1. GENERAL DESCRIPTION

Network on Demand is an ordering and provisioning functionality that allows Customers to purchase and manage services offered via Network on Demand at qualifying locations using AT&T Business Center, an on-line, self-service portal. Functionality includes:

- Click-through contracting and ordering of supported services
- Setting up new Customer port connections
- Changing bandwidth and classes of service
- Maintenance trouble reporting
- Order status updates
- Viewing and paying bills online

Network on Demand requires the use of AT&T Business Center, which is available at no additional charge, to perform certain ordering and service management functions. Customers must have a web interface to access and use AT&T Business Center. AT&T may, in its discretion, add to or modify the services, order types, features and functionalities supported by Network on Demand. Customers may determine the supported services, order types, features and functionalities through the use of AT&T Business Center.

Network on Demand is optional. Other ordering and provisioning processes remain available. Services purchased through Network on Demand may be billed using billing systems or processes other than those which might be used if those services were ordered or provisioned through other means.

Services may be purchased using Network on Demand only in those locations for which AT&T has made Network on Demand available. Service availability may be determined by the Customer through the use of AT&T Business Center.

Rates, terms and conditions for services purchased using Network on Demand vary in certain respects from the rates, terms and conditions that otherwise apply to the services. For services purchased using Network on Demand, to the extent the rates, terms and conditions set forth in this document vary from those set forth in the applicable service publications, the rates, terms and conditions set forth in this document shall govern.

For services purchased through Network on Demand, the “Monthly Recurring Charge” used for the purposes of computing any applicable termination liability (early termination charges) under the relevant service publication or the customer’s master agreement shall be defined or determined as (i) the total Monthly Recurring Charges payable for the terminated service for the three months prior to the date of termination (or such shorter period as the terminated service had been installed if terminated less than 3 months after installation), divided by (ii) the number of days in such period, times (iii) 30 days. The Minimum Payment Period for CIR/CoS is the same as the Minimum Payment Period of the associated Customer Port Connection; however, early termination charges are not incurred as a result of changes to CIR/CoS while the associated Customer Port Connection is still in service.
2. SUPPORTED SERVICES

2.1 AT&T Switched Ethernet Service

Network on Demand will support the following order types, features and functionalities of AT&T Switched Ethernet Service, subject to modification at AT&T's discretion:

(A) Order Types
1. Add, change, disconnect Customer Port Connection
2. Add, change Committed Information Rate (CIR)
3. Add, change Class of Service (CoS)
4. Add, change, disconnect EVCs
5. Add, delete Additional MAC Addresses

(B) Customer Port Connections
1. Basic Ports with transmission speeds of 100 Mbps, 1 Gbps and 10 Gbps

(C) Classes of Service
1. Real Time
2. Interactive
3. Business Critical-High
4. Business Critical-Medium
5. Non-Critical High

(D) Optional Features
1. Additional MAC Addresses

Reconfigurations of CoS or CIR are not subject to nonrecurring charges, but may be subject to limitations based on available network facilities. There may be limitations on the number of changes to CoS, CIR, and other features that can be made to a port in a 24 hour period. Bandwidth may be adjusted using the Network on Demand process within the available network capacity, which may vary from time to time. Bandwidth speeds may not be available at all times or at all locations. Network augmentation via traditional processes may be required before certain speeds will be available on demand.

2.1.1 Special COVID-19 Order Terms For AT&T Switched Ethernet Service Orders Using Network on Demand.

Service for new Sites or new Service at existing Sites that are initially ordered between March 20, 2020 and June 30, 2020 at existing contracted rates will not be subject to termination charges arising from an Ethernet Payment Plan. The terms in this section do not apply to (a) any order placed to modify or upgrade Service at an existing Site, or (b) any order for 100 Gbps Customer Port Speeds. All orders that fall into any of the foregoing categories (a) and (b) are subject to the termination charges for the applicable Ethernet Payment Plan (if any) described in the Customer Agreement or Pricing Schedules.

Between March 20, 2020 and June 30, 2020, notwithstanding any contrary statements in the Customer Master Agreement, Pricing Schedule, or the AT&T Switched Ethernet Service Guide, if a Customer is unable to accept Service by the original or extended due date, AT&T will not cancel or begin billing for the Service Component subject to the delay. If AT&T does begin billing for such delayed Service Components prior to June 30, 2020, AT&T will issue Customer a credit for any charges during this time. After June 30, 2020, the standard Service Date Change policies in SD-1.4.3 of the AT&T Switched Ethernet Service Guide will apply.