

**INTELLINUMBER<sup>®/B/</sup>****A. General Regulations**

1. IntelliNumber provides a single telephone number for business customers to route incoming calls to multiple satellite business locations. The incoming calls to the single number are routed to the appropriate satellite locations based on the ZIP or ZIP+4 Codes of the calling party telephone number. The customer receives the Basic ZIP Code Routing and may select one or more additional routing options, Time-Of-Day/Day-Of-Week Routing, Specific Date Routing, Allocation Routing and/or Shared Trade Area Routing, in combination with the Basic ZIP Code Routing. A description of each routing option is as follows:
  - a. Basic ZIP Code Routing

This routing enables the customer to route incoming calls, placed to a single telephone number, to the destination telephone number of the appropriate satellite location based on the ZIP or ZIP+4 Codes as used by the U. S. Post Office. When incoming calls are received, the Company will determine the calling party's ZIP+4 Code and route the call according to pre-established routing information from the customer. The basic routing data required from the IntelliNumber customer consists of a list of ZIP Codes and corresponding destination telephone numbers. If the incoming call cannot be routed, it will be routed to a default number provided by the IntelliNumber customer.
  - b. Time-Of-Day/Day-Of-Week (TOD/DOW) Routing

This additional routing option enables the customer to override Basic ZIP Code Routing logic and have their incoming calls routed to alternate satellite locations during pre-established Time-Of-Day/Day-Of-Week combinations. TOD/DOW Routing logic may apply on incoming calls to the IntelliNumber telephone number, each satellite/destination location and/or default telephone number. Customers may select up to ten (10) TOW/DOW combinations for each IntelliNumber telephone number and each satellite/destination location and/or default telephone number. All twenty-four (24) hours and seven (7) days of the week must be accounted for by the customer for each IntelliNumber telephone number, each satellite/destination location and default telephone number.
  - c. Specific Date Routing

This additional option routes incoming calls to alternate locations when calls are received on certain dates. Calls received on dates not specified will be routed according to Basic ZIP Code Routing (or TOD/DOW Routing if applicable). Specific Date Routing logic may apply on all incoming calls to the IntelliNumber telephone number, each satellite/destination location and/or the default telephone number. A maximum of ten (10) specific dates may be established by the customer for each IntelliNumber telephone number, each satellite/destination location and default telephone number.
  - d. Allocation Routing

This additional option is available to customers with TOD/DOW Routing and/or Specific Date Routing. When either of these two routing options apply, Allocation Routing may be used to route calls to 2 - 10 alternate destination numbers. The calls are routed to multiple alternate destination numbers based on the percentages established by the customer. The customer must select 2 - 10 percentages in whole numbers. The sum of the percentages must equal 100%.

See Sheet 7 for footnotes

**INTELLINUMBER<sup>(B)</sup> (cont'd)****A. General Regulations (cont'd)**

1. (cont'd)
  - e. Shared Trade Area

Shared Trade Area allows the customer an alternative instead of defining a unique geographic territory for every location to define a shared trade area that will route calls to multiple locations using percentage allocation logic. The customer will provide the routing telephone numbers (RTN) and the percents for routing. A maximum of 100 RTNs and percents can be used in a Shared Trade Area.
  - f. Trade Area

A trade area is defined as any subset of a metropolitan area as the area from which the customer wants calls routed.
2. IntelliNumber will not be provided in connection with Residence, Pay Telephone Exchange Access Service or Mobile Services.
3. The IntelliNumber customer is responsible for providing the Company with the necessary customer routing information needed to establish and configure the IntelliNumber service, e.g., Basic ZIP Code Routing data (ZIP Codes and corresponding destination (routed-to) telephone numbers), a default telephone number and additional routing option information (TOD/DOW, Specific Dates, Allocation percentages and alternate destination telephone numbers). All changes to the customer routing information is the responsibility of the customer.
4. The destination telephone number cannot be the same as the IntelliNumber telephone number.
5. Applicable toll charges will apply for each call routed beyond the local calling area of the dialed telephone number. If appropriate, applicable toll charges from the originating telephone number to the IntelliNumber telephone number are applicable to the calling party. Toll charges for calls between the IntelliNumber telephone number and the destination telephone number are the responsibility of the IntelliNumber customer.
6. The IntelliNumber customer is responsible for the selection of the Primary Interexchange Carrier (PIC) for calls routed on an interLATA basis.
7. A listing for the IntelliNumber telephone number is provided to the customer at no additional charges. Additional listings may be obtained at the appropriate rates outlined in Listings found in Part 12, Section 1. (C) (C)
8. IntelliNumber offers several feature options ads described below:
  - a. Number Prompt is a play and collect announcement for calls with no Calling Party Number (CPN) that instructs the caller to input a CPN in order that the call may be routed to a location instead of going to the default number.
  - b. Default Announcement is a customer-specific announcement for the customer's default calls. The availability of this feature is subject to announcement capacity in the central office. This announcement may not be used for advertising or promotion.

