Section I: Introduction and Service Description.

1. Managed LAN. Verizon’s Managed LAN Service enables organizations to outsource monitoring and management of their Local Area Network (LAN) and benefit by minimizing costs and network downtime. By extending Managed Network Services (MNS) capabilities beyond the WAN router to the LAN switch, this comprehensive LAN switch management solution enables customers to leverage Verizon’s technical expertise in design, planning, implementation, and network management. MLAN is sold as a stand-alone service (U.S. sold only) or in conjunction with Managed WAN or Managed Service Complete.

Note: Managed LAN does not include management of servers, desktop hardware, or desktop applications.

2. MLAN Management Levels. Verizon offers the following MLAN service Management Levels further described below: Monitor and Notify, Physical Management, and Full Management.

a. Monitor and Notify. Verizon provides proactive monitoring of all Customer-designated LAN Switches 24 hours a day, seven days a week.

   i. Notification. Verizon provides basic fault management notification for Customer’s LAN Switches. Verizon’s network operation center (“NOC”) will create a trouble ticket and attempt to notify Customer’s designated point of contact within 15 minutes of a i) LAN Switch failure to respond to pings and ii) SNMP Trap critical message, as determined by Verizon Notification services based on the International Standards Organization (“ISO”) Management Framework. Verizon will attempt to notify the Customer’s designated point of contact via either e-mail or pager at Verizon’s option. Upon the creation of a trouble ticket, the NOC will i) begin troubleshooting the circuit until the problem has been verified as fixed and the ticket will then be closed, if the trouble is due to the Verizon virtual data networking circuit; or ii) for trouble due to causes other than Verizon’s virtual data networking circuit, inform Customer of the fault and close the ticket.

   ii. Managed Services Customer Portal. The Managed Services Customer Portal (the “Customer Portal”) is an Internet web portal that provides a secure, scalable, consolidated view of Customer network information 24 hours a day, seven days a week. The Customer Portal provides real time access to project status, contact information, and information about LAN Switches.

b. Physical Management. In addition to the functionality offered by Verizon’s MLAN Monitor and Notify Management – Physical Management provides customers Design Services as well as Monitoring and Management of LAN Switches.

   i. Design Services. Verizon and Customer will work together to complete the logical design. The logical design includes, but is not limited to, proposed network topology to support immediate needs and planned growth, logical IP and addressing schemes, and protocol flows. Network design for LAN Switches are made part of Customer’s overall network design through a statement of requirements (“SOR”). Customer and Verizon must both approve and execute the SOR prior to change management activity.

   ii. Monitoring and Management. The NOC provides 24x7 physical fault detection and monitoring services for LAN Switches. Verizon will resolve physical faults and logical faults will be resolved by Customer.
c. **Full Management.** In addition to Physical Management with Full Management Verizon will clear both logical and physical issues either remotely or by dispatching a technician to Customer’s site. Full Management provides:
   i. **Network Management.** Includes 24x7 NOC coverage, physical and logical fault management, configuration management, security management, and monitoring services for LAN Switches.
   ii. **Change Management.** Standard Change Management activities shown in the Customer Portal are included in the Full Management MRCs.

3. **Service Components.** MLAN empowers customers to monitor their managed network by providing network reports that display critical metrics. Verizon provides customers access to Managed Services information via the Verizon Enterprise Center as a standard feature, enabling real-time tracking of the managed-service implementation process, project status, inventory tracking, change management requests, and trouble tickets.

   a. **Reporting.**
      i. **WAN Analysis Standard Reporting.** Company provides multiple optional reporting services using an automated reporting and analysis tool that selects and condenses the management information base (MIB) data into graphical reports available on demand via an Internet web site. All WAN Analysis reports and information are for Customer’s informational purposes only and may not form the basis for service level agreement claims. Customer agrees that such reports are Company’s confidential information
      ii. **WAN Standard Select Reporting.** Standard Select Reporting provides four weekly summary reports on Customer edge (CE) LAN performance, CE wide area network interface performance, CE WAN sub-interface performance and CE router performance. Additionally Standard Select Reporting includes on demand reporting, including, but not limited to, CPU usage trends, tables of WAN or LAN elements showing trend variables, and a summary At-a Glance Report

