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INTERSTATE SERVICE GUIDE

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Interstate Service Guide  
for Customers of Detariffed Access Services  
within the operating territories  
listed on the Title Pages

## LEGAL NOTICE

The FRONTIER Interstate Service Guide and Price List (Guide) applies to the FRONTIER "Detariffed Services" (as defined below) and other telecommunications services that are set forth in this Service Guide.

Detariffed Services, as described in this document, are interstate special access services for which tariffs were withdrawn pursuant to FCC Report and Order, FCC 17-43, released April 28, 2017.

Beginning upon the effectiveness of the withdrawal of Detariffed Service tariffs, Detariffed Services will be subject to and provided pursuant to the rates, terms and conditions of this Service Guide, unless a separately executed service agreement between you and Frontier provides otherwise.

Prospective customers wishing to purchase services at the rates, terms and conditions in the Service Guide may do so by initiating orders through the same processes used to order services from FRONTIER's interstate access tariffs.

Service that is ordered without a separately executed service agreement between you and FRONTIER that applies to that order, will also be subject to the FRONTIER Interstate Access Service Agreement at [https://wholesale.frontier.com/dcaas-staticassets/wholesale/SourceFiles/ISG/FTR\\_Interstate\\_Access\\_Service\\_Agreement\\_06302023.pdf](https://wholesale.frontier.com/dcaas-staticassets/wholesale/SourceFiles/ISG/FTR_Interstate_Access_Service_Agreement_06302023.pdf).

The services described in the Service Guide may be available through negotiated agreements, which may include rates, terms or conditions more favorable to you than those in the Service Guide. Prospective customers wishing to purchase Service Guide services at rates, terms or conditions different from those described in the Service Guide and the applicable FRONTIER Interstate Access Service Agreement may contact their FRONTIER service representative or go to the FRONTIER website at <https://wholesale.frontier.com/resources/pricing-guides/interstate-service-guide.html>.

FRONTIER reserves the right to change the rates, terms and conditions in the Service Guide from time to time. Notification of Service Guide changes will be made available at the FRONTIER website.

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ADVANCED SERVICES

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This Guide is limited to Advanced Services  
and does not contain any of the Issuing Carriers' Access Services.  
Advanced Services are provided by means of wire, terrestrial microwave radio, optical fibers  
satellite circuits, or a combination thereof.

Issuing Carriers:

Southern New England Telephone Company  
in the state of Connecticut

**ADVANCED SERVICES**

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ADVANCED SERVICES

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CONCURRING, CONNECTING, AND OTHER PARTICIPATING CARRIERS

CONCURRING CARRIERS

No Concurring Carriers

CONNECTING CARRIERS

No Connecting Carriers

OTHER PARTICIPATING CARRIERS

No Other Participating Carriers

EXPLANATION OF SYMBOLS

Changes to this Guide shall be identified on the revised page(s) through the use of symbols. The following symbols are used for the purposes indicated below:

- (C) - Changed regulation
- (D) - Discontinued rate or regulation
- (I) - Increased rate or charge
- (M) - Moved text from one page to another without a change
- (N) - New rate or regulation
- (R) - Reduced rate or charge
- (S) - Reissued text
- (T) - Textual change but no change in rate or regulation
- (Z) - To signify a correction

REFERENCE TO OTHER TARIFFS

No References to Other Tariffs

REFERENCE TO OTHER PUBLICATIONS

No References to Other Publications

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ADVANCED SERVICES

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DEFINITION OF TERMS AND ABBREVIATIONS

The following are definitions of generally used terms.

CLEC – Competitive Local Exchange Carrier

COMMITTED INFORMATION RATE – The bit rate that the network commits to transfer data under normal conditions. Each Permanent Virtual Circuit (PVC) is assigned a committed information rate (CIR).

COMPANY – The issuing carriers of this Guide.

CUSTOMER – Any person, firm, partnership, corporation or other entity who subscribes to Service under an arrangement which incorporates, in whole or in part, this Guide.

CUSTOMER DESIGNATED PREMISES – A physical location where Company's facilities terminate to the Customer equipment or facilities.

END USER – An individual, association, corporation, government agency or entity that subscribes to the Service and does not resell the Service to others or use the Service as an input to provide an information Service to others.

ILEC – Incumbent Local Exchange Carrier

IXC – Interexchange Carrier

LOGICAL CONNECTION – Provides end-to-end information transfer capability from one port to another.

PERMANENT VIRTUAL CIRCUIT – (PVC) Software defined logical paths established between two points. All cells, in all sessions between two end points, follow the same route. The PVC defines the logical path from the Customer's premises through Company's ATM network to the desired destination, typically another Customer premises location. The PVC is established with the Customer's desired bandwidth at the time the circuit is initially turned up for service, which will remain in place until the Customer decides to change the PVC path or bandwidth.

SERVICE – Offering of data services under the terms contained herein.

VIRTUAL SESSION – The active communications path between Company's ATM network and End User premises.

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ADVANCED SERVICES

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1. Application of Guide

This Guide contains the regulations, rates and charges applicable to the provision of interstate advanced telecommunications Services (“Services”) by the Southern New England Telephone Company (hereinafter referred to as “Company”) between domestic points within the United States, subject to the jurisdiction of the Commission.

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ADVANCED SERVICES

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2. Regulations

2.1 Undertaking of Company

- 2.1.1 Company will furnish Services originating or terminating at specified points within the United States.
- 2.1.2 Company shall operate and maintain Service provided hereunder in accordance with the terms and conditions set forth in this Guide. In the event that Company transfers Service to an affiliate, subsidiary or assign, Company shall transfer all rights and obligations set forth in the Tariff to that affiliate, subsidiary or assign.
- 2.1.3 Company may, when authorized by Customer, act as Customer's agent for ordering dedicated access lines, facilities or network elements provided by other carriers to allow connection of Customer's locations to Company's network or to the network of an underlying carrier or Service.
- 2.1.4 Company will pass on and bill to Customer any charges it incurs (including any applicable recurring and nonrecurring charges, time and material charges, or special construction charges) from other service providers, such as ILECs, IXCs and CLECs, necessary to complete provision or maintenance of a Service to Customer's designated premises.
- 2.1.5 Company will pass on and bill to Customer any charges it incurs (including any applicable cancellation or termination charges) from other service providers, such as ILECs, IXCs and CLECs, if Customer cancels an order prior to the Company committed Service date.
- 2.1.6 Services are provided 24 hours daily, seven days per week except as set forth in other sections of the Guide.
- 2.1.7 Company shall be responsible for the installation, operation and maintenance of the Services.
- 2.1.8 Company reserves the right to test its Services for purposes including, but not limited to, the installation, operation and maintenance of the Services. Invasive testing may result in interruptions of Service.
- 2.1.9 Facilities utilized by Company to provide Service shall remain the property of the Company.
- 2.1.10 Company does not warrant that its facilities and Services meet standards other than those set forth herein, in specifically referenced industry standards or in network change notifications issued in compliance with Federal Rules and Regulations.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.2 Limitations of Service

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this Guide. Service may not be available in some locations or in some areas.
- 2.2.2 Company reserves the right to discontinue furnishing Service, or to limit the use of the Service, when necessitated by conditions beyond its control, when Customer is using Service in violation of the law or in violation of the provisions of this Guide or for nonpayment by Customer.
- 2.2.3 Customer may not transfer or assign the use of Service, except with the prior written consent of Company. All of this Guide shall apply to any such permitted assignee or transferee. Except and to the extent that applicable laws or regulation require such notice, Company may assign its rights and obligations hereunder in whole or in part without notice to Customer.
- 2.2.4 Company may require Customer to sign an application form furnished by Company and to establish credit as provided in this Guide, as a condition precedent to the initial establishment of Service. Company's acceptance of an order for Service to be provided to an applicant whose credit has not been duly established may be subject to the deposit provisions of this Guide. Company may also require a signed authorization from Customer for additions to or changes in existing Service for such Customer.