See Sheet 7 for footnotes

**INTELLINUMBER<sup>/B/</sup> (cont'd)****A. General Regulations (cont'd)**

9. The Master IntelliNumber is a single telephone number that contains the customer routing database and feature option(s) for the routing of incoming calls. The Dependent IntelliNumber will share and use the same routing logic of the Master IntelliNumber. The Master and Dependent IntelliNumber option is intended to allow those customers who have multiple NPAs (area codes), due to the NPA split, to aggregate the completed call usage of the multiple IntelliNumbers. The seven-digit telephone line number must be the same for all of the IntelliNumbers in order to aggregate the call usage. The customer's existing seven-digit number must be used in all NPAs. The Company will not open a NXX in a central office solely to accommodate a customer's existing number and routing options. The intent of the Master and Dependent IntelliNumber is to allow these customers to achieve seven-digit dialing in a NPA split. It is not intended for consolidated billing purposes.

**B. Liability**

The Company assumes no liability for the inaccurate routing of telephone calls to destination telephone numbers based on information provided to the Company by the customer.

**C. Application of Rates**

1. IntelliNumber

A monthly and an installation charge will apply for each telephone number equipped with IntelliNumber. This rate element includes a service establishment charge to create and maintain the IntelliNumber. These charges apply to the Master and the Dependent IntelliNumber, as appropriate.

2. IntelliNumber, Per Trade Area

A monthly charge will be applied to each trade area in the customer's database.

3. IntelliNumber Telephone Number Change

An installation charge will apply whenever a telephone number change of the IntelliNumber telephone number is requested by the customer.

4. Customer ZIP Code or NPA/NXX Reload, per reload<sup>/1/</sup>

An installation charge will apply whenever there is a customer-initiated change or addition to existing Basic ZIP Code Routing data. It applies one time for all changes made at the same time.

/1/ The applicable installation charge is determined by the number of digits in the customer's ZIP Codes.

See Sheet 7 for other footnotes

**INTELLINUMBER<sup>/B/</sup> (cont'd)****C. Application of Rates (cont'd)**5. ZIP Code or NPA/NXX Mapping, per Trade Area<sup>/1/</sup>

An installation charge is applicable to the initial development of the customer's data base of ZIP Codes and destination numbers. It applies to all of the customer's trade areas when the customer's ZIP Codes routing includes any six to nine digit ZIP Codes. The charge is also applicable for all customer locations when an existing customer with only five digit ZIP Code routing changes one or more locations to include six to nine digit ZIP Codes.

6. ZIP Code or NPA/NXX Mapping Changes, per Trade Area<sup>/1/</sup>

An applicable installation charge will apply per trade area whenever there is a customer initiated change or addition to ZIP Codes in the customer data base for an existing customer trade area.

## 7. ZIP Code Refresh, per Trade Area

Upon customer request, this installation charge will apply to all existing customer locations, whenever there is a synchronization of the most recent U.S. Post Office ZIP Codes with the customer database. Refresh will include all existing trade areas.

## 8. Additional Routing Options, per Telephone Number

A monthly and a nonrecurring charge will be applicable to each routing option, per IntelliNumber telephone number, each destination telephone number and default telephone number to which the routing option is applied. This applies when a routing option is established initially and when the routing option is increased to apply to telephone numbers not previously included.

A monthly and an installation charge will be applicable to each routing option. This applies when a routing option is established initially and when the routing option is increased to include logic not previously included.

