, 30096-3243, USA	**DLTHGAHS**	**Tier 3**
301 JONES ST, DALTON, GA, 30720-3462, USA	**DLTNGAXC**	**Tier 2**
404 SCHOOL ST, DALTON, GA, 30720-4268, USA	**DLTNGAXC**	**Tier 2**
804 PROFESSIONAL BLVD, DALTON, GA, 30720-2536, USA	**DLTNGAXC**	**Tier 2**
200 S KNOX AVE, DONALSONVILLE, GA, 39845-1590, USA	**DNVLGAXA**	**Tier 2**
4800 ASHFORD DUNWOODY RD, DUNWOODY, GA, 30338-4897, USA	**DNWDGAMA**	**Tier 1**

7840 ROSWELL RD, SANDY SPRINGS, GA, 30350-6877, USA	**DNWDGAMA**	**Tier 1**
432 CRAWFORD ST NE, DAWSON, GA, 39842-1279, USA	**DWSNGAXA**	**Tier 2**
25 JUSTICE WAY, DAWSONVILLE, GA, 30534-3454, USA	**DWVLGAXA**	**Tier 2**
393 MEMORY LN, DAWSONVILLE, GA, 30534-4315, USA	**DWVLGAXA**	**Tier 2**
562 MAKERS WAY, DAWSONVILLE, GA, 30534-8871, USA	**DWVLGAXA**	**Tier 2**
209 ELBERT ST, ELBERTON, GA, 30635-2101, USA	**EBTNGAMA**	**Tier 1**
45 FOREST AVE, ELBERTON, GA, 30635-1807, USA	**EBTNGAMA**	**Tier 1**
444 TURNER ST, EDISON, GA, 39846-5920, USA	**EDSNGAXA**	**Tier 2**
1 BROAD ST, ELLIJAY, GA, 30540-9047, USA	**ELJYGAXA**	**Tier 3**
106 BRETT DICKEY MEMORIAL DR, ELLIJAY, GA, 30536-6269, USA	**ELJYGAXA**	**Tier 3**
197 N MAIN ST, ELLIJAY, GA, 30540-3323, USA	**ELJYGAXA**	**Tier 3**
325 HOWARD SIMMONS RD, ELLIJAY, GA, 30540-6449, USA	**ELJYGAXA**	**Tier 3**
569 MAIN ST, ENIGMA, GA, 31749-3024, USA	**ENGMGAXA**	**Tier 3**
338 VIRGINIA DR, EASTANOLLEE, GA, 30538-2327, USA	**ENLLGAXA**	**Tier 2**
117 PUTNAM DR, EATONTON, GA, 31024-6527, USA	**ETTNGAES**	**Tier 2**
214 W MARION ST, EATONTON, GA, 31024-1012, USA	**ETTNGAES**	**Tier 2**
25 OLD SCHOOL RD, GEORGETOWN, GA, 39854-4627, USA	**EUFLALMA**	**Tier 1**
2661 HIGHWAY 411 SE, FAIRMOUNT, GA, 30139-2923, USA	**FAMTGAXA**	**Tier 1**
118 DAVIS ST, FRANKLIN, GA, 30217-8007, USA	**FKLNGAMA**	**Tier 2**
401 PENNSYLVANIA AVE, HOMELAND, GA, 31537-9140, USA	**FLTNGAXA**	**Tier 2**
541 FIRST ST, FOLKSTON, GA, 31537-4649, USA	**FLTNGAXA**	**Tier 2**
191 SW BROAD ST, FAIRBURN, GA, 30213-1340, USA	**FRBNGAEB**	**Tier 1**
5060 UNION ST, UNION CITY, GA, 30291-1498, USA	**FRBNGAEB**	**Tier 1**
1000 INDIAN SPRINGS DR, FORSYTH, GA, 31029-8836, USA	**FRSYGAMA**	**Tier 2**
300 PATROL RD, FORSYTH, GA, 31029-1868, USA	**FRSYGAMA**	**Tier 2**
101 HANCOCK ST N, FORT GAINES, GA, 39851-3539, USA	**FTGNGAXA**	**Tier 3**
105 WASHINGTON ST N, FORT GAINES, GA, 39851-3552, USA	**FTGNGAXA**	**Tier 3**
124 THOMAS ST, FORT GAINES, GA, 39851-3653, USA	**FTGNGAXA**	**Tier 3**
1005 STATE UNIVERSITY DR, FORT VALLEY, GA, 31030-4313, USA	**FTVYGAMA**	**Tier 2**
200 W CHURCH ST, FORT VALLEY, GA, 31030-3730, USA	**FTVYGAMA**	**Tier 2**
213 PERSONS ST, FORT VALLEY, GA, 31030-4244, USA	**FTVYGAMA**	**Tier 2**
606 CHAMLEE DR, FORT VALLEY, GA, 31030-4006, USA	**FTVYGAMA**	**Tier 2**

255 APPOMATTOX RD, FITZGERALD, GA, 31750-3757, USA	**FTZGGAXA**	**Tier 3**
402 E PINE ST, FITZGERALD, GA, 31750-2954, USA	**FTZGGAXA**	**Tier 3**
402A E PINE ST, FITZGERALD, GA, 31750, USA	**FTZGGAXA**	**Tier 3**
140 STONEWALL AVE W, FAYETTEVILLE, GA, 30214-1520, USA	**FYVLGASG**	**Tier 1**
190 MURPHY CREEK LN, FAYETTEVILLE, GA, 30215-2453, USA	**FYVLGASG**	**Tier 1**
760 JIMMIE MAYFIELD BLVD, FAYETTEVILLE, GA, 30215-2049, USA	**FYVLGASG**	**Tier 1**
45 E MAIN ST, GIBSON, GA, 30810-4133, USA	**GBSNGAES**	**Tier 1**
705 N CASWELL ST, GLENNVILLE, GA, 30427-2211, USA	**GLNVGAXA**	**Tier 1**
1034 SILVER DR, GREENSBORO, GA, 30642-2183, USA	**GNBOGAES**	**Tier 2**
1141 SILOAM RD, GREENSBORO, GA, 30642-2841, USA	**GNBOGAES**	**Tier 2**
1201 KEVIN ROBERTS WAY, GREENSBORO, GA, 30642-2741, USA	**GNBOGAES**	**Tier 2**
17234 ROOSEVELT HWY, GREENVILLE, GA, 30222-3390, USA	**GNVLGAMA**	**Tier 2**
166 INDUSTRIAL BLVD, GRAY, GA, 31032-5539, USA	**GRAYGAXA**	**Tier 1**
148-A HIGHWAY 243, IVEY, GA, 31031, USA	**GRDNGAXA**	**Tier 2**
1005 MEMORIAL DR, GRIFFIN, GA, 30223-4445, USA	**GRFNGAMA**	**Tier 2**
1208 GREENBELT DR, GRIFFIN, GA, 30224-4507, USA	**GRFNGAMA**	**Tier 2**
401 JUSTICE BLVD, GRIFFIN, GA, 30224-8803, USA	**GRFNGAMA**	**Tier 2**
409 AIRPORT RD, GRIFFIN, GA, 30224-4883, USA	**GRFNGAMA**	**Tier 2**
501 VARSITY RD, GRIFFIN, GA, 30223-2042, USA	**GRFNGAMA**	**Tier 2**
600 CARVER RD, GRIFFIN, GA, 30224-3949, USA	**GRFNGAMA**	**Tier 2**
868 W POPLAR ST, GRIFFIN, GA, 30224-2714, USA	**GRFNGAMA**	**Tier 2**
1688 BARBER RD, GAINESVILLE, GA, 30507-8350, USA	**GSVLGAMA**	**Tier 3**
2318 BROWNS BRIDGE RD, GAINESVILLE, GA, 30504-6041, USA	**GSVLGAMA**	**Tier 3**
2990 LANDRUM EDUCATION DR, OAKWOOD, GA, 30566-3405, USA	**GSVLGAMA**	**Tier 3**
311 HENRY WARD WAY SE, GAINESVILLE, GA, 30501-3755, USA	**GSVLGAMA**	**Tier 3**
470 CRESCENT DR, GAINESVILLE, GA, 30501-5079, USA	**GSVLGAMA**	**Tier 3**
500 WASHINGTON ST SE, GAINESVILLE, GA, 30501-3628, USA	**GSVLGAMA**	**Tier 3**
701 QUEEN CITY PKWY, GAINESVILLE, GA, 30501-4358, USA	**GSVLGAMA**	**Tier 3**
123 LAGRANGE ST, GRANTVILLE, GA, 30220-1708, USA	**GTVLGAMA**	**Tier 2**
102 S CHURCH ST, HAHIRA, GA, 31632-1406, USA	**HAHRGAXA**	**Tier 1**
25 ALPENROSEN STRASSE, HELEN, GA, 30545-3416, USA	**HELNGAXA**	**Tier 2**
117 LINCOLN ST, HOGANSVILLE, GA, 30230-1335, USA	**HGVLGAMA**	**Tier 2**

