



1.1 IPv6

1.1.1 **Overview.** IPv6 is an optional feature of the Business VPN Service, consists of the support of Internet Protocol version 6 and the delivery of IPv6 packets within the network between Locations where Customer has ordered the IPv6 optional feature. IPv6 protocol runs in parallel with IPv4 protocol.

1.1.2 **Availability.** The IPv6 option is available on Business VPN Corporate and the availability of this optional feature will vary from country to country. IPv6 is available only for the Silver, Gold, and Platinum Service Types.

1.1.3 **Service Levels.** Notwithstanding anything to the contrary set forth in the Service Level Agreement for Business VPN Service, the following conditions and exclusions shall apply in respect to the IPv6 Service:

- (a) There is no separate or additional Site Availability Service Level associated with the IPv6 Service.
- (b) CE-to-CE Path Availability, CE-to-CE Round Trip Delay, CE-to-CE Packet Loss Ratio, and CE-to-CE Jitter Service Levels are not measured for the IPv6 Service. In short, these Service Levels are not applicable to IPv6 traffic.
- (c) There is no Service Level for installation of the IPv6 Service.
- (d) There is no GTTR Service Level for any Incident relating to, and affecting the proper operational condition of the IPv6 Service at any Location.

1.1.4 **Charges.** The Charges for the IPv6 optional feature consist of one-time installation charge per IPv6-enabled Location and monthly recurring charges per IPv6 Location. These Charges are in addition to the Business VPN Charges.