2.3 Limitations of Liability

- 2.3.1 The Company's liability for its willful misconduct, if any, is not limited by this Guide. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the installation, provision, preemption, termination, maintenance, repair or restoration of service, and subject to the provisions of 2.3.2 through 2.3.7, following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may otherwise be due the Customer under this Guide as a credit allowance for a service interruption.
- 2.3.2 The Company shall not be liable for any act or omission of any other carrier or Customer providing a portion of a service, nor shall the Company for its own act or omission hold liable any other carrier or customer providing a portion of a service.
- 2.3.3 Section Not in Use.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.3 Limitations of Liability (Cont'd)

2.3.4 The Company is not liable for damages to the Customer's premises resulting from the furnishing of a service, including the installation and removal of equipment and associated wiring, unless the damage is caused by the Company's negligence.

2.3.5 When a Customer is provided service under this Guide, the Company shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from the customer's use of services offered under this Guide, involving:

- (1) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications;
- (2) Claims for patent infringement arising from the Customer's acts combining or using the service furnished by the Company in connection with facilities or equipment furnished by the Customer; or
- (3) All other claims arising out of any act or omission of the Customer in the course of using services provided pursuant to this Guide.

2.3.6 The Company does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the customer from any and all claims by any person relating to the Customer's use of the services so provided.

2.3.7 No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this Guide. The Company will defend the Customer against claims of patent infringement arising solely from the use by the Customer of services offered under this Guide and will indemnify such Customer for any damages awarded based solely on such claims.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.4 Force Majeure

Company will not be liable for any loss or damage resulting from any cause beyond Company's reasonable control, such as, but not limited to, fire, explosion, lightning, flood, earthquake, power surges or failures, strikes or labor disputes, floods, storms, tornadoes, acts of war, civil disturbances, acts of civil or military authorities or the public enemy, delays caused by Customer, Customer Equipment or Customer Service or equipment vendors or any other cause beyond Company's reasonable control.

On the occurrence of any such event and to the extent such occurrence interferes with Company's obligation under this Guide, Company will be excused from such obligations during the period of such interference, provided that Company uses all reasonable efforts available to Company to avoid or remove such causes of inability to meet such obligation.

2.5 Law Enforcement and Civil Process

2.5.1 Intercept Devices. Local and federal law enforcement agencies periodically request information or assistance from telecommunications carriers. When Company receives a request associated with the Customer, Company will comply with any valid request, to the extent Company is able to do so. If such compliance requires the assistance of Company, such assistance will be provided.

2.5.2 Subpoenas. If Company receives a subpoena for information concerning an End User Company knows to be Customer's End User, Company will refer the subpoena to the requesting entity indicating that Customer is the responsible company. Provided, however, if the subpoena requests records for a period of time during which Company was the End User's Service provider, Company will respond to any valid request to the extent Company is able to do so. If response requires the assistance of Customer, such assistance shall be provided by Customer.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.6 Provision of Services

2.6.1 Company will provide to the Customer the Services at the specified rates and charges, to the extent that such Services are or can be made available with reasonable effort.

2.6.2 The Services are provided over such routes and facilities as Company may elect. Requests for special facilities or routing of Service may require special construction charges. Special construction is required if 1) facilities or equipment is not available to meet an order for Service and Company or its vendors must construct facilities; 2) Customer requests Service to be furnished using a type of facility or equipment, or via a route, other than that which Company would normally utilize in providing the requested Service; or 3) Customer requests construction be expedited resulting in added cost to Company.

Special construction charges will be developed based on estimated costs.

Written Customer approval and prepayment of all special construction charges must be provided to Company prior to start of construction. In the event the special construction charges are not acceptable to Customer and Customer refuses to pay those charges, Customer or Company can elect to terminate the request for service without penalty.

Company reserves the right to refuse Service if such special facilities or routing is deemed by Company to be detrimental to its economic, operational, security or other such interest.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.7 Operation and Maintenance

2.7.1 Maintenance of Service

Company shall maintain the Services. The Customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by Company, other than by connection or disconnection to any interface means used, except with the written consent of Company.

Company reserves the right to temporarily suspend Service to allow for maintenance.

2.7.2 Availability of Testing

At times the Services shall be available to Company in order to permit Company to make tests and adjustments appropriate for maintaining the Services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

2.7.3 Interference or Impairment

The characteristics and methods of operation of any circuits, facilities or equipment provided by other than Company and associated with the facilities utilized to provide the Services shall not interfere with or impair Service over any facilities of Company, its affiliated companies or its connecting or concurring carriers involved in its Services, cause any damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public. Company will, where practicable, notify the Customer that temporary discontinuance of the use of a Service may be required. Where prior notice is not practicable, nothing contained herein shall be deemed to preclude Company's right to temporarily discontinue forthwith the use of a Service if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition that gave rise to the temporary discontinuance. In such case the condition is not promptly or adequately corrected, Company shall immediately discontinue Service.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.8 Refusal and Discontinuance of Service

2.8.1 Company may refuse additional applications for Service or discontinue the provision of Services as set forth below if a Customer fails to comply with this Guide ("Non-complying Customer").

On thirty (30) calendar days written notice to the person designated by that Customer to receive such notices of noncompliance, Company may:

2.8.1.A Refuse additional applications for Service and/or refuse to complete any pending orders for Service by the Non-complying Customer at any time thereafter. If Company does not refuse additional applications for Service on the date specified in the thirty (30) calendar days' notice, and the Customer's noncompliance continues, nothing contained here shall preclude Company's right to refuse additional applications for Service to the Non-complying Customer without further notice; or

2.8.1.B Discontinue the provision of the Services to the Non-complying Customer at any time thereafter. In the case of such discontinuance, all applicable charges, including termination charges, shall become due. If Company does not discontinue the provision of Services involved on the date specified in the thirty (30) calendar days' notice and the Customer's noncompliance continues, nothing contained herein shall preclude Company's right to discontinue the provision of the Services to the Non-complying Customer without further notice.

2.8.2 When Service is provided by more than one company, the companies involved in providing the joint Service may individually or collectively deny Service to a Non-complying Customer.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.9 USE OF SERVICE

2.9.1 Assignment and Transfer of Facilities

2.9.1.A The Customer may not assign, or transfer (e.g. through mergers, acquisitions, consolidations, etc.) the use of Services except, where there is no interruption of use or relocation of the Services, such assignment or transfer may be made to:

2.9.1.A.1 Another Customer, whether an individual, partnership, association or Corporation, provided the assignee or transferee assumes all outstanding indebtedness for such Services, the unexpired portion of the minimum period or Term Pricing Plan (TPP), the applicable charges associated with any name change on billing and Service records, and the termination liability applicable to such Services, if any; or,

2.9.1.A.2 A court appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee assumes the unexpired portion of the minimum period or TPP, the applicable charges associated with any name change on billing and Service records, and the termination liability applicable to such Services, if any.

2.9.1.B In all cases of assignment or transfer, the written acknowledgement of Company is required prior to such assignment or transfer and such acknowledgement shall be made within fifteen (15) calendar days from the receipt of notification. The assignee or transferee (new Customer) shall provide to Company the written release of the use of such Services from the assignor or transferor (former Customer). All terms, conditions and applicable charges, as set forth in this Guide, shall apply to such assignee or transferee.

2.9.1.C The assignment or transfer of Services does not relieve or discharge the assignor or transferor from remaining jointly and severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.9 USE OF SERVICE (Cont'd)

2.9.2 Unlawful and Abusive Use

2.9.2.A The Services shall not be used for an unlawful purpose or used in an abusive manner, however, Company is in no way obligated to monitor or police such activity. Abusive use includes:

- (1) The use of the Service by Customer, anonymously or otherwise, in a manner reasonably expected to frighten, abuse, torment or harass another; or,
- (2) The use of the Service in such a manner as to interfere unreasonably with the use of the Service by one or more Customers.

2.9.2.B Company shall, upon written request from a Customer, another telecommunications company or lawful authority, terminate Service to any subscriber or Customer identified as having utilized Service in the completion of abusive or unlawful transmissions.

2.9.2.C In such instances when termination occurs, Company shall be indemnified, defended and held harmless by the Customer or any other telecommunications company or party against any claim, loss or damage arising from Company's actions in terminating such Service, unless caused by the negligence of Company.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.10 Obligations of the Customer

2.10.1 Equipment, Space and Power

The Customer shall furnish, or arrange to have furnished, to Company, at no charge, an environment conducive to the operations of equipment, as well as the space and electrical power required by Company to provide the Services at the points of termination of such Services. The selection of AC or DC power shall be mutually agreed to by the Customer and Company. The Customer shall also make necessary arrangements in order that Company may have access to such spaces at reasonable times for installing, testing, repairing or removing Services of Company.