109 DODGEN RD, HAMPTON, GA, 30228-2006, USA	**HMPNGAJW**	**Tier 1**
4 MCDONOUGH ST, HAMPTON, GA, 30228-2191, USA	**HMPNGAJW**	**Tier 1**
104 N COLLEGE ST, HAMILTON, GA, 31811-6031, USA	**HMTNGAMA**	**Tier 2**
20 S COLLEGE ST, HOMERVILLE, GA, 31634-3151, USA	**HMVLGAXA**	**Tier 1**
22 COURT SQ, HOMERVILLE, GA, 31634-2153, USA	**HMVLGAXA**	**Tier 1**
313 W DAME AVE, HOMERVILLE, GA, 31634-2170, USA	**HMVLGAXA**	**Tier 1**
100 LIBERTY ST, HINESVILLE, GA, 31313-3611, USA	**HNVLGAXA**	**Tier 3**
100 S MAIN ST, HINESVILLE, GA, 31313-3225, USA	**HNVLGAXA**	**Tier 3**
123 E ML KING JR DR, HINESVILLE, GA, 31313-3633, USA	**HNVLGAXA**	**Tier 3**
123 E ML KING JR DR, HINESVILLE, GA, 31313-3633, USA	**HNVLGAXA**	**Tier 3**
192 TALMADGE RD, ALLENHURST, GA, 31301-3251, USA	**HNVLGAXA**	**Tier 3**
139 SULLIVAN DR, HOMER, GA, 30547-2256, USA	**HOMRGAXA**	**Tier 2**
139 SULLIVAN DR, HOMER, GA, 30547-2256, USA	**HOMRGAXA**	**Tier 2**
160 WIND MILL FARM RD, HOMER, GA, 30547-3117, USA	**HOMRGAXA**	**Tier 2**
557 THOMPSON ST, HOMER, GA, 30547-3108, USA	**HOMRGAXA**	**Tier 2**
2530 GA HIGHWAY 88, HEPHZIBAH, GA, 30815-4980, USA	**HPHZGAES**	**Tier 3**
294 CHURCH ST, BLYTHE, GA, 30805-3408, USA	**HPHZGAES**	**Tier 3**
110 W MILLEDGEVILLE RD, HARLEM, GA, 30814-5125, USA	**HRLMGAMA**	**Tier 1**
456 E HOWELL ST, HARTWELL, GA, 30643-2194, USA	**HRWLGAXA**	**Tier 3**
800 CHANDLER ST, HARTWELL, GA, 30643-1117, USA	**HRWLGAXA**	**Tier 3**
50 RIVER ST, HIAWASSEE, GA, 30546-3217, USA	**HWSSGAXA**	**Tier 2**
10 MCDANIELS RD, HAZLEHURST, GA, 31539-6050, USA	**HZLHGAMA**	**Tier 3**
10 MCDANIELS RD, HAZLEHURST, GA, 31539-6050, USA	**HZLHGAMA**	**Tier 3**
10 PUBLIC SAFETY DR, HAZLEHURST, GA, 31539-6212, USA	**HZLHGAMA**	**Tier 3**
2 CLAXTON RD, HAZLEHURST, GA, 31539-5808, USA	**HZLHGAMA**	**Tier 3**
31 PAT DIXON RD, HAZLEHURST, GA, 31539-6405, USA	**HZLHGAMA**	**Tier 3**
604 TOM WATSON AVE, IDEAL, GA, 31041-6241, USA	**IDELGAXA**	**Tier 1**
109 E MAIN ST, IRWINTON, GA, 31042-2640, USA	**IRTNGAXA**	**Tier 2**
625 W 3RD ST, JACKSON, GA, 30233-1881, USA	**JCSNGAMA**	**Tier 1**
642 E PLUM ST, JESUP, GA, 31546-4810, USA	**JESPGAES**	**Tier 3**
1010 WASHINGTON ST, JEFFERSON, GA, 30549-1012, USA	**JFSNGAXA**	**Tier 1**
67 ATHENS ST, JEFFERSON, GA, 30549-1401, USA	**JFSNGAXA**	**Tier 1**

200 CHURCH ST N, JEFFERSONVILLE, GA, 31044-3609, USA	**JFVLGAXA**	**Tier 3**
425 RAILROAD ST N, JEFFERSONVILLE, GA, 31044-3353, USA	**JFVLGAXA**	**Tier 3**
901 DOWNING MUSGROVE PKWY, JEKYLL ISLAND, GA, 31527, USA	**JKISGAMA**	**Tier 3**
1098 5TH AVE, JONESBORO, GA, 30236-3276, USA	**JNBOGAMA**	**Tier 3**
112 SMITH ST, JONESBORO, GA, 30236-3539, USA	**JNBOGAMA**	**Tier 3**
11420 S L R BLVD, LOVEJOY, GA, 30250, USA	**JNBOGAMA**	**Tier 3**
170 S MAIN ST, JONESBORO, GA, 30236-3564, USA	**JNBOGAMA**	**Tier 3**
2296 TALMADGE RD, HAMPTON, GA, 30228-1607, USA	**JNBOGAMA**	**Tier 3**
7810 HIGHWAY 85, RIVERDALE, GA, 30274-3920, USA	**JNBOGAMA**	**Tier 3**
7911 N MCDONOUGH ST, JONESBORO, GA, 30236-2436, USA	**JNBOGAMA**	**Tier 3**
9151 TARA BLVD, JONESBORO, GA, 30236-4912, USA	**JNBOGAMA**	**Tier 3**
1266 E CHURCH ST, JASPER, GA, 30143-1901, USA	**JSPRGAXA**	**Tier 2**
55 DIXIE ST, JASPER, GA, 30143-1574, USA	**JSPRGAXA**	**Tier 2**
30 W MAIN ST, KINGSTON, GA, 30145-2407, USA	**KGTNGAMA**	**Tier 2**
164 STONE BRIDGE RD, LAVONIA, GA, 30553-4226, USA	**LAVNGAXA**	**Tier 1**
851 GROGAN ST, LAVONIA, GA, 30553-1806, USA	**LAVNGAXA**	**Tier 1**
214 S MCDONALD ST, LUDOWICI, GA, 31316-6024, USA	**LDWCGAXA**	**Tier 1**
459 S MCDONALD ST, LUDOWICI, GA, 31316-6029, USA	**LDWCGAXA**	**Tier 1**
108 COMMERCE ST, LESLIE, GA, 31764-2307, USA	**LESLGAXA**	**Tier 3**
208 N MAIN ST, LA FAYETTE, GA, 30728-2459, USA	**LFYTGAXA**	**Tier 1**
100 RIDLEY AVE, LAGRANGE, GA, 30240-2724, USA	**LGRNGAMA**	**Tier 3**
100 W HARALSON ST, LAGRANGE, GA, 30240-2720, USA	**LGRNGAMA**	**Tier 3**
208 RIDLEY AVE, LAGRANGE, GA, 30240-2726, USA	**LGRNGAMA**	**Tier 3**
2471 HAMILTON RD, LAGRANGE, GA, 30241-9012, USA	**LGRNGAMA**	**Tier 3**
4303 LAWRENCEVILLE RD, LOGANVILLE, GA, 30052-2331, USA	**LGVLGACS**	**Tier 2**
247 US HIGHWAY 221, LAKELAND, GA, 31635-2605, USA	**LKLDGAXA**	**Tier 2**
56 W MAIN ST, LAKELAND, GA, 31635-6890, USA	**LKLDGAXA**	**Tier 2**
6 PARK DR, LAKELAND, GA, 31635-6137, USA	**LKLDGAXA**	**Tier 2**
110 GENERAL DELOACH RD, STATENVILLE, GA, 31648-2262, USA	**LKPKGAMA**	**Tier 3**
120 N ESSA ST, LAKE PARK, GA, 31636-5074, USA	**LKPKGAMA**	**Tier 3**
39 MAIN ST, LUMBER CITY, GA, 31549-2658, USA	**LMCYGAMA**	**Tier 3**
1764 BROAD ST, LUMPKIN, GA, 31815-3044, USA	**LMKNGAMA**	**Tier 1**