4. **Implementation Options.** Depending on availability, the following implementation options may be utilized for MLAN Service: Managed Implementation and Managed Takeover.
   a. **Managed Implementation.** Managed Implementation brings a new Customer Managed LAN network online after the Customer’s requirements have been gathered and the design activities have been completed. Verizon provides planning, system engineering and overall project management support of a new network. Managed Implementation Service is provided in accordance with a statement of requirements (“SOR”) mutually agreed upon by the parties.
   b. **Managed Takeover.** With Managed Take-over, Verizon reviews, optimizes or takes over management of a Customer’s existing LAN data network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Managed Take-over is provided in accordance with a separate SOR mutually agreed upon by the parties. The SOR provides i) the inventory of the Customer’s network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management. Upon Customer request, Managed Take-over may also include Network Discovery. Network Discovery is Verizon running CPE-discovery software on Customer’s network to collect information about the CPE connected to that network. For Customers with service in EMEA and Asia Pacific, Verizon provides Out of Band (OOB) modems at the Customer Site when providing a Managed Take-over (Customer must provide PSTN lines or GSM service provision (where required and available)) where the Physical Management or Full Management service level has been selected.

**Section II: Features and Options.** The following features and options are available under MLAN Service:
1. **In-Band and Out of Band Access.** Verizon must have both in-band and OOB access to each managed LAN Switch to manage Customer’s LAN. In-band access may be provided either i) through a Verizon Managed WAN site connected to Customer’s LAN, or ii) through Internet access using IP Sec encryption technology with Verizon Internet Dedicated – Managed service connected to Customer’s LAN (collectively, “WAN In-Band Access”). In-band access is required at each Customer’s LAN location, or alternatively, Verizon can manage more than one Customer LAN using one WAN In-Band Access site provided that: a) all LANs are connected via Customer’s WAN; b) Customer allows Verizon management traffic to flow through its WAN as required by Verizon (e.g. allowing certain protocols), and c) there is a WAN transport bandwidth of at least 1.544 Mbps if Verizon is managing more than 1000 LAN Switches, or 256 kbps for 1000 or less LAN Switches.

2. **Managed WAN In-Band Access.** For Verizon Managed WAN in-band access service, Customer must contract with Verizon for Managed WAN service and a minimum of two PIP circuits into the Customer’s LAN network. The MLAN Service and MWAN Service must both be at Full Management level for that site. Other Managed WAN Access configurations may be available on a custom basis with Verizon approval.

3. **Internet In-Band Access.** If Customer chooses to provide in-band access via the Internet, such Internet access must use IP Sec encryption for the management traffic. Customer must contract for Internet Dedicated – Managed service. Customer may use Verizon Internet access or Internet access from a third party, with Verizon’s approval.

4. **OOB Access.** OOB access, whether Wireless OOB (where available) or standard OOB access, is required for MLAN Services Full and MLAN Services Physical. Unless using Wireless OOB, otherwise directed by Verizon, or as otherwise provided herein, Customer must provide and install at its cost either a dedicated, directly connected analog telephone connection (i.e. not through Customer’s PBX) or indirect cable access for use by each OOB modem for troubleshooting each circuit that is part of the MLAN Services Full or MLAN Services Physical service. The analog telephone connection must maintain a minimum 9600 bits per second connection rate for any Customer Site level SLAs to apply. In order to ensure installation of the CPE proceeds as planned, Verizon requires details of the analog line a minimum of 14 days prior to the installation of the CPE.

5. **Wireless OOB.** Where available, and at Verizon’s sole discretion, Verizon will provide a Wireless OOB service for approved LAN Switches. Verizon will maintain each Wireless OOB in good working condition. If a Wireless OOB service is not operational, through no fault or omission of Customer –this will not void any Service Level Agreements (“SLAs”) provided by Verizon. However disconnecting the Wireless OOB service voids any SLAs provided by Verizon. Customer acknowledges that the Wireless OOB service will not be used for any purpose other than for OOB management by Verizon.

**Section III: Service Level Agreement.** The Managed LAN service level agreement (“SLA”) is found at the following URL. [http://www.verizonenterprise.com/external/service_guide/reg/cp_managed_lan_sla.pdf](http://www.verizonenterprise.com/external/service_guide/reg/cp_managed_lan_sla.pdf)