2.10.2 References to Company

The Customer may advise End Users that certain Services are provided by Company in connection with the Service the Customer provides to End Users. However, the Customer shall not represent that Company jointly participates in the Customer's Services. Customer may not use any logo, trademark or other intellectual property right of Company without prior written permission.

2.10.3 Damages

The Customer shall reimburse Company for damages to Company facilities utilized to provide Services caused by the negligence, gross negligence or intentional act or omission of the Customer or resulting from the Customer's improper use of Company facilities, or due to malfunction of any facilities or equipment provided by other than the Company. Nothing in the foregoing provision shall be interpreted to hold one Customer liable for the actions of another Customer. Upon reimbursement for damages, Company will cooperate with the Customer in prosecuting a claim against the person causing such damage. The Customer shall be subrogated to the right of recovery by Company for the damages to the extent of such payment.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.10 Obligations of the Customer (Cont'd)

2.10.4 Claims and Demands for Damages

2.10.4.A With respect to claims of patent infringement made by third persons, the Customer shall defend, indemnify, protect and hold harmless Company from and against all claims arising out of combining with, or use in connection with, the Services, any circuit, apparatus, system or method provided by the Customer.

2.10.4.B The Customer shall defend, indemnify and hold harmless Company from and against any suits, claims and losses or damages, including punitive damages, attorneys' fees and court costs by third persons, arising out of the construction, installation, operation, maintenance or removal of the Customer's circuits, facilities or equipment connected to Company's Services including, without limitation, Workmen's Compensation claims, actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications transmitted over the Customer's circuits, facilities or equipment, and proceedings to recover taxes, fines or penalties for failure of the Customer to obtain or maintain, in effect, any necessary certificates, permits, licenses or other authority to acquire or operate the Services; provided, however, the foregoing indemnification shall not apply to suits, claims, and demands to recover damages for damage to property, death or person injury unless such suits, claims or demands are based on the tortious conduct of the Customer, its officers, agents or employees.

2.11 Grandfathered Customer Contracts

2.11.1 Customer contracts or service agreements executed with Company prior to the effective date of this Guide ("existing contracts") are grandfathered as of the effective date of this Guide and all rates, terms and conditions contained therein remain in effect.

2.11.2 Customers with existing contracts containing only month to month rates, terms and conditions are on constructive notice that their service(s) will be converted to applicable month to month tariffed rates, terms and conditions ninety (90) calendar days after the effective date of this Guide.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.12 Payment and Billing

2.12.1 Company or its billing agent will bill Customer (and not Customer's End User) and Customer will pay to Company or its billing agent on a monthly basis the charges set forth in this Guide. Charges will commence on the date Service is made available by Company and will continue through the date Service is disconnected.

2.12.2 Charges are due on the date specified on the bill ("Payment Date").

2.12.3 If the entire amount billed, exclusive of any amount disputed by the Customer, is received by the Company after the Payment Date or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, then a late payment charge will apply to the unpaid balance.

(A) The disputed amount penalty shall be the disputed amount resolved in the Customer's favor times a penalty factor. The penalty factor shall be the lesser of:

(1) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the first date to and including the last date of the period involved, or

(2) 0.000590 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

2.12.4 Customer is responsible for payment of all charges for Service furnished to or used by Customer, or Customer's agents, servants, employees, or End Users. Customer is also responsible for payment of charges for all other third persons' use of Service to which Customer subscribes. All charges due from Customer are payable to Company or to Company's authorized billing agent in immediately available U.S. dollars. Adjustments to Customer's bill shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.12 Payment and Billing (Cont'd)

2.12.5 In the event that a billing dispute is resolved in favor of the Customer, no late payment charge will apply to the disputed amount and the Customer will receive a credit equal to the overcharged amount.

(1) Interest Credit

The Customer will receive an interest credit if objections to billed charges were reported to the Company as specified in 2.12.4, preceding. In addition the Customer must have paid the total amount billed in dispute and the billing dispute must be resolved in favor of the Customer.

(2) Interest Credit Period

When a claim is filed within 90 days from the bill date, the period covered by the interest credit shall begin on the date that the Company receives payment in immediately available funds. The period covered by the interest credit shall end on the date that the Customer's account is credited.

(C)

(C)

(3) Calculation of Interest Credit

Interest credit shall be calculated based upon the portion of the disputed amount resolved in the customer's favor multiplied by the lesser of:

- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the first date to and including the last date of the period involved, or
- (b) 0.000590 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.12 Payment and Billing (Cont'd)

2.12.6 In the event that a billing dispute is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to a late payment charge determined in accordance with 2.12.3, preceding, and applied to such disputed charges.

2.12.7 The security of Customer's authorization or access codes is the responsibility of Customer. Customer shall be responsible for payments of all charges applicable to the Service, including in cases where the Service was accessed in a manner not authorized by the Customer.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.13 Deposits, Advance Payments and Adjustments

2.13.1 To protect itself from the risk of non-payment, the Company may require a Customer to provide a cash deposit in those instances specified in 2.13.1(A) below.

(A) There is a proven history of late payments or the Customer has not demonstrated established credit. A proven history of late payments is defined as 2 or more occasions within the preceding 12 months in which payment(s) for the undisputed charges of that month's total billings (sum of all bills sent in that month for all accounts for all services provided under this Guide by the Company) was

- (1) not received within 3 business days following the payment due date and
- (2) the payment(s) not received within 3 business days represented at least 10% of the month's total billings for all accounts for all services provided under this Guide by the Company.

Example for January 2005 billings: Assume:

- \$100 payment for a January billing received on the due date
- \$100 payment for a January billing received 1 business day late
- \$100 payment for a January billing received 4 business days late

Total January billings for all accounts for all services provided under this Guide by the Company sum to \$300. There are no disputes.

One payment is recognized as being late since it is beyond 3 business days late and it represents 33% of the monthly billings. This would represent the first occasion of a monthly late payment.

Disputed billed amounts for the sake of this section are disputed via the process outlined in 2.12.4, preceding.

In the event that a Customer has a history of late payments or has not demonstrated established credit, the Company may require the Customer to pay a two-month deposit based on the total charges billed and rendered by the Company for the most recent two months of service. In the event the Customer has not received two months of service from the Company, the two-month deposit will be based on charges estimated by the Company for the initial two-month period.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.13 Deposits, Advance Payments and Adjustments (Cont'd)

2.13.1 (Cont'd)

(A) (Cont'd)

The Company will provide the Customer written notice by Overnight Delivery as described in 2.8.1, if a deposit is required under this section. The Customer must pay the two-month deposit within 15 business days following the date the written notice is sent to the Customer. Such notice period will begin the day after the notice is sent. If the Customer fails to pay the deposit by the due date, as described above, the Company may send the Customer a written notice by Overnight Delivery stating that if the deposit is not received within 15 calendar days of the original deposit due date, the Company may take any or all of the actions specified in Section 2.8.1.

Simple interest at a rate set forth following will accrue on cash deposits. Simple interest will be applied for the number of days from the date the Customer deposit is received by the Company to and including the date such deposit is credited to the Customer's account or the date the deposit is refunded by the Company.

The cash deposit will be returned, with any accrued, uncredited interest within 15 business days of when a Customer with a history of late payments or no established credit history demonstrates a one-year prompt payment record (undisputed billed balances are paid within the bill payment requirements outlined in 2.12.2 and 2.12.4).

In the event the provision of all service to the Customer is terminated and the Company maintains a cash deposit from the Customer, the deposit and any accrued, uncredited interest will be applied to any outstanding sums owed to the Company, and any remaining balance will be returned to the Customer.

Customer will receive interest at the lower percentage rate of:

- i) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that the Customer actually makes the payment to the Company, or
- (ii) 0.000590 per day, compounded daily for the number of days from the payment date to and including the date that the Customer actually makes the payment to the Company.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.13 Deposits, Advance Payments and Adjustments (Cont'd)

2.13.2 The fact that a security deposit has been made in no way relieves Customer from prompt payment of bills upon presentation.

2.13.3 Company may require or receive advance payment from Customer for purposes including, but not limited to security deposit.