540 MARTIN LUTHER KING JR DR, LUMPKIN, GA, 31815-3446, USA	**LMKNGAMA**	**Tier 1**
1000 UNIVERSITY CENTER LN, LAWRENCEVILLE, GA, 30043-7409, USA	**LRVLGAOS**	**Tier 2**
1068 FOUNTAIN LAKES CT, LAWRENCEVILLE, GA, 30043-4782, USA	**LRVLGAOS**	**Tier 2**
1068 FOUNTAIN LAKES CT, LAWRENCEVILLE, GA, 30043-4782, USA	**LRVLGAOS**	**Tier 2**
1361 4TH AVE, AUBURN, GA, 30011-3058, USA	**LRVLGAOS**	**Tier 2**
2900 UNIVERSITY PKWY, LAWRENCEVILLE, GA, 30043-4588, USA	**LRVLGAOS**	**Tier 2**
300 JACKSON ST, LAWRENCEVILLE, GA, 30046-5721, USA	**LRVLGAOS**	**Tier 2**
408 HURRICANE SHOALS RD NE, LAWRENCEVILLE, GA, 30046-4406, USA	**LRVLGAOS**	**Tier 2**
442 HARBINS RD, DACULA, GA, 30019-2346, USA	**LRVLGAOS**	**Tier 2**
5150 SUGARLOAF PKWY, LAWRENCEVILLE, GA, 30043-5702, USA	**LRVLGAOS**	**Tier 2**
75 LANGLEY DR, LAWRENCEVILLE, GA, 30046-6935, USA	**LRVLGAOS**	**Tier 2**
102 STARKSVILLE AVE N, LEESBURG, GA, 31763-4548, USA	**LSBGGAMA**	**Tier 2**
342 LESLIE HWY, LEESBURG, GA, 31763-4385, USA	**LSBGGAMA**	**Tier 2**
1011 PEACHTREE ST, LOUISVILLE, GA, 30434-1523, USA	**LSVLGAMA**	**Tier 1**
1157 WARRIOR TRL, LOUISVILLE, GA, 30434-4504, USA	**LSVLGAMA**	**Tier 1**
217 E BROAD ST, LOUISVILLE, GA, 30434-1621, USA	**LSVLGAMA**	**Tier 1**
6920 MAIN ST, LITHONIA, GA, 30058-4450, USA	**LTHNGAJS**	**Tier 1**
105 UNION POINT ST, LEXINGTON, GA, 30648, USA	**LXTNGAXA**	**Tier 1**
2703 ELBERTON RD, CARLTON, GA, 30627-2410, USA	**LXTNGAXA**	**Tier 1**
200 COURTHOUSE SQ, LYONS, GA, 30436-1010, USA	**LYNSGAMA**	**Tier 3**
572 S VICTORY DR, LYONS, GA, 30436-4034, USA	**LYNSGAMA**	**Tier 3**
1065 ANTHONY RD, MACON, GA, 31204-6209, USA	**MACNGAGP**	**Tier 1**
3300 MACON TECH DR, MACON, GA, 31206-3628, USA	**MACNGAGP**	**Tier 1**
1191 1ST ST, MACON, GA, 31201-6807, USA	**MACNGAMT**	**Tier 3**
139 DONNAN DAVIS RD, MACON, GA, 31217-6171, USA	**MACNGAMT**	**Tier 3**
139 DONNAN DAVIS RD, MACON, GA, 31217-6171, USA	**MACNGAMT**	**Tier 3**
1501 MERCER UNIVERSITY DR, MACON, GA, 31207-1515, USA	**MACNGAMT**	**Tier 3**
5645 RIGGINS MILL RD, DRY BRANCH, GA, 31020-3126, USA	**MACNGAMT**	**Tier 3**
700 POPLAR ST, MACON, GA, 31201-2033, USA	**MACNGAMT**	**Tier 3**
700 POPLAR ST, MACON, GA, 31201-2033, USA	**MACNGAMT**	**Tier 3**
777 HEMLOCK ST, MACON, GA, 31201-2102, USA	**MACNGAMT**	**Tier 3**
100 UNIVERSITY PKWY, MACON, GA, 31206-5100, USA	**MACNGAVN**	**Tier 1**