## 9. Additional Routing Logic Change Charge

This installation charge applies when the customer modifies the additional routing option logic that already exists e.g., a Time-Of-Day/Day-Of-Week (TOD/DOW) entry is changed at a satellite location that currently has TOD/DOW routing. One installation charge will apply if all customer-initiated changes occur at the same time per additional routing option, per occurrence. An occurrence is defined as a change to an existing telephone number, satellite/destination telephone number.

This charge does not apply to a change in the Primary Interexchange Carrier (PIC). A change in the PIC will incur the appropriate charge outlined in the Access Service Tariff, FCC 73, Section 13.3.1.

/1/ The applicable installation charge is determined by the number of digits in the customer's ZIP Codes.

See Sheet 7 for other footnotes

**AT&T TEXAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 6 - Central Office Services

18th Revised Sheet 5  
Replacing 17th Revised Sheet 5

**INTELLINUMBER<sup>8/</sup> (cont'd)**

**C. Application of Rates (cont'd)**

10. Charge Per Completed Call Routed

A usage sensitive charge will apply for each completed call routed using IntelliNumber. All such calls are billed at the same rate level based on the total number of routed and completed calls billed on one customer's bill during a billing month.

11. Obsolete Customer Accuracy Report

As an option, the customer may elect to receive Customer Accuracy Report(s). The Customer Accuracy Report will provide the level of call routing accuracy and a list of ZIP Codes being routed to the default telephone number. This report can be provided on a weekly or a monthly basis via paper or diskette. A monthly and nonrecurring charge will apply per IntelliNumber on Individual Reports. A monthly and nonrecurring charge will apply per Master IntelliNumber on aggregate reports.<sup>1/</sup>

12. IntelliNumber Feature Options

A monthly and an installation charge will apply for each option per telephone number equipped with IntelliNumber as noted in this section.

**D. Rates**

	<u>Monthly Charge</u>	<u>Installation Charge</u>	<u>USOC</u>
IntelliNumber			
- Per Master IntelliNumber	\$2,609.00 (I)	\$525.00	SNR
- Per Dependent IntelliNumber	2,609.00 (I)	200.00	SDR
- Per Trade Area <sup>6/</sup>	1,728.00 (I)	N/A	R7ECX
Customer ZIP Code Reload, per reload <sup>1/</sup>	N/A	25.00	NR9ZA
IntelliNumber Number Change	N/A	95.00	REANY
<i>Zip Code Mapping<sup>6/</sup></i>			
ZIP Code Mapping, per Trade Area <sup>2/</sup>	N/A	75.00	NR9ZB
ZIP Code Mapping Changes, per Trade Area			
6 to 9 digit	N/A	61.00	REANZ
5 digit only	N/A	20.00	REAN1
ZIP Codes Refresh, per Trade Area	N/A	43.00	NR9ZC

<sup>1/</sup> The reports option is obsolete as of June 26, 2003.

See Sheet 7 for other footnotes

**AT&T TEXAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 6 - Central Office Services

18th Revised Sheet 6  
Replacing 17th Revised Sheet 6

**INTELLINUMBER<sup>(8/)</sup> (cont'd)**

**D. Rates (cont'd)**

	<u>Monthly Charge</u>	<u>Installation Charge</u>	<u>USOC</u>
Additional Routing Options, per Telephone Number <sup>(3/)</sup>			
Time-Of-day/Day-Of-Week Routing	\$1,728.00 (I)	\$12.00	RZ9PN
Specific Date Routing	8.00	12.00	RZ3PN
Allocation Routing	1,728.00 (I)	12.00	RZ5PN
Shared Trade Area	10.00	25.00	RZ5PA
Additional Routing Logic Change Charge, per telephone number, per occurrence, per shared trade area, per shared area <sup>(4/)</sup>	N/A	12.00	NR9EE
Obsolete Customer Accuracy Report <sup>(7/)</sup>			
Weekly Individual	\$30.00	\$10.00	RA4ZW
Monthly Individual	10.00	10.00	RA4ZM
Weekly Aggregate	30.00	10.00	RA4AW
Monthly Aggregate	10.00	10.00	RA4AM
IntelliNumber Feature Options, per IntelliNumber			
Number Prompt	2,609.00 (I)	115.00	RZQPN
Default Announcement	50.00	355.00	RZAPN
Announcement Script Change	N/A	355.00	RCHAA
<u>Charge Per Completed Call Routed<sup>(5/)</sup></u>		<u>Rate Per Call</u>	
1-4,999 Completed Calls		\$0.08	
5,000-19,999 Completed Calls		0.07	
20,000-49,999 Completed Calls		0.06	
50,000 or more Completed Calls		0.05	