2.13.4 Company reserves the right to issue credits and adjustments to Customer.

2.14 Taxes

2.14.1 With respect to any purchase of Service, if any Federal, state or local government tax, fee, surcharge, or other tax-like charge (a "Tax") is required or permitted by applicable law, ordinance regulation or tariff to be collected from Customer by Company, then (i) Company will bill Customer for such Tax, (ii) Customer will timely remit such Tax to Company, and (iii) Company will remit such collected Tax to the applicable taxing authority.

With respect to contributions to funds applicable to Company's Services, Company shall solicit, collect and remit funds in accordance with applicable laws and regulations.

2.14.2 If Company does not collect a Tax because Customer asserts that it is not responsible for the Tax or is otherwise excepted from the obligation, which is later determined by formal action to be wrong then, as between Company and Customer, Customer will be liable for such uncollected Tax and any interest due and/or penalty assessed on the uncollected Tax by the applicable taxing authority or governmental entity.

2.14.3 If Company or Customer is audited by a taxing authority or other governmental entity both Company and Customer agree to reasonably cooperate with the other being audited in order to respond to any audit inquiries in a proper and timely manner so that the audit and/or any resulting controversy may be resolved expeditiously.

2.14.4 If applicable law excludes or exempts a purchase of Services from a Tax, and if such applicable law also provides an exemption procedure, such as an exemption certificate requirement, then, if Customer complies with such procedure, Company, subject to section 2.14.2 above, will not collect such Tax during the effective period of the exemption. Such exemption will be effective upon Company's receipt of the exemption certificate or affidavit.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.14 Taxes

2.14.5 If applicable law excludes or exempts a purchase of Services from a Tax, but does not also provide an exemption procedure, then Company will not collect such Tax if Customer (i) furnishes Company with a letter signed by an officer of Customer claiming an exemption and identifying the applicable law which allows such exemption, and (ii) supplies Company with an indemnification agreement, reasonably acceptable to Company, which holds Company harmless on an after-tax basis with respect to forbearing to collect such Tax.

2.14.6 With respect to any Tax or Tax controversy covered by this section, Customer will be entitled to contest, pursuant to applicable law, and at its own expense, any Tax that it is ultimately obligated to pay. Customer will be entitled to the benefit of any refund or recovery resulting from such a contest.

2.14.7 Failure to include Taxes on an invoice or to state a Tax separately shall not impair the obligation of Customer to pay any Tax. Nothing shall prevent Company from paying any Tax to the appropriate taxing authority prior to the time: (1) it bills Customer for such Tax or (2) it collects the Tax Customer. Notwithstanding anything in this Guide to the contrary, Customer shall be liable for and Company may collect Taxes which were assessed by or paid to an appropriate taxing authority within the statute of limitations period but not included on an invoice within four (4) years after the Tax otherwise was owed or due.

2.14.8 Federal Universal Service Fund (FUSF) Surcharge

The Federal Universal Service Fund (FUSF) Surcharge recovers the Company's contributions to the Universal Service Support Mechanisms. Customers may certify exemption from FUSF Surcharges at the ACNA level, BAN level or circuit level.

Certification at the ACNA level will exempt all BANs under that ACNA. Certification at the BAN level will exempt only the specified BANs. A Customer must annually certify exemption from FUSF Surcharges.

A percentage surcharge factor is assessed monthly on billed recurring and non-recurring charges of end user services other than surcharges described in Section 2. This percentage surcharge is specified in Company's interstate access services tariff.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.15 Customer Equipment

Service may be used with or terminated in Customer Equipment. Such Customer Equipment shall be furnished by and maintained at the expense of Customer, except as otherwise provided.

Customer is also responsible for all costs it incurs in the use of Service, including but not limited to Customer Equipment, wiring, electrical power, and personnel. When such Customer Equipment is used, it must be compatible with Company equipment and standards used to provide Service, and shall in all respects comply with the minimum protective standards of Company.

2.16 Interconnection

Service furnished by Company may be connected with the Services or facilities of other carriers. Customer is responsible for all charges billed by other carriers in connection with the use of Service. Any special equipment or facilities necessary to achieve compatibility between carriers are the sole responsibility of the Customer.

2.17 Inspection, Testing and Adjustments

2.17.1 Company may make such tests and inspection as may be necessary to determine whether requirements in this Guide are being complied with in the installation, operation and maintenance of Customer Equipment or Company's equipment. Company may, without notice, interrupt Service at any time, as necessary, because of a departure from any of these requirements and may continue such interruption until its requirements have been satisfied.

2.17.2 The facilities provided by Company shall be made available to Company by Customer for such tests and adjustments as may be necessary for their maintenance to a condition satisfactory to Company.

2.17.3 Company shall not be liable to Customer for any damages for Service Interruption pursuant to this section.

2.18 Provision of Service

Services are provided only in those geographic areas where facilities exist, where Company in its discretion determined (subject to applicable law) to provide Service, and where Company is authorized to provide Services. Provision of Services is subject to availability.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.19 Other Rules

Company reserves the right to discontinue Service, in whole or in part, limit Service or to impose requirements on Customers as required to meet changing regulations, rules or standards of the Commission.

Company also reserves the right to modify or change the network specifications without separate notice to Customer.

In the event terms of this Guide are changed, Customer will be on constructive notice of the change through the filing of Tariff revisions.

**ADVANCED SERVICES**

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2. Regulations (Cont'd)

2.20 Standard Frame Relay Service Level Agreement (SLA)

The Standard Frame Relay SLA applies to Customers who purchase Frame Relay Service offered in Sections 4.1 through 4.4. When Customer purchases Frame Relay Service under the Sections described above, Customer accepts the Standard Frame Relay SLA for those new Frame Relay Service elements and any existing Frame Relay Service elements provided on the same network as those new Frame Relay Service elements. The Standard Frame Relay SLA is available at no additional cost to Customer. The total amount of the Service credit Customer receives for any Port or PVC for any month shall not exceed 100% of the monthly recurring charge associated with the Port or PVC. The Standard Frame Relay SLA will apply until Service is disconnected.

2.20.1 Standard Frame Delivery Ratio

For Frame Relay Services provided to the Customer, Company is committed to maintaining data throughput across the Company-provided, Customer-specific network at a Standard Frame Delivery Ratio of 99.99% per PVC from ingress switch port to egress switch port during each calendar month, under normal conditions.

- (A) Standard Frame Delivery Ratio is calculated as the average percentage of Customer-specific Frames offered to the network that successfully egress the network (ingress switch port to egress switch port) within the Committed Information Rate (CIR) for Frame Relay and within a calendar month. The calculation for Frame Delivery Ratio for a given calendar month shall be as follows:

$$\text{Standard Frame Delivery Ratio} = \frac{\text{Total Customer-specific Frames that successfully egress the network}}{\text{Total number of Customer-specific Frames offered to the network}}$$

The following will be excluded from any determination of Standard Frame Delivery Ratio:

- Force majeure events as outlined in Section 2.4, preceding;
- Data lost during Company's scheduled maintenance window;
- Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay
- Failures due to facilities or equipment provided by another party or the Customer;
- Failures due to unauthorized use of Service or inaccurate network specifications requested by Customer;
- Failures due to negligence or willful misconduct by the Customer;
- Access failures;
- PVC that transmit data across oversubscribed ingress or egress ports, which includes data not marked "discard eligible".

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.20 Standard Frame Relay Service Level Agreement (SLA) (Cont'd)

2.20.1 Standard Frame Delivery Ratio (Cont'd)

- (B) Customer is responsible for notifying Company when the Customer-specific Standard Frame Delivery Ratio average falls below 99.99% for a PVC within the calendar month. Customer must request a service credit within forty-five (45) calendar days after the end of the calendar month in which the failure occurred.

Upon verification by Company that the actual Customer-specific Standard Frame Delivery Ratio for a PVC was below 99.99%, Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the Standard Frame Delivery Ratio is still below 99.99%, Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVC for the subsequent month in which the Customer-specific Frame Delivery Ratio average was below 99.99%.

2.20.2 Standard Time to Repair

For Frame Relay Services provided to Customer, Company is committed to maintaining a 4-hour maximum repair time per PVC Port or Port and Access outage in all regions (or an 8-hour maximum repair time if a technician is required to be dispatched). This includes the Access and equipment when provided by Company. This applies only to those troubles reported by Customer to the Data Service Center (DSC).

- (A) Elapsed time begins when the trouble call is received by the Data Service Center (DSC) and ends when the service is restored to normal operating performance.