1 COURTHOUSE SQ, MCDONOUGH, GA, 30253-3220, USA	**MCDNGAGS**	**Tier 2**
108 S ZACK HINTON PKWY, MCDONOUGH, GA, 30253-3353, USA	**MCDNGAGS**	**Tier 2**
140 HENRY PKWY, MCDONOUGH, GA, 30253-6696, USA	**MCDNGAGS**	**Tier 2**
1436 KEYS FERRY RD, MCDONOUGH, GA, 30252-6200, USA	**MCDNGAGS**	**Tier 2**
50 LAWRENCEVILLE ST, MCDONOUGH, GA, 30253-2351, USA	**MCDNGAGS**	**Tier 2**
526 INDUSTRIAL BLVD, MCDONOUGH, GA, 30253-6609, USA	**MCDNGAGS**	**Tier 2**
181 E OAK ST, MC RAE HELENA, GA, 31055-4373, USA	**MCRAGAXA**	**Tier 2**
212 HUCKABEE ST, MC RAE HELENA, GA, 31055-3818, USA	**MCRAGAXA**	**Tier 2**
91 TELFAIR AVE, MC RAE, GA, 31055-4860, USA	**MCRAGAXA**	**Tier 2**
118 N MAIN ST, MADISON, GA, 30650-1340, USA	**MDSNGAMA**	**Tier 2**
1380 MONTICELLO HWY, MADISON, GA, 30650-4663, USA	**MDSNGAMA**	**Tier 2**
150 E WASHINGTON ST, MADISON, GA, 30650-1306, USA	**MDSNGAMA**	**Tier 2**
121 N WILKINSON ST, MILLEDGEVILLE, GA, 31061-3376, USA	**MDVLGAXA**	**Tier 1**
125 W MCINTOSH ST, MILLEDGEVILLE, GA, 31061-3427, USA	**MDVLGAXA**	**Tier 1**
301 W MONTGOMERY ST, MILLEDGEVILLE, GA, 31061-3327, USA	**MDVLGAXA**	**Tier 1**
312 ALLEN MEMORIAL DR SW, MILLEDGEVILLE, GA, 31061-4406, USA	**MDVLGAXA**	**Tier 1**
312 ALLEN MEMORIAL DR SW, MILLEDGEVILLE, GA, 31061-4406, USA	**MDVLGAXA**	**Tier 1**
1006 E DEPOT ST, MEIGS, GA, 31765-4381, USA	**MEGSGAXA**	**Tier 2**
128 1ST ST SW, MOULTRIE, GA, 31768-4510, USA	**MLTRGAXA**	**Tier 2**
1330 US HIGHWAY 319 N, NORMAN PARK, GA, 31771-4589, USA	**MLTRGAXA**	**Tier 2**
120 W 2ND ST, MANCHESTER, GA, 31816-1647, USA	**MNCHGAXA**	**Tier 1**
126 W GREENE ST, MONTICELLO, GA, 31064-1171, USA	**MNTIGAMA**	**Tier 1**
116 S BROAD ST, MONROE, GA, 30655-2154, USA	**MONRGAXA**	**Tier 1**
1890 HIGHWAY 138 NW, MONROE, GA, 30655-5656, USA	**MONRGAXA**	**Tier 1**
303 S HAMMOND DR, MONROE, GA, 30655-2904, USA	**MONRGAXA**	**Tier 1**
1590 ADAMSON PKWY, MORROW, GA, 30260-1755, USA	**MRRWGAMA**	**Tier 1**
2000 CLAYTON STATE BLVD, MORROW, GA, 30260-1250, USA	**MRRWGAMA**	**Tier 1**
6311A MURPHY DR, MORROW, GA, 30260-1714, USA	**MRRWGAMA**	**Tier 1**
6311A MURPHY DR, MORROW, GA, 30260-1714, USA	**MRRWGAMA**	**Tier 1**
10 E PARK SQ, MARIETTA, GA, 30090-0115, USA	**MRTTGAMA**	**Tier 2**
100 CHEROKEE ST, MARIETTA, GA, 30090-7001, USA	**MRTTGAMA**	**Tier 2**
1000 HALSEY AVE SE, MARIETTA, GA, 30060-4277, USA	**MRTTGAMA**	**Tier 2**

140 N MARIETTA PKWY NE, MARIETTA, GA, 30060-1454, USA	**MRTTGAMA**	**Tier 2**
240 LEMON ST NE, MARIETTA, GA, 30060-1651, USA	**MRTTGAMA**	**Tier 2**
2539 J O STEPHENSON AVE NW, KENNESAW, GA, 30144-2780, USA	**MRTTGAMA**	**Tier 2**
351 PAULDING AVE NW, KENNESAW, GA, 30144-5581, USA	**MRTTGAMA**	**Tier 2**
650 S COBB DR SE, MARIETTA, GA, 30060-3105, USA	**MRTTGAMA**	**Tier 2**
70 HAYNES ST, MARIETTA, GA, 30090-5901, USA	**MRTTGAMA**	**Tier 2**
102 SOUTH ST, MARSHALLVILLE, GA, 31057-9761, USA	**MRVLGAXA**	**Tier 2**
178 2ND ST, MORVEN, GA, 31638-2439, USA	**MRVNGAXA**	**Tier 2**
1075 E HIAWATHA ST, METTER, GA, 30439-3962, USA	**MTTRGAXA**	**Tier 3**
307 N 2ND ST, STILLMORE, GA, 30464, USA	**MTTRGAXA**	**Tier 3**
3859 HARRINGTON ST, LYONS, GA, 30436-3445, USA	**MTTRGAXA**	**Tier 3**
805 E LILLIAN ST, METTER, GA, 30439-3905, USA	**MTTRGAXA**	**Tier 3**
435 S RAILROAD AVE, MOUNT VERNON, GA, 30445-3048, USA	**MTVRGAXA**	**Tier 1**
408 S DOOLY ST, MONTEZUMA, GA, 31063-1610, USA	**MTZMGAXA**	**Tier 1**
500 N SUMTER ST, OGLETHORPE, GA, 31068, USA	**MTZMGAXA**	**Tier 1**
214 N MAIN ST, MAYSVILLE, GA, 30558-1704, USA	**MYVLGAXA**	**Tier 1**
110 N LIBERTY ST, NICHOLLS, GA, 31554-4094, USA	**NCHLGAXA**	**Tier 3**
272 SCHOOL CIR, NAHUNTA, GA, 31553-5404, USA	**NHNTGAXA**	**Tier 3**
33 ALLEN RD, NAHUNTA, GA, 31553-2012, USA	**NHNTGAXA**	**Tier 3**
215 VALLEY ST, BALL GROUND, GA, 30107-4049, USA	**NLSNGAXA**	**Tier 3**
122 HIGHWAY 95, ROCK SPRING, GA, 30739-2332, USA	**NOBLGAXA**	**Tier 1**
265 BICENTENNIAL TRL, ROCK SPRING, GA, 30739-2306, USA	**NOBLGAXA**	**Tier 1**
65 LAWRENCEVILLE ST, NORCROSS, GA, 30071-2555, USA	**NRCRGAMA**	**Tier 2**
154 E BROAD, NORMAN PARK, GA, 31771-5054, USA	**NRPKGAXA**	**Tier 2**
1406 SADDLE CLUB LN, NASHVILLE, GA, 31639-3556, USA	**NSVLGAXA**	**Tier 2**
201 N DAVIS ST, NASHVILLE, GA, 31639-1481, USA	**NSVLGAXA**	**Tier 2**
205 N DAVIS ST, NASHVILLE, GA, 31639-1418, USA	**NSVLGAXA**	**Tier 2**
2930 AULIE VICKERS RD, NASHVILLE, GA, 31639-4742, USA	**NSVLGAXA**	**Tier 2**
1 JOSEPH HANNAH BLVD, NEWNAN, GA, 30263-1906, USA	**NWNNGAMA**	**Tier 3**
10 OLIVE ST, NEWNAN, GA, 30263-1917, USA	**NWNNGAMA**	**Tier 3**
109 PRESWICK PARK DR, NEWNAN, GA, 30265-2052, USA	**NWNNGAMA**	**Tier 3**
195 INTERNATIONAL PARK, NEWNAN, GA, 30265-2140, USA	**NWNNGAMA**	**Tier 3**

