

Verizon Transparent LAN Service Basic (TLS)/E-LAN Service Level Agreements

Service Level Agreements (SLAs) can be identified as either operational or performance related. Transparent LAN Service/E-LAN traffic is transmitted as a best effort. As a result, there are no performance SLAs associated with this service. Operational SLAs are available for TLS/E-LAN Metro services.

Basic Operational Elements SLAs (TLS/E-LAN)

- Mean time to repair (MTTR) o Performance: Four hours (average over one month measurements) O Credit: 50 percent MRC for out of service ports during the month
- Network availability o Performance: 99.9 percent (average over one month measurements) as measured across a complete customer network.
O Credit: 10 percent MRC for out of service ports

Verizon uses the following rules to measure the Operation SLAs.

MTTR (Mean Time to Repair)

For a trouble reported per Service Element by the customer and found by Verizon to be a network trouble (outside plant or central office), the average duration time from Verizon’s receipt of the trouble report to Verizon’s clearance of the trouble report. This Operational Metric applies on a “stop clock” or adjusted duration time basis (i.e., the measurement clock is stopped when customer testing is occurring, when Verizon is awaiting customer acceptance, or when Verizon is denied access to premises or facilities necessary to diagnose, repair or test). Excludes subsequent reports (i.e., additional customer inquiries while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles closed due to customer action, troubles repaired by Verizon prior to its receipt of a trouble report and troubles verified due to a third party Carrier and/or vendor. **Note:** MTTR credits exclude scheduled maintenance and scheduled downtimes and force majeure.

Network Availability

Network availability is the total amount of time over a measured calendar month that the Service is available for use by the customer. Network Availability is calculated on the overall customer network using individual Service Elements as follows: $NA = ((24 \times \text{Number of Days in Month} \times \text{Number Service Elements}) - (\text{Number of Hours Out of Service during Month})) / (24 \times \text{Number of Days in Month} \times \text{Number of Service Elements})$. Number of Hours out of Service is defined using trouble reports as identified in the MTTR metric. If overall Network If overall Network Availability fails to meet the threshold, then credits will be issued per Service Element that fails to meet the threshold. **Note:** Network availability excludes scheduled downtime (network upgrades and maintenance) and force majeure.

Basic Performance Service Level Objectives

Verizon’s Service Level Objectives (SLOs) for TLS/E-LAN are provided in the table below. Actual performance typically greatly exceeds the SLOs provided below since Verizon engineers its network (for all classes of service) to minimize the number of hops and no congestion during normal operation.

Service Performance Attribute	Parameters	Objectives
		TLS/ E-LAN Basic (B)
Round-trip Delay (RTD)	Delay Objective	100 ms
	Percentile	95%
	Directionality	Round-trip
Frame Jitter(FJ)	Jitter Objective	N/A
	Percentile	N/A
	Directionality	N/A

Data Delivery Ratio (DDR)	Data Delivery Objective	N/A
	Directionality	N/A