The following shall be excluded from any determination of Standard Time To Repair:

- Force majeure as outlined in Section 2.4, preceding;
- Data lost during Company's scheduled maintenance window;
- Failures due to facilities or equipment provided by another party or the Customer;
- Network Interface Device failures;
- Customer Equipment failures;
- Customer "no access" time as defined below:
  - Customer not available;
  - Coordinated Vendor meeting;
  - Abeyance on Customer request;
  - After hours testing because no Customer daytime release; or
  - Tickets referred to another party.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.20 Standard Frame Relay Service Level Agreement (SLA) (Cont'd)

2.20.2 Standard Time to Repair (Cont'd)

- (B) Customer is responsible for notifying Company of any outages that exceed the 4 or 8 hour maximum as described above. Customer must request a service credit within forty-five (45) calendar days after the failure(s) occurred.

Upon verification by Company that the actual repair time for any PVC Port or Port and Access exceeded the 4 or 8 hour maximum described above, Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVC for month in which the outages occurred.

2.20.3 Standard Time to Provision

For Frame Relay Services provided to Customer, Company is committed to completing all service orders by the due date. In the event that Customer requests a due date different from one shown on original order, a new due date is issued and replaces the original due date. Standard Time to Provision includes Access and equipment when provided by Company.

- (A) The following shall be excluded from any determination of Standard Time to provision:
- Force majeure events as outlined in Section 2.4, preceding;
  - Inability by Company to test because of no-access by Customer;
  - Customer testing when Customer Equipment is not installed and the Customer overall tests are not completed at due date;
  - Due dates missed or rescheduled at Customer's request;
  - Inability by Company to test or complete the order because of failures or not-ready conditions due to facilities or equipment provided by another party or the Customer.

- (B) Customer is responsible for notifying Company of any missed due dates. Customer must request a Service credit within forty-five (45) calendar days after the missed due date occurred.

Upon verification by Company that the due date was missed, the Customer will be provided a service credit equal to:

- 100% of the monthly recurring charges for one month of Service for each Port and/or PVC in which the FOC due date was missed.

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.20 Standard Frame Relay Service Level Agreement (SLA) (Cont'd)

2.20.4 Standard Latency

For Frame Relay Services provided to the Customer, Company is committed to maintaining Frame delay across the Company-provided Customer-specific network according to the parameters below:

- On average, less than or equal to 100 milliseconds roundtrip per PVC for all Frame Relay Service.

Standard Latency is measured from ingress switch port to egress switch port during each calendar month.

- (A) Standard Latency is calculated as the amount of time, in milliseconds, it takes for a Frame to travel roundtrip across a PVC.

The following shall be excluded from any determination of Latency:

- Force majeure events as outlined in Section 2.4, preceding;
- Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay
- Failures due to facilities or equipment provided by another party or the Customer;
- Failures due to unauthorized use of Service or inaccurate network specifications requested by Customer;
- Failures due to negligence or willful misconduct by the Customer;
- Access failures;
- PVCs that transmit data across oversubscribed ingress or egress ports, which includes data not marked "discard eligible".

- (B) Customer is responsible for notifying Company when their average Customer-specific Frame delay falls below the committed level. Customer must request a Service credit within forty-five (45) calendar days of the end of the calendar month when the excessive delay occurred.

Upon verification by Company that the Customer-specific Frame delay did not meet the committed level, Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the Frame delay is still greater than the committed level, the Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVCs for the subsequent month in which the Customer-specific Frame delay was below the committed level.

**ADVANCED SERVICES**

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2. Regulations (Cont'd)

2.20 Standard Frame Relay Service Level Agreement (SLA) (Cont'd)

2.20.5 Standard Network Availability

For Frame Relay Services provided to the Customer, Company is committed to maintaining an average Network Availability of 99.99% each calendar month per network and within a LATA.

Network Availability is measured based on components purchased from Company:

- If Customer's entire network consists of Port and Access provided by Company at all Customer locations, then Network Availability is based on PVCs measured from Network Interface to Network Interface.
- If Customer purchased port only from Company, then Network Availability is based on PVCs measured from ingress switch port to egress switch port.

(A) The calculation for the average Network Availability for a given calendar month shall be as follows:

$$\text{Standard Network\% Availability} = 1 - \left[ \frac{\text{Total minutes of PVC outage time per month}}{\text{Total \# of PVCs} \times 24 \text{ hours} \times \text{days per month} \times 60 \text{ minutes}} \right] \times 100$$

The following shall be excluded from any "network outage time":

- Force majeure events as outlined in Section 2.4, preceding;
- Data lost during Company's scheduled maintenance window;
- Failures due to facilities or equipment provided by another party or the Customer;
- Failures due to unauthorized use of Service or inaccurate network specifications requested by Customer;
- Failures due to negligence or willful misconduct by the Customer;
- Customer "no access" time as defined below:
  - Customer not available;
  - Coordinated Vendor meeting;
  - Abeyance on Customer request;
  - After hours testing because no Customer daytime release; or
  - Tickets referred to another party;
- Access failures (if Access is not provided by Company).

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ADVANCED SERVICES

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2. Regulations (Cont'd)

2.20 Standard Frame Relay Service Level Agreement (SLA) (Cont'd)

2.20.5 Standard Network Availability (Cont'd)

- (B) Customer is responsible for notifying Company when their average Customer- specific Network Availability falls below 99.99%. The Customer must request a Service credit within forty-five (45) calendar days of the end of the calendar month when the Network Availability was not met.

Upon verification by Company that the Customer-specific average Network Availability did not meet 99.99%, the Customer will be entitled to a service credit equal to:

- 10% of the monthly recurring charges for all affected Ports and/or PVCs for the month in which Network Availability failure occurred.

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ADVANCED SERVICES

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3. Application of Rates

3.1 Rates

There are two (2) categories of rates and charges: Nonrecurring charges and monthly recurring charges.

3.2 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity (i.e., installation or change to an existing Service).

3.2.1 Installation of Service

Nonrecurring charges apply to each Service installed. The applicable charges are specified within each Service rate section.

3.2.2 Installation of Optional Features and Functions

Nonrecurring charges apply for the installation of optional features and functions. The charge applies whether the feature or function is installed with the initial establishment of Service or any time thereafter. The applicable charges are specified within each Service rate section.

3.2.3 Section Not in Use

3.2.4 Record Order Charges

For Frame Relay Service, a Nonrecurring charge applies for receiving, recording and processing information in connection with Customer initiated changes to Customer's account information (i.e. change in Customer billing name or billing address). In these instances, a record order is issued. Once a record order is issued, Customer may request additional changes to their account information without a subsequent record order being issued, provided the additional changes are requested during the same business day.

The Record Order Charge is \$14 per Record Order.

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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.2 Nonrecurring Charges (Cont'd)

3.2.5 Service Order Change Charges

For Frame Relay Service, a Service Order Change Charge applies when Customer requests an addition to, change to, or rearrangement of Service, within three (3) days prior to the Service Due Date, and the request requires engineering redesign. Customer will be notified as to whether or not the Service Order Change Charge applies.

The Service Order Change Charge is \$50 per service order.

Customer may request to extend a Due Date for service provided the new Service Due Date is no more than thirty (30) calendar days beyond the original Service Due Date. Should a request be made to extend for more than thirty (30) calendar days beyond the originally Scheduled Service Due Date, the original Service Order will be cancelled and a new order for service must be placed. There will be a \$250 cancellation charge for cancelled orders.

3.2.6 Expedite Order Charges

For Frame Relay Service, if Customer desires that Service be provided on a due date earlier than the due date offered the Customer, the Customer may request the Service be provided on an expedited basis.

There will be a \$250 charge for Expedite Orders that are limited to PVC additions or Port Installations. For Port and Access Expedite Order requests, there is a minimum charge of \$500 per Service Order. In addition, the Company will pass on and bill the Customer any additional charges it incurs from other service providers, such as ILECs, IXCs and CLECs, necessary to complete the Expedite Order. Company will provide Customer an estimate of any additional charges involved prior to the charges being incurred by Customer.

If the Company determines that the Service can be provided on an expedited basis and the Customer accepts the new expedited date and agrees to pay any applicable costs, the Expedite Order will then be processed.

If the Company is unable to meet the agreed upon expedited Service date, but the Service is still provided on an expedited basis (prior to original due date offered by the Company), Customer will still incur applicable expedite charges.