22 E BROAD ST, NEWNAN, GA, 30263-1973, USA	**NWNNGAMA**	**Tier 3**
560 GREISON TRL, NEWNAN, GA, 30263-1874, USA	**NWNNGAMA**	**Tier 3**
140 2ND AVE, HILTONIA, GA, 30467-4205, USA	**NWNTGAXA**	**Tier 3**
505 MAGNOLIA ST, GUYTON, GA, 31312-4316, USA	**NWNTGAXA**	**Tier 3**
6069 EFFINGHAM HWY, OLIVER, GA, 30449, USA	**NWNTGAXA**	**Tier 3**
180 PINE ST, NEWTON, GA, 39870-6106, USA	**NWTNGAHD**	**Tier 3**
180 PINE ST, NEWTON, GA, 39870-6106, USA	**NWTNGAHD**	**Tier 3**
401 S CHERRY ST, OCILLA, GA, 31774-2001, USA	**OCLLGAXA**	**Tier 2**
667 PERRY HOUSE RD, FITZGERALD, GA, 31750-8806, USA	**OCLLGAXA**	**Tier 2**
141 DOGWOOD ST SW, WARWICK, GA, 31796-5568, USA	**OMEGGAXA**	**Tier 3**
1019 E HARRIS ST, PAVO, GA, 31778, USA	**PAVOGAXA**	**Tier 2**
333 W RAILROAD ST S, PELHAM, GA, 31779-2174, USA	**PLHMGAMA**	**Tier 3**
337 PRIDE ST, PELHAM, GA, 31779-5370, USA	**PLHMGAMA**	**Tier 3**
337 PRIDE ST, PELHAM, GA, 31779-5370, USA	**PLHMGAMA**	**Tier 3**
401 CARLTON RD, PALMETTO, GA, 30268-1052, USA	**PLMTGAMA**	**Tier 1**
6505 RICO RD, CHATTAHOOCHEE HILLS, GA, 30268-2064, USA	**PLMTGAMA**	**Tier 1**
102 W CHURCH ST, PLAINS, GA, 31780-5563, USA	**PLNSGAXA**	**Tier 3**
29 SMITH BRIDGES ST, PENDERGRASS, GA, 30567-3720, USA	**PNDRGAXA**	**Tier 1**
29 SMITH BRIDGES ST, PENDERGRASS, GA, 30567-3720, USA	**PNDRGAXA**	**Tier 1**
301 CHIPLEY ST, PINE MOUNTAIN, GA, 31822-2451, USA	**PNMTGAMA**	**Tier 1**
307 US HIGHWAY 80 SE, POOLER, GA, 31322-2540, USA	**POLRGAMA**	**Tier 2**
6 ADAMS RD, BLOOMINGDALE, GA, 31302-9200, USA	**POLRGAMA**	**Tier 2**
115 N HILEY CT, BONAIRE, GA, 31005-3924, USA	**PRRYGAXA**	**Tier 1**
1207 WASHINGTON ST, PERRY, GA, 31069-2555, USA	**PRRYGAXA**	**Tier 1**
401 LARRY WALKER PKWY, PERRY, GA, 31069-4204, USA	**PRRYGAXA**	**Tier 1**
89 MAIN ST S, PEARSON, GA, 31642-7941, USA	**PRSNGAXA**	**Tier 3**
98 ROBERTS AVE E, PEARSON, GA, 31642-8122, USA	**PRSNGAXA**	**Tier 3**
107 GLENEAGLES PT, PEACHTREE CITY, GA, 30269-3502, USA	**PTCYGAMA**	**Tier 1**
107 GLENEAGLES PT, PEACHTREE CITY, GA, 30269-3502, USA	**PTCYGAMA**	**Tier 1**
107 GLENEAGLES PT, PEACHTREE CITY, GA, 30269-3502, USA	**PTCYGAMA**	**Tier 1**
350 HIGHWAY 74 S, PEACHTREE CITY, GA, 30269-1900, USA	**PTCYGAMA**	**Tier 1**
945 SENOIA RD, TYRONE, GA, 30290-2067, USA	**PTCYGAMA**	**Tier 1**

1114 RICHARD D SAILORS PKWY, POWDER SPRINGS, GA, 30127-5217, USA	**PWSPGAAS**	**Tier 1**
290 JUANITA LN, POWDER SPRINGS, GA, 30127-6142, USA	**PWSPGAAS**	**Tier 1**
535 SEABOARD AVE, HIRAM, GA, 30141-2773, USA	**PWSPGAAS**	**Tier 1**
308 S CEE ST, QUITMAN, GA, 31643, USA	**QTMNGAXA**	**Tier 2**
14364 US HIGHWAY 280, ABBEVILLE, GA, 31001-3508, USA	**RCHEGAXA**	**Tier 3**
2814 ROME HWY, ARAGON, GA, 30104-2474, USA	**RCKMGAES**	**Tier 2**
316 N PIEDMONT AVE, ROCKMART, GA, 30153-2460, USA	**RCKMGAES**	**Tier 2**
651 GOODYEAR AVE, ROCKMART, GA, 30153-2505, USA	**RCKMGAES**	**Tier 2**
6997 BRASWELL MOUNTAIN RD, ROCKMART, GA, 30153-3808, USA	**RCKMGAES**	**Tier 2**
1046 WALL ST, RICHLAND, GA, 31825-6723, USA	**RCLDGAMA**	**Tier 1**
870 WALL ST, RICHLAND, GA, 31825-6715, USA	**RCLDGAMA**	**Tier 1**
117 TATTNALL ST, REIDSVILLE, GA, 30453-4422, USA	**RDVLGAXA**	**Tier 3**
194 JOHN O PARKER RD, REIDSVILLE, GA, 30453-4642, USA	**RDVLGAXA**	**Tier 3**
15 MAIN ST, REGISTER, GA, 30452-3401, USA	**RGSTGAXA**	**Tier 3**
100 4TH ST, RHINE, GA, 31077-4139, USA	**RHINGAXA**	**Tier 2**
120 RICHARD DAVIS DR, RICHMOND HILL, GA, 31324-3958, USA	**RMHLGAXA**	**Tier 1**
107 W 17TH ST, RINCON, GA, 31326-9433, USA	**RNCNGAXA**	**Tier 1**
150 TENNESSEE ST, RINGGOLD, GA, 30736-2121, USA	**RNGLGAXB**	**Tier 3**
17 WINDY HILL CIR, RINGGOLD, GA, 30736-3453, USA	**RNGLGAXB**	**Tier 3**
5282 EVITT ST, RINGGOLD, GA, 30736-2136, USA	**RNGLGAXB**	**Tier 3**
800 LAFAYETTE ST, RINGGOLD, GA, 30736-2319, USA	**RNGLGAXB**	**Tier 3**
12 E 4TH AVE, ROME, GA, 30161-9316, USA	**ROMEGATL**	**Tier 1**
3175 CEDARTOWN HWY SE, ROME, GA, 30161-3897, USA	**ROMEGATL**	**Tier 1**
5 GOVERNMENT PLZ, ROME, GA, 30161-2806, USA	**ROMEGATL**	**Tier 1**
5 GOVERNMENT PLZ, ROME, GA, 30161-2807, USA	**ROMEGATL**	**Tier 1**
150 DOBBS DR, ROSWELL, GA, 30075-4567, USA	**RSWLGAMA**	**Tier 1**
38 HILL ST, ROSWELL, GA, 30075-4537, USA	**RSWLGAMA**	**Tier 1**
39 HILL ST, ROSWELL, GA, 30075-4536, USA	**RSWLGAMA**	**Tier 1**
2070 HIGHWAY 278, SOCIAL CIRCLE, GA, 30025-4711, USA	**RTLGGAMA**	**Tier 2**
6690 CHURCH ST, RIVERDALE, GA, 30274-4712, USA	**RVDLGAMA**	**Tier 2**
8151 MAIN ST, RAY CITY, GA, 31645-8504, USA	**RYCYGAXB**	**Tier 2**
3 E WILLIAM WAINWRIGHT ST, REYNOLDS, GA, 31076-3150, USA	**RYNLGAXA**	**Tier 3**