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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.2 Nonrecurring Charges (Cont'd)

3.2.7 Additional Labor Charge

This Section applies to Frame Relay Service only.

In this section, normally scheduled working hours are generally 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding Holidays. However, the hours may vary based on Company policy, union contract and location.

Additional Labor is that labor requested by Customer on a given Service and agreed to by Company as set forth below. Company will notify Customer that Additional Labor Charges will apply before any additional labor is undertaken.

There is a half-hour minimum charge for any Additional Labor. All Additional Labor Charges for work performed during normally scheduled working hours will be billed at

\$50 for the first half-hour and \$25 for each subsequent quarter hour or fraction thereof, per technician.

All Additional labor performed outside of normally scheduled working hours (overtime) will be billed at \$62.50 for the first half-hour and \$31.25 for each subsequent quarter hour or fraction thereof, per technician. A call-out of Company personnel for Additional Labor at a time not consecutive with Company's normally scheduled working hours is subject to a minimum charge of four hours.

If more than one technician is involved in the same Additional Labor project, the total amount of time for all technicians involved will be aggregated prior to the distribution of time between the first half-hour and each additional quarter hour rate categories.

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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.2 Nonrecurring Charges (Cont'd)

3.2.7 Additional Labor Charge (Cont'd)

(A) Overtime Installation

Overtime installation is that Company installation effort outside of normally scheduled working hours.

(B) Stand By

Stand by includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make installation acceptance tests or cooperative tests with a Customer to verify facility repair on a given Service.

(C) Maintenance of Service

When Customer reports trouble to Company for clearance and no trouble is found in Company's equipment/facilities or trouble found is due to Customer Equipment, Customer will be billed for Maintenance of Service for the period of time beginning when the technician arrives at the Customer's premises and ending when the service is completed. No charge will be applied if the trouble is in Company's equipment/facilities.

(D) Testing and Maintenance with Other Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, is that which is in addition to the normal effort required to test, maintain or repair facilities provided solely by the Company. For Testing and Maintenance Services, if the Customer elects not to release a circuit during the Company's normal working hours, Company will work with the Customer to reach a mutually agreed upon time.

(E) Other Labor

Other Labor is that additional labor not included in (A) through (C), preceding, and labor incurred to accommodate a specific Customer request that involves only labor which is not covered by any other Section.

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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.3 Monthly Recurring Charges

Monthly recurring charges are the rates applied each month for the Service being provided.

3.4 Minimum Period

The minimum periods for which services are provided and for which rates and charges apply are as follows:

3.4.1 Services are provided for a minimum of one (1) month, unless otherwise specified.

3.4.2 The minimum period for the Frame Relay Service offering in Sections 4.1 through 4.4 is twelve (12) months.

3.4.3 When Service is discontinued prior to the expiration of the minimum period, charges are applicable whether the Service is used or not, as follows:

(A) When a Service with a one (1) month minimum period is discontinued prior to the expiration of the minimum period, a one (1) month charge will apply at the rate in effect at the time Service is discontinued.

(B) When a Service with a minimum period greater than one (1) month is discontinued prior to the expiration of the minimum period, the applicable charge will be 50% of the total monthly charges at the rate in effect at the time Service is discontinued, for the remainder of the minimum period.

3.5 Term Pricing Plans (TPP)

3.5.1 For Frame Relay Service, Term Pricing Plans (TPP) provide Customer with stabilized rates for the duration of the agreed upon term. Except as otherwise provided herein, TPP monthly rates will be exempt from Company-initiated rate increases throughout the selected TPP Service period. The TPP start date for each Service commences on the date installation is complete, and Service under that TPP ends on the anniversary date of the installation.

3.5.2 Customer may request an existing TPP Service period be converted to a new TPP Service period without incurring termination or nonrecurring charges provided the new Service period is equal to or greater than the remaining portion of the original TPP Service period.

3.5.3 If the Customer requests that Service provided under a TPP be converted to a term shorter than the remaining portion of the existing TPP, the request will be treated as a termination of Service and termination charges will apply.

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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.5 Term Pricing Plans (TPP) (Cont'd)

3.5.4 Customer must provide Company written notice of intent to renew TPP no later than sixty (60) calendar days prior to its expiration. Nonrecurring charges do not apply if TPP is renewed. The renewal rates will be the applicable rates in effect on our current Tariff at the time the TPP expires. If Customer does not renew a TPP or does not notify Company of its intent to renew, Customer's Service will convert to the then current Out of Term rates until the Customer cancels or renews the Service with a new TPP term.

3.5.5 Termination charges

Except as noted in 3.5.2 preceding, Customers who terminate a TPP prior to the expiration of the term period will incur termination charges equal to 50% of the total monthly recurring charges for the remainder of Customer's TPP term.

3.6 Moves

This Section applies to Frame Relay Service.

3.6.1 Moves Within the Same Building

Moves within the same building will incur a charge equal to one-half (1/2) of the nonrecurring charges of the shortest term available and all associated special construction and material charges for the Service. There will be no change in TPP term requirements.

3.6.2 Moves To a Different Building

Moves to a different building will incur a charge equal to the nonrecurring charges of the shortest term available and all associated special construction and material charges for the Service. There will be no change in TPP term requirements, except as noted in 3.6.3 below.

3.6.3 When Termination Charges Apply

If an order to move Service provided under a TPP does not meet one or more of the conditions described below, it will be treated as a discontinuance of Service and the establishment of a new Service and termination charges will apply. Except as noted, the monthly rates for the new Service will be those in effect at the time Service is moved. All nonrecurring charges and special construction charges associated with the establishment of the new Service will apply.

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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.6 Moves (Cont'd)

3.6.3 When Termination Charges Apply (Cont'd)

3.6.3.1 Moves at Same Transmission Speed

For moves or changes at the same transmission speed, the Customer may move Service to a new location without incurring termination charges provided all of the following conditions are met:

- 1) The new Service is provided solely by Company;
- 2) The Customer's request to disconnect Service and request for new Service are received at the same time;
- 3) The new Service date requested by the Customer is within one hundred twenty (120) days of the Customer disconnect request;
- 4) The new Service has a transmission speed equal to the transmission speed of the existing Service;
- 5) For Permanent Virtual Circuits (PVCs), the move must be associated with the move of one or more associated ports;
- 6) The new Service retains the same TPP effective date and term as the original TPP established at the former location; and
- 7) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.

3.6.3.2 Moves Involving Upgrades in Transmission Speed

For moves involving upgrades in transmission speed, the Customer may move Service to a new location and upgrade to a higher speed Company Service without incurring termination charges provided all of the following conditions are met:

- 1) The new Service is provided solely by Company;
  - 2) The Customer's request to disconnect Service and request for new Service are received at the same time;
  - 3) The new Service date requested by the Customer is within one hundred twenty (120) days of the Customer disconnect request;
  - 4) The new Service has a transmission speed greater than the transmission speed of the existing Service;
  - 5) For PVCs, the move must be associated with the move of one or more associated ports;
  - 6) The new Service establishes a new TPP effective date with a term equal to or greater than the original TPP term established at the former location; and
  - 7) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.
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ADVANCED SERVICES

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3. Application of Rates (Cont'd)

3.7 Upgrades Not Involving Moves

This Section applies to Frame Relay Service.

Customer may upgrade Service to a higher transmission speed or to another Company Service of equal or greater transmission speed without incurring termination charges if all of the following conditions are met:

- 1) The new Service is provided solely by Company;
- 2) The new Service is provided to the same Customer location;
- 3) For PVCs, the new Service must be provided between the same two locations;
- 4) The Customer's requests to disconnect Service and request for new Service are received at the same time;
- 5) For Service upgraded pursuant to this section, the new Service establishes a new TPP effective date with a term equal to or greater than the original TPP term established with the original Service.; and
- 6) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.

Any applicable nonrecurring or special construction charges associated with the new Service will apply.

3.8 Service Order Cancellation Charge

Customer may cancel a Service Order at any time prior to the Service Due Date. The cancellation date is the date the Company receives written or verbal notice from the Customer that the order is to be cancelled. The following conditions apply to service Order cancellations:

- 3.8.1 For Frame Relay Service, if Customer cancels an order for Service more than three (3) business days after Firm Order Confirmation (FOC) has been provided Customer will incur a \$250 cancellation charge. This cancellation charge will be billed in addition to any other charges Company incurs, including but not limited to applicable cancellation or termination charges from other Service providers such as ILECs, IXCs and CLECs. The Service Order Cancellation Charge will apply per Service Order.
- 3.8.2 For Service Orders cancelled less than three (3) business days before the Service Due Date, the request will be treated as a disconnect and will include applicable termination charges equal to 50% of the total monthly recurring charges. The above \$250 cancellation charge will not apply.

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ADVANCED SERVICES

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4. Frame Relay Service

4.1 Service Description

Frame Relay Service (FRS) is a public, metropolitan wide-area data service that provides high throughput and low delay. It utilizes advanced packet switching technology and highly reliable digital transmission facilities to provide the performance of leased lines and the flexibility and connectivity features of Local Area Networks (LANs) in an efficient, economical data delivery service.

4.2 Service Provisioning

The Service Level Agreements (SLA) for Frame Relay Service can be found in Section 2.20, preceding.

4.3 Service Components

A nonrecurring charge and a monthly rate apply, based upon the speed of the connections and term plan selected.

4.3.1 User Network Interface (UNI) Port and Access

UNI Port and Access connects the Customer to the Company's FRS network, based upon the standards defined UNI signaling protocol. UNI Port and Access is available at various speeds from 56 Kbps up to and including 128Kbps. Each UNI Port and Access will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

4.3.2 User Network Interface (UNI) Port Only

UNI Port Only provides the Customer a port connection into the Company's FRS network based upon the standards defined UNI signaling protocol. UNI Port Only is available at several speeds from 56 Kbps up to and including 128Kbps. When UNI Port Only is selected, it is the Customer's responsibility to obtain access to Company's FRS network. Each UNI Port Only will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

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4. Frame Relay Service (Cont'd)

4.3 Service Components (Cont'd)

4.3.3 Permanent Virtual Circuits (PVCs)

PVCs are logical connections between two (2) ports that allow data to be sent from one Customer location to another. PVCs do not engage capacity when idle, allowing the available capacity to be allocated to other active PVCs that are in need of additional bandwidth. PVCs are duplex (two-way).

Each PVC type is assigned a Committed Information Rate (CIR). CIR is the rate in Kbps or Mbps at which the Company commits to transfer user data under normal conditions.

A PVC may exceed its assigned CIR when transmitting a large file or volume of information. This condition is known as bursting. Excess capacity must be available on the port connection for bursting to occur. Bursting is only allowed up to the port speed.

When placing an order for Service, Customer must specify the following for each PVC:

- PVC Connection Type;
- PVC Type; and
- Quality of Service.

PVCs purchased from this Section of Frame Relay Service must have at least one associated Port purchased as well.

(A) PVC Connection Types

(1) Frame Relay to Frame Relay

Frame Relay to Frame Relay connects two Frame Relay Customer locations.

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4. Frame Relay Service (Cont'd)

4.3 Service Components (Cont'd)

4.3.3 Permanent Virtual Circuits (PVCs) (Cont'd)

(B) PVC Types

(1) Standard PVC

Standard PVCs are utilized in typical Frame Relay networks to provide logical connections between two ports.

(2) Disaster Recovery PVC

Disaster Recovery PVCs allow for the implementation of logical connections between branch locations and a secondary processor/server center (disaster recovery location) should a non-recoverable disaster occur at the primary host location. The disaster recovery location must also be served by an active, Company provided Frame Relay Port.

The Disaster Recovery PVC is provisioned based upon an initial order from the Customer and pre-configured in the Frame Relay switch, but set to a disabled mode. Customer must initiate PVC activation with Company and necessary third party vendors.

(3) Alternate Routing PVCs

Alternate Routing PVCs provide a logical connection to an alternate host site processor/server in the event of an outage at the primary location. Alternate Routing PVCs are to be utilized in the event of an outage at the primary location only, not day-to-day use.

The Alternate Routing PVC is provisioned based upon an initial order from the Customer and available at all times. The remote Customer location is provisioned with two active PVCs, one end to the primary Customer location and one end to the backup Customer location.

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4. Frame Relay Service (Cont'd)

4.3 Service Components (Cont'd)

4.3.3 Permanent Virtual Circuits (PVCs) (Cont'd)

(C) PVC Quality of Service (QoS)

(1) Standard

Standard QoS is available for Frame Relay applications that contain bursty traffic.

(2) Priority

Priority QoS offers reduced delay and packet loss between end-points when used with small fixed-length frame traffic.

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4. Frame Relay Service (Cont'd)

4.4 Rates and Charges

	<u>DS0</u> <u>56 Kbps</u>	<u>DS0</u> <u>64 Kbps</u>	<u>Fractional</u> <u>DS1</u> <u>128 Kbps</u>
<u>UNI Port Only</u>			
<u>Out of Term</u>			
Monthly	\$136	\$136	\$291
NRC	NA	NA	NA
 <u>1 Year Term</u>			
Monthly	\$113	\$113	\$267
NRC	\$350	\$350	\$400
 <u>2 Year Term</u>			
Monthly	\$96	\$96	\$223
NRC	\$350	\$350	\$400
 <u>3 Year Term</u>			
Monthly	\$93	\$93	\$213
NRC	\$350	\$350	\$400
 <u>5 Year Term</u>			
Monthly	\$86	\$86	\$208
NRC	\$0	\$0	\$0
 <u>UNI Port and Access</u>			
<u>Out of Term</u>			
Port, Monthly	\$136	\$136	\$291
Access, Monthly	\$115	\$115	\$248
Total Port and Access, Monthly	\$251	\$251	\$539
Port, NRC	NA	NA	NA
Access, NRC	NA	NA	NA
Total Port and Access, NRC	NA	NA	NA
 <u>1 Year Term</u>			
Port, Monthly	\$113	\$113	\$267
Access, Monthly	\$96	\$96	\$227
Total Port and Access, Monthly	\$209	\$209	\$494
Port, NRC	\$350	\$350	\$400
Access, NRC	\$350	\$350	\$400
Total Port and Access, NRC	\$700	\$700	\$800

**ADVANCED SERVICES**

4. Frame Relay Service (Cont'd)

4.4 Rates and Charges (Cont'd)

	DS0	DS0	Fractional
	<u>56 Kbps</u>	<u>64 Kbps</u>	<u>DS1</u>
			<u>128 Kbps</u>
<u>UNI Port and Access (Cont'd)</u>			
<u>2 Year Term</u>			
Port, Monthly	\$96	\$96	\$223
Access, Monthly	\$93	\$93	\$218
Total Port and Access, Monthly	\$189	\$189	\$441
Port, NRC	\$350	\$350	\$400
Access, NRC	\$350	\$350	\$400
Total Port and Access, NRC	\$700	\$700	\$800
 <u>3 Year Term</u>			
Port, Monthly	\$93	\$93	\$213
Access, Monthly	\$91	\$91	\$208
Total Port and Access, Monthly	\$184	\$184	\$421
Port, NRC	\$0	\$0	\$0
Access, NRC	\$0	\$0	\$0
Total Port and Access, NRC	\$0	\$0	\$0
 <u>5 Year Term</u>			
Port, Monthly	\$86	\$86	\$208
Access, Monthly	\$83	\$83	\$204
Total Port and Access, Monthly	\$169	\$169	\$412
Port, NRC	\$0	\$0	\$0
Access, NRC	\$0	\$0	\$0
Total Port and Access, NRC	\$0	\$0	\$0

**ADVANCED SERVICES**

4. Frame Relay Service (Cont'd)

4.4 Rates and Charges (Cont'd)

CIR Speed	Monthly Rates							NRC	
	<u>Standard PVC</u>		<u>Alternate Routing PVC</u>		<u>Disaster Recovery PVC</u>				
	<u>Quality of Service (QoS)</u>								
	<u>Standard</u>	<u>Priority</u>	<u>Standard</u>	<u>Priority</u>	<u>Standard</u>	<u>Priority</u>			
8Kbps	\$3	\$5	\$2	\$4	\$1	\$3	\$30		
16Kbps	\$4	\$6	\$3	\$5	\$2	\$4	\$30		
32Kbps	\$5	\$7	\$4	\$6	\$3	\$4	\$30		
48Kbps	\$6	\$8	\$5	\$7	\$3	\$4	\$30		
56Kbps	\$7	\$9	\$6	\$9	\$4	\$5	\$30		
64Kbps	\$8	\$10	\$7	\$10	\$4	\$6	\$30		
128Kbps	\$9		\$14	\$8	\$11	\$5	\$7	\$30	

4.5 TPP Volume Discount Plan (TVP)

TPP Volume Discount Plan is a discount pricing plan available to Frame Relay Service Arrangements for 2, 3, and 5 Year Term Pricing Plans and a minimum of 10 Frame Relay Service Arrangements.