2525 W MAIN ST, FRANKLIN SPRINGS, GA, 30639, USA	**RYTNGAMA**	**Tier 3**
2525 W MAIN ST, FRANKLIN SPRINGS, GA, 30639, USA	**RYTNGAMA**	**Tier 3**
5071 HIGHWAY 17, CANON, GA, 30520-2342, USA	**RYTNGAMA**	**Tier 3**
830 CHURCH ST, ROYSTON, GA, 30662-4428, USA	**RYTNGAMA**	**Tier 3**
138 E HIGHTOWER TRL, SOCIAL CIRCLE, GA, 30025-3033, USA	**SCCRGAMA**	**Tier 1**
2067 HIGHWAY 278, SOCIAL CIRCLE, GA, 30025-4743, USA	**SCCRGAMA**	**Tier 1**
103 W JL TYRE ST, SCREVEN, GA, 31560-7513, USA	**SCRVGAXA**	**Tier 1**
505 HOWARD RD, SENOIA, GA, 30276, USA	**SENOGAMA**	**Tier 1**
2620 ATLANTA RD SE, SMYRNA, GA, 30080-2118, USA	**SMYRGAMA**	**Tier 1**
2646 ATLANTA RD SE, SMYRNA, GA, 30080-2118, USA	**SMYRGAMA**	**Tier 1**
6201 POWERS FERRY RD, ATLANTA, GA, 30339-2926, USA	**SMYRGAPF**	**Tier 1**
2315 WISTERIA DR, SNELLVILLE, GA, 30078-2657, USA	**SNLVGAMA**	**Tier 1**
2003 ROBERT E LEE BLVD, STONE MOUNTAIN, GA, 30083, USA	**SNMTGALR**	**Tier 3**
2027 OLD HUGH HOWELL RD, STONE MOUNTAIN, GA, 30083-3018, USA	**SNMTGALR**	**Tier 3**
922 MAIN ST, STONE MOUNTAIN, GA, 30083-3010, USA	**SNMTGALR**	**Tier 3**
104 N MAIN ST, TENNILLE, GA, 31089-1119, USA	**SNVLGAES**	**Tier 2**
125 WARTHEN ST, SANDERSVILLE, GA, 31082-1732, USA	**SNVLGAES**	**Tier 2**
130 MALONE ST, SANDERSVILLE, GA, 31082-1770, USA	**SNVLGAES**	**Tier 2**
1830 MARTIN LUTHER KING JR DR, SOPERTON, GA, 30457-2512, USA	**SOTNGAXA**	**Tier 3**
4001 E MAIN ST, SOPERTON, GA, 30457-2541, USA	**SOTNGAXA**	**Tier 3**
130 S LAUREL ST, SPRINGFIELD, GA, 31329-9254, USA	**SPFDGAXA**	**Tier 1**
601 N LAUREL ST, SPRINGFIELD, GA, 31329-6816, USA	**SPFDGAXA**	**Tier 1**
902 N PINE ST, SPRINGFIELD, GA, 31329-4502, USA	**SPFDGAXA**	**Tier 1**
11145 HWY 15 N, SPARTA, GA, 31087, USA	**SPRTGAMA**	**Tier 3**
114 BROAD ST, SPARTA, GA, 31087, USA	**SPRTGAMA**	**Tier 3**
821 SPRING ST, SPARTA, GA, 31087-1703, USA	**SPRTGAMA**	**Tier 3**
909 CHARLES PERRY AVE, SARDIS, GA, 30456-2840, USA	**SRDSGAES**	**Tier 3**
25 W GRADY ST, STATESBORO, GA, 30458-2710, USA	**STBOGAXA**	**Tier 1**
28 HILL ST, STATESBORO, GA, 30458-7107, USA	**STBOGAXA**	**Tier 1**
1220 FOREST DR., STATESBORO, GA, 30460, USA	**STBOGAXB**	**Tier 3**
2600 HIGHWAY 155 SW, STOCKBRIDGE, GA, 30281-5250, USA	**STBRGANH**	**Tier 1**
2610 HIGHWAY 155 SW, STOCKBRIDGE, GA, 30281-5236, USA	**STBRGANH**	**Tier 1**

111 SEABOARD ST, KINGSLAND, GA, 31548-5863, USA	**STMYGAXA**	**Tier 3**
125 N GROSS RD, KINGSLAND, GA, 31548-6237, USA	**STMYGAXA**	**Tier 3**
200 E 4TH ST, WOODBINE, GA, 31569-3748, USA	**STMYGAXA**	**Tier 3**
563 POINT PETER RD, SAINT MARYS, GA, 31558-4470, USA	**STMYGAXA**	**Tier 3**
170 FARRAR DR, SUMMERVILLE, GA, 30747-2015, USA	**SUVLGAXA**	**Tier 1**
100 CENTRAL AVE, GARDEN CITY, GA, 31405-9373, USA	**SVNHGABS**	**Tier 3**
121 E OGLETHORPE AVE, SAVANNAH, GA, 31401-3708, USA	**SVNHGABS**	**Tier 3**
124 BULL ST, SAVANNAH, GA, 31401-3758, USA	**SVNHGABS**	**Tier 3**
201 HABERSHAM ST, SAVANNAH, GA, 31401-4053, USA	**SVNHGABS**	**Tier 3**
208 BULL ST, SAVANNAH, GA, 31401-3843, USA	**SVNHGABS**	**Tier 3**
22 BARNARD ST, SAVANNAH, GA, 31401-2522, USA	**SVNHGABS**	**Tier 3**
71 ROSS RD, SAVANNAH, GA, 31405-1660, USA	**SVNHGABS**	**Tier 3**
3219 COLLEGE ST, SAVANNAH, GA, 31404-5254, USA	**SVNHGADE**	**Tier 1**
9306 WHITEFIELD AVE, SAVANNAH, GA, 31406-6945, USA	**SVNHGADE**	**Tier 1**
110 BRAMPTON RD, SAVANNAH, GA, 31408-2205, USA	**SVNHGAGC**	**Tier 3**
2 MAIN ST, GARDEN CITY, GA, 31408-1403, USA	**SVNHGAGC**	**Tier 3**
323 CANTYRE ST, PORT WENTWORTH, GA, 31407-1809, USA	**SVNHGAGC**	**Tier 3**
400 AIRWAYS AVE, SAVANNAH, GA, 31408-8000, USA	**SVNHGAGC**	**Tier 3**
2821 RIVER DR, THUNDERBOLT, GA, 31404-3200, USA	**SVNHGAWI**	**Tier 2**
101 N MAIN ST, SWAINSBORO, GA, 30401-3554, USA	**SWBOGAES**	**Tier 2**
101 N MAIN ST, SWAINSBORO, GA, 30401-3554, USA	**SWBOGAES**	**Tier 2**
115 E MORING ST, SWAINSBORO, GA, 30401-3662, USA	**SWBOGAES**	**Tier 2**
131 COLLEGE CIR, SWAINSBORO, GA, 30401-3643, USA	**SWBOGAES**	**Tier 2**
212 N MAIN ST, SWAINSBORO, GA, 30401-3536, USA	**SWBOGAES**	**Tier 2**
102 S ISABELLA ST, SYLVESTER, GA, 31791-2131, USA	**SYLVGAES**	**Tier 3**
201 N MAIN ST, SYLVESTER, GA, 31791-3102, USA	**SYLVGAES**	**Tier 3**
203 E WILLINGHAM ST, SYLVESTER, GA, 31791-1747, USA	**SYLVGAES**	**Tier 3**
204 HUNTON ST NW, POULAN, GA, 31781-3906, USA	**SYLVGAES**	**Tier 3**
216 MIMS RD, SYLVANIA, GA, 30467-1997, USA	**SYVNGAXA**	**Tier 3**
618 FRONTAGE RD W, SYLVANIA, GA, 30467-4888, USA	**SYVNGAXA**	**Tier 3**
1392 WHIDDON MILL RD, TIFTON, GA, 31793-7800, USA	**TFTNGAMA**	**Tier 2**
2802 MOORE HWY, TIFTON, GA, 31793-5679, USA	**TFTNGAMA**	**Tier 2**

527 COMMERCE WAY, TIFTON, GA, 31794-4819, USA	**TFTNGAMA**	**Tier 2**
1061 SALEM RD, THOMSON, GA, 30824-8522, USA	**THSNGAMA**	**Tier 3**
210 RAILROAD ST, THOMSON, GA, 30824-2737, USA	**THSNGAMA**	**Tier 3**
309 MAIN ST, THOMSON, GA, 30824-2612, USA	**THSNGAMA**	**Tier 3**
716 LEE ST, THOMSON, GA, 30824-1831, USA	**THSNGAMA**	**Tier 3**
106 E LEE ST, THOMASTON, GA, 30286-4128, USA	**THTNGAXA**	**Tier 1**
1100 BARNESVILLE ST, THOMASTON, GA, 30286-3196, USA	**THTNGAXA**	**Tier 1**
15689 US HIGHWAY 19 N, THOMASVILLE, GA, 31792-2622, USA	**THVLGAMA**	**Tier 1**
1750 S PINETREE BLVD, THOMASVILLE, GA, 31792-7462, USA	**THVLGAMA**	**Tier 1**
921 SMITH AVE, THOMASVILLE, GA, 31792-5623, USA	**THVLGAMA**	**Tier 1**
15 E ALABAMA ST, TALLAPOOSA, GA, 30176-1403, USA	**TLLPGAES**	**Tier 2**
15 S WASHINGTON AVE, TALBOTTON, GA, 31827-2317, USA	**TLTNGAXA**	**Tier 3**
162 MAIN ST, TOOMSBORO, GA, 31090-2001, USA	**TMBOGAXA**	**Tier 2**
184 CARROLLTON ST, TEMPLE, GA, 30179-3757, USA	**TMPLGAMA**	**Tier 1**
201 G VAUGHN PKWY, TUNNEL HILL, GA, 30755-6715, USA	**TNHLGAXA**	**Tier 1**
70 N ALEXANDER ST, TOCCOA, GA, 30577-6602, USA	**TOCCGAXA**	**Tier 2**
92 N ALEXANDER ST, TOCCOA, GA, 30577-3570, USA	**TOCCGAXA**	**Tier 2**
1960 W EXCHANGE PL, TUCKER, GA, 30084-5329, USA	**TUKRGAMA**	**Tier 1**
2082 E EXCHANGE PL, TUCKER, GA, 30084-5334, USA	**TUKRGAMA**	**Tier 1**
117 HUGH JOHNSON CIR, GARFIELD, GA, 30425, USA	**TWCYGAXA**	**Tier 3**
132 S JONES ST, MIDVILLE, GA, 30441-4145, USA	**TWCYGAXA**	**Tier 3**
2790 US HIGHWAY 80 E, TWIN CITY, GA, 30471-5142, USA	**TWCYGAXA**	**Tier 3**
784 DUNCAN AVE, UNADILLA, GA, 31091-3553, USA	**UNADGAXA**	**Tier 2**
107 SCOTT ST, UNION POINT, GA, 30669-1127, USA	**UNPNGAXA**	**Tier 3**
302 E 1ST ST, VIDALIA, GA, 30474-4628, USA	**VDALGAMA**	**Tier 3**
302 PINE ST W, VIDALIA, GA, 30474-3137, USA	**VDALGAMA**	**Tier 3**
113 N 3RD ST, VIENNA, GA, 31092-1103, USA	**VINNGAXA**	**Tier 3**
202 E COTTON ST, VIENNA, GA, 31092-1550, USA	**VINNGAXA**	**Tier 3**
210 W UNION ST, VIENNA, GA, 31092-1056, USA	**VINNGAXA**	**Tier 3**
211 W UNION ST, VIENNA, GA, 31092-1002, USA	**VINNGAXA**	**Tier 3**
106 S OAK ST, VALDOSTA, GA, 31601-5652, USA	**VLDSGAMA**	**Tier 1**
1500 N PATTERSON ST, VALDOSTA, GA, 31698-0100, USA	**VLDSGAMA**	**Tier 1**

1757 POPLAR ST, VALDOSTA, GA, 31601-4348, USA	**VLDSGAMA**	**Tier 1**
2981 US HIGHWAY 84 E, VALDOSTA, GA, 31606-0305, USA	**VLDSGAMA**	**Tier 1**
500 N TOOMBS ST, VALDOSTA, GA, 31601-4613, USA	**VLDSGAMA**	**Tier 1**
101 MAIN ST, VILLA RICA, GA, 30180-2007, USA	**VLRCGAES**	**Tier 1**
105 MARSHAL ST, WASHINGTON, GA, 30673-1682, USA	**WASHGAXA**	**Tier 3**
23 E COURT ST, WASHINGTON, GA, 30673-1593, USA	**WASHGAXA**	**Tier 3**
22 N MAIN ST, WADLEY, GA, 30477, USA	**WDLYGAMA**	**Tier 3**
12453 HIGHWAY 92, WOODSTOCK, GA, 30188-4247, USA	**WDSTGACR**	**Tier 2**
3014 HIGH VISTA WALK, WOODSTOCK, GA, 30189-6718, USA	**WDSTGACR**	**Tier 2**
2212 W ELM ST, WRIGHTSVILLE, GA, 31096-2016, USA	**WGVLGAES**	**Tier 1**
770 US HIGHWAY 319 N, WRIGHTSVILLE, GA, 31096, USA	**WGVLGAES**	**Tier 1**
105 E BROAD ST, WHIGHAM, GA, 39897-2955, USA	**WHGHGAXA**	**Tier 2**
33 FLEETWOOD AVE W, WILLACOOCHEE, GA, 31650-2202, USA	**WLCHGAXA**	**Tier 3**
222 PLEASANT HILL CHURCH RD NE, WINDER, GA, 30680-3795, USA	**WNDRGAXA**	**Tier 3**
25 E MIDLAND AVE, WINDER, GA, 30680-2164, USA	**WNDRGAXA**	**Tier 3**
30 N BROAD ST, WINDER, GA, 30680-1962, USA	**WNDRGAXA**	**Tier 3**
120 W MAIN ST, STAPLETON, GA, 30823-6582, USA	**WRNSGAMA**	**Tier 2**
401 E BROAD ST, WRENS, GA, 30833-1114, USA	**WRNSGAMA**	**Tier 2**
111 N PLEASANT HILL RD, WARNER ROBINS, GA, 31093-3275, USA	**WRRBGAMA**	**Tier 1**
200 CARL VINSON PKWY, WARNER ROBINS, GA, 31088-5821, USA	**WRRBGAMA**	**Tier 1**
202 N DAVIS DR, WARNER ROBINS, GA, 31093-3348, USA	**WRRBGAMA**	**Tier 1**
422 SANDY RUN RD, WARNER ROBINS, GA, 31088-7468, USA	**WRRBGAMA**	**Tier 1**
6391 ROOSEVELT HWY, WARM SPRINGS, GA, 31830-2281, USA	**WRSPGAXA**	**Tier 1**
29 ED RICKETSON ST, WARRENTON, GA, 30828, USA	**WRTNGAMA**	**Tier 3**
1700 SAFETY WAY, WEST POINT, GA, 31833-4940, USA	**WSPNGAXA**	**Tier 3**
206 W 9TH ST, WEST POINT, GA, 31833-1547, USA	**WSPNGAXA**	**Tier 3**
191 V F W DR, WATKINSVILLE, GA, 30677-2446, USA	**WTVLGAES**	**Tier 2**
23 N MAIN ST, WATKINSVILLE, GA, 30677-2064, USA	**WTVLGAES**	**Tier 2**
9108 GA HIGHWAY 85, WAVERLY HALL, GA, 31831-2858, USA	**WVHLGAXA**	**Tier 3**
277 HWY 24 S, WAYNESBORO, GA, 30830-4579, USA	**WYBOGAES**	**Tier 2**
628 MYRICK ST, WAYNESBORO, GA, 30830-1472, USA	**WYBOGAES**	**Tier 2**
789 BURKE VETERANS PKWY, WAYNESBORO, GA, 30830-4508, USA	**WYBOGAES**	**Tier 2**

118 ALBANY AVE, WAYCROSS, GA, 31501-3503, USA	**WYCRGAMA**	**Tier 2**
1701 CARSWELL AVE, WAYCROSS, GA, 31503-4016, USA	**WYCRGAMA**	**Tier 2**
3395 HARRIS RD, WAYCROSS, GA, 31503-9117, USA	**WYCRGAMA**	**Tier 2**
512 OAK ST, WAYCROSS, GA, 31501-4609, USA	**WYCRGAMA**	**Tier 2**
1 COLLEGE ST, YOUNG HARRIS, GA, 30582-4137, USA	**YNHRGAXA**	**Tier 2**
7818 HIGHWAY 19 S, ZEBULON, GA, 30295-6533, USA	**ZBLNGAMA**	**Tier 1**

Verizon Access Services

Verizon has created 3 different Tiers for Ethernet Access pricing. Access pricing is based on the distance between a prospective customer's end site locations and the nearest network location where Verizon can pick up the circuit either directly or through a contracted provider. In order to provide best pricing to GTA, Verizon has segregated the locations into Tiers. Tier 1 represents the lowest price and is based on locations with the lowest cost to Verizon. Tier 2 is priced higher than Tier 1, and Tier 3 will be the highest price and is on an Individual Case Basis (ICB). The codes shown under each Tier are Common Language Locator Identifier codes (CLLI), which represent the Common Language Information Services identifier used within the North American telecommunications industry to specify the location and function of telecommunications equipment. We have also provided a list of the specific addresses for each CLLI. A prospective customer will need to work with Verizon to identify the specific CLLIs for their sites, but they can estimate their access cost by selecting a CLLI that is near their location.