4.5.1 Term Pricing Plan (TPP) Volume Discount Plan (TVP) is a discounted pricing plan available for Frame Relay Service Arrangements. TVP applies as follows:

- (A) Customer shall submit a Confirmation of Service Order to the Company specifying participation in TVP and identify desired Volume Commitment Level;
- (B) New Frame Relay Services in all regions ordered under a two (2), three (3), or five (5) year TPP will qualify for the TVP discounts;
- (C) Existing Frame Relay Services in all regions that are converted to new two (2), three (3), or five (5) year TPPs greater than or equal in length to the remaining portion of their current period qualify for TVP;
- (D) TVP discounts apply to monthly recurring charges for Frame Relay Port Only, Port and Access, and PVCs. TVP discounts will be in addition to any discounts received under Term Pricing Plans. PVCs will receive TVP discounts but will not contribute to the Volume Commitment Levels described below;

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4. Frame Relay Service (Cont'd)

4.5 TPP Volume Discount Plan (TVP) (Cont'd)

4.5.2 Volume Discount Levels

- (A) Each Frame Relay Port Only or Port and Access that meets the conditions above will count towards the Volume Commitment Levels. A Service arrangement is defined as one Frame Relay Port Only or Port and Access combination.
- (B) Services purchased on a 1-Year TPP and Services converted to the Out of Term rates will not contribute to the Volume Commitment Level.
- (C) Customer may increase the volume discount level at any time during the TPP period. To receive the increased discount, Customer must sign a two (2), three (3), or five (5) year TPP for all new Services to be included in discount and submit a Confirmation of Service Order listing new Services and increasing the Volume Commitment Level. Customer must also provide a list of existing Services with Billed Telephone Numbers and Circuit IDs to qualify those existing Services for the new discount, so that the Company may verify the appropriate volume discount level. No new TPP is required for existing Services already under the existing TVP discount. Such discount will not be applied to existing Services retroactively, but will be applied within a mutually agreed on time following verification by the Company and depending on factors such as number of circuits involved.
- (D) Preceding applies to all Service arrangements used to increase the Volume Commitment Level.

4.5.3 Volume Discount Percentages

<u>Number of Frame Service Arrangements 2, 3, or 5 year TPP</u>	
10-49	5%
50-99	7%
100-199	9%
200-299	11%
300-499	13%
500-999	15%
1,000-1,999	20%
2,000-3,999	25%
4,000-4,999	30%
5,000-9,999	35%
10,000+	40%

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4. Frame Relay Service (Cont'd)

4.5 TPP Volume Discount Plan (TVP) (Cont'd)

4.5.4 Annual Review

The Company will verify that Customer is maintaining the Volume Commitment Level annually on anniversary date of TVP agreement. Customer may apply for an increased Volume Discount Level as more fully described in Section 4.5.2. Each new TVP level will start a new annual period and Volume Commitment Level for audit. Customer must maintain service quantities equal to or greater than Customer's minimum volume commitment to remain eligible for the discount. If Customer drops below committed volume level, the Company will downgrade Customer to the appropriate Volume Discount Level for which Customer qualifies. If Customer's volume level drops below the minimum Volume Level specified in Section 4.5.3., TVP will no longer apply.

4.6 Promotional Offerings

The Company periodically offers promotions to its Customers that may reduce the effective recurring charge for Frame Relay Services. These offerings may be limited to certain dates, times and locations. For details on these promotions, Customers should contact their Account Manager.

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5. Telecommunications Service Priority

5.1 General

The Telecommunications Service Priority Service (TSP) is a service developed to meet the requirements of the Federal Government that provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System is available for Frame Relay services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Company providing such services.

In obtaining the TSP System service, the Customer acknowledges and consents to the provision of certain Customer service record information by the Company to the National Communications System (NCS) in order for the NCS to maintain and administer its overall TSP System. This Customer service record information will include only TSP Authorization Code and Company Circuit/Service ID.

5.2 Service Provisioning

5.2.1 Telecommunications Service Priority (TSP) shall be provided in accordance with the guidelines set forth in the following:

- National Communications System (NCS) Manual 3-1-1
- Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual
- National Communications System (NCS) Handbook 3-1-2
- Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook

In addition, priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with part 64.401, appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

5.2.2 TSP System Service will be provided to any Customer upon receipt of written confirmation that the proper Priority System Authorization Number (PSAN), as provided by the Federal Government, has been duly authorized and that authorization has subsequently been confirmed by the Company.

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5. Telecommunications Service Priority (Cont'd)

5.2 Service Provisioning (Cont'd)

5.2.3 Under certain conditions it may be necessary to preempt one or more Customer services with a lower or no restoration priority in order to install or restore NSEP telecommunications service(s) of a higher priority. If such preemption is necessary and if circumstances permit, the Company will make reasonable effort to notify preempted service Customers of the action being taken. Credit allowance for such service preemption shall be in accordance with the provisions for service interruption as set forth in the Frame Relay Service Level Agreement (SLA) contained in Section 2.20.

5.3 Application of Rates

5.3.1 Certain activities associated with the TSP System performed by the Company in compliance with Part 64.401, Appendix A of the FCC's Rules and Regulations are included in the following rate elements:

- Priority Installation (Provisioning) -The act of supplying Telecommunications service to a Customer, including all associated transmission, wiring, and equipment if legally provided by the Company, in a period of time shorter than standard order intervals would allow. One charge applies per circuit/line per request.
- Priority Restoration Level Implementation (Assignment) -The act of designating the priority level for the restoration of a particular NSEP telecommunication service. One charge applies for the initial service installation. One charge applies for each subsequent request to add circuit/line locations to an existing service.
- Priority Restoration Level Change (Revision) - The act of changing the priority level assignment for an NSEP telecommunication service. This includes any extension of an existing priority level assignment to an expanded NSEP service. One nonrecurring charge applies per circuit per request.
- Priority Restoration Administration and Maintenance -The act of administering and maintaining the TSP system in such a manner that it corresponds to the National Communications System database. The monthly charge applies per circuit location.

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5. Telecommunications Service Priority (Cont'd)

5.3 Application of Rates (Cont'd)

- 5.3.2 Credit allowance for service interruption for Priority Restoration Maintenance and Administration shall be the same as for the service with which it is associated.
- 5.3.3 When TSP is revoked, or discontinued, and the associated service (e.g., Frame Relay Service, etc.) is continued in service, no charge applies for such a discontinuance.
- 5.3.4 When performing Priority Installation (Provisioning), or Restoration of a Digital Link Service in compliance with Part 64.401, Appendix A, of the FCC's Rules and Regulations, the Company, due to circumstances beyond its control, may not be in a position to notify the Customer in advance that certain additional labor charges may apply as applicable to the associated service.
- 5.3.5 In subscribing to TSP System service, the Customer recognizes this condition and grants the Company the right to quote charges after the installation or restoration has been completed.

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5. Telecommunications Service Priority (Cont'd)

5.4 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable to the associated service provided.\*

<u>Service</u>	<u>Charge</u>
Priority Installation (PI) Nonrecurring charge Per Request Per Service	\$65.00
Priority Restoration (PR) Level Implementation ** Nonrecurring charge	\$65.00
Priority Restoration (PR) Level Change on a Service *** Nonrecurring charge	\$65.00
Administration and Maintenance of TSP Service Per Point of Termination on a Customer Premises, per month	\$4.10

\* It will be the responsibility of the individual or entity requesting TSP service to obtain approval for the appropriate restoration priority level from the TSP Program Office as administered by the Manager, National Communications System (NCS) as a prerequisite for obtaining TSP service from the Company.

\*\* When a service is ordered in both Priority Installation and Priority Restoration, only the nonrecurring charge for Priority Restoration applies.

\*\*\* When a Priority Restoration Level Change is ordered with additional activity that would normally generate a PR Level Implementation Charge, only the Priority Restoration Charge applies.