For additional information on these services, please see Appendix A in the Cost Package

Service Component	Description	Metric	Tier 1	Tier 2	Tier 3
Ethernet Access (Verizon Private IP Service)					
10M	Ethernet access from customer premises to Verizon	Per Circuit per month	$330.00	$450.00	ICB
50M	Ethernet access from customer premises to Verizon	Per Circuit per month	$585.00	$655.00	ICB
100M	Ethernet access from customer premises to Verizon	Per Circuit per month	$700.00	$860.00	ICB
1G	Ethernet access from customer premises to Verizon	Per Circuit per month	$1,260.00	$1,470.00	ICB
Ethernet Access (Verizon Internet Dedicated Service TIERED)					
10M	Ethernet access from customer premises to Verizon	Per Circuit per month	$365.00	$465.00	ICB
50M	Ethernet access from customer premises to Verizon	Per Circuit per month	$585.00	$670.00	ICB
100M	Ethernet access from customer premises to Verizon	Per Circuit per month	$700.00	$860.00	ICB
1G	Ethernet access from customer premises to Verizon	Per Circuit per month	$1,260.00	$1,470.00	ICB
Ethernet Access (Verizon Internet Dedicated Service BURSTABLE SELECT)					
10M/100M	Ethernet access from customer premises to Verizon	Per Circuit per month	$630.00	$775.00	ICB
100M/1G	Ethernet access from customer premises to Verizon	Per Circuit per month	$1,135.00	$1,325.00	ICB
Note 3 - Ethernet Access bandwidths above 1G are quoted on an Individual Case Basis (ICB).					

Note: Tiers based on location with

Verizon Structured Cabling

performed by our team of engineers who have Building Industry Consulting Services International (BICSI) certification and engineering expertise. The Verizon structured cabling team can design a solution that is tailored and unique to the customer's voice, data and video communications requirements and goals. Every structured cabling solution is customized and the structured cabling team may be engaged using the Verizon Delivery Assurance process.

• ***Category 5e, 6 and 6A Horizontal Cable Solution***: Installation of cable from an existing Telecom Room (TR) to a designated location. Proposed services include materials, labor and mobilization with total cable lengths in (3) categories being up to 100', 101' to 200' and from 201' to 295'. The following is a description of the services to be delivered:

- Provide materials for each horizontal cable run, including; Plenum rated cable, Information Outlet with single gang faceplate, J-Hook Cable, single-gang box, 10' patch cord and firestop to repair existing firewall sleeves
- Testing of each cable to meet or exceed TIA requirements and provide all test results in electronic PDF format
- Identify each point of termination with a printed laminated label.

• ***OM3 Multimode Fiber Cable Solution***: Installation of 12-strand OM3 multimode fiber cable with an armored plenum rated jacket from an existing Telecom Room (TR) to a designated location. Proposed services include materials, labor and mobilization with total cable lengths in (3) categories being up to 100', 101' to 200' and from 201' to 295'. The following is a description of the services to be delivered:

- Provide materials for each horizontal cable run, including; 12-strand OM3 Multimode Fiber Cable with Armored Plenum Rated Jacket, (6) Duplex LC/UPC Multimode Fiber Connectors with single gang faceplate, J-Hook Cable support, One Duplex OM3 MM Fiber 10-foot patch cord and firestop to repair existing firewall sleeves

Verizon will provide Category 5e, Category 6 and Fiber installation based on the table below. Verizon has simplified our pricing by segmenting Georgia into different zones.

STRUCTURED CABLING RATE SCHEDULE

Cabling Services (price per	Zone 1			Zone 2			Zone 3		
Cat 5e Horizontal Cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$399.94	$32.84	$432.78	$500.48	$32.84	$533.32	$694.88	$32.84	$727.72
101 - 200 Feet	$424.55	$54.02	$478.57	$526.24	$54.02	$580.26	$719.28	$54.02	$773.30
201 - 295 Feet	$462.76	$74.13	$536.89	$563.73	$74.13	$637.86	$757.12	$74.13	$831.25
11-50 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$215.18	$32.84	$248.02	$219.40	$32.84	$252.24	$257.99	$32.84	$290.83
101 - 200 Feet	$239.80	$54.02	$293.82	$244.03	$54.02	$298.05	$287.24	$54.02	$341.26
201 - 295 Feet	$328.24	$74.13	$402.37	$281.51	$74.13	$355.64	$331.78	$74.13	$405.91
Cat 6 Horizontal Cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$399.94	$50.38	$450.32	$500.48	$50.38	$550.86	$700.25	$50.38	$750.63
101 - 200 Feet	$424.55	$80.14	$504.69	$526.24	$80.14	$606.38	$724.87	$80.14	$805.01
201 - 295 Feet	$462.04	$108.41	$570.45	$563.73	$108.41	$672.14	$762.36	$108.41	$870.77
11-50 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$221.87	$50.38	$272.25	$226.10	$50.38	$276.48	$266.07	$50.38	$316.45
101 - 200 Feet	$246.50	$80.14	$326.64	$250.72	$80.14	$330.86	$295.32	$80.14	$375.46
201 - 295 Feet	$283.99	$108.41	$392.40	$288.21	$108.41	$396.62	$339.85	$108.41	$448.26
Cat 6A cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$399.94	$98.67	$498.61	$504.38	$98.67	$603.05	$701.38	$98.67	$800.05
101 - 200 Feet	$424.55	$131.85	$556.40	$540.19	$131.85	$672.04	$725.98	$131.85	$857.83
201 - 295 Feet	$462.04	$230.48	$692.52	$577.68	$230.48	$808.16	$763.47	$230.48	$993.95
11-50 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$226.24	$98.67	$324.91	$237.64	$98.67	$336.31	$262.71	$98.67	$361.38
101 - 200 Feet	$262.58	$131.85	$394.43	$275.65	$131.85	$407.50	$304.08	$131.85	$435.93
201 - 295 Feet	$301.84	$230.48	$532.32	$316.67	$230.48	$547.15	$348.62	$230.48	$579.10
OM3 Multimode Fiber Optic Cable - installed, terminated, tested and labeled including wall plate, jack, ceiling support, firestop and certification report.									
0-10 Pulls	Labor	Material	Total	Labor	Material	Total	Labor	Material	Total
1 - 100 Feet	$1693.43	$1344.55	$3037.98	$1801.59	$1344.55	$3146.14	$2195.26	$1344.55	$3539.81
101 - 200 Feet	$2064.66	$1606.80	$3671.46	$2264.36	$1606.80	$3871.16	$2646.55	$1606.80	$4253.35
201 - 295 Feet	$2527.42	$1855.94	$4383.36	$2727.12	$1855.94	$4583.06	$3115.05	$1855.94	$4970.99

Dispatch Fee - $225/callout