See Sheet 7 for footnotes

**INTELLINUMBER<sup>/B/</sup> (cont'd)**

## Footnotes:

- /1/ This charge is applicable when there is a customer-initiated change or addition to an existing customer's Basic Zip Code Routing data. This charge is not applicable to the Dependent IntelliNumber.
- /2/ The ZIP Code Mapping rates applies to new customers who have six to nine digit ZIP Codes in their routing information. This rate also applies to all trade areas when an existing five digit only customer changes their routing data to include any six to nine digit ZIP Codes.
- /3/ A monthly and nonrecurring charge apply to each additional routing option established initially per each IntelliNumber telephone number, each satellite/destination telephone number and default telephone number to which the routing option is applied. These charges apply whenever there is an additional telephone number added, e.g., satellite telephone number, to an existing routing option such as Specific Date Routing. These charges do not apply to the Dependent IntelliNumber.
- /4/ This charge applies for customer-initiated subsequent changes to the data for each existing IntelliNumber additional routing option occurrence, per routing option that is changed. This charge does not apply to changes in the Primary Interexchange Carrier (PIC). PIC changes will incur the appropriate charge outlined in the Access Service Tariff, FCC 73, Section 13.3.1.
- /5/ All completed calls are billed at the same rate level based on the total number of calls billed on one bill during a billing month.
- /6/ Does not apply to the dependent IntelliNumber.
- /7/ The reports option is obsolete as of June 26, 2003.
- /8/ Effective March 31, 2010 IntelliNumber is obsolete. Current customers will be permitted to continue to subscribe to the service and add dependent numbers to their current main IntelliNumber, however, further installations, moves, rearrangements and other types of changes will not be permitted.

**DIGITAL LOOP SERVICE**

/2/

Digital Loop Service (DLS), including the SuperTrunk option, will no longer be available to new customers (no current contract or service) on or after June 30, 2016. However, the Service will remain available for 9-1-1 Public Safety Answering Point (PSAP) customers that require channelization of their 9-1-1 trunking. It will be available to existing 9-1-1 PSAP users of the Service as well as new 9-1-1 PSAP customers needing the Service. With the noted 9-1-1- PSAP exception, customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to DLS, including the upgrade or downgrade of access/port speed, installation of new service, or moves to different service addresses will not be provisioned.

**A. General**

/2/

## 1. Service Description

Digital Loop Service provides digital transmission of circuit switched voice and circuit switched data communications between the customer's premises and the serving central office. This service provides the customer with a 1.544 Megabits per second (Mbps) facility capable of delivering up to twenty-four line terminations.

## 2. Service Availability

The Company will provide Digital Loop Service within a Local Access Transport Area (LATA) within the customer's serving central office where facilities are available.

## 3. Service Components

These service components are offered for the provision of Digital Loop Service.

a. Digital Transmission Loop Arrangement

Includes the provision of a digital multichannel transmission path between the serving central office and the customer's premises, transmission equipment and the network interface device. Each arrangement provides a maximum capacity of twenty four 64 Kilobits per second (Kbps) channels.

The Digital Transmission Loop Arrangement function for Digital Loop Service may be provided as a channel of a DS3 or higher digital transport service. When a DS3 or higher digital transport service is used the Digital Transmission Loop Arrangement charge is not applied.

b. Line Termination

Includes a line card that provides circuit continuity between the Digital Transmission Loop Arrangement and the public switched telephone network<sup>/1/</sup>.

/2/

/1/ Installation charges apply to service obtained either on a month-to-month basis or pursuant to a Service Term.

/2/

/2/

/2/ Material formerly appeared in Part 6, Section 7, Sheet 1.



**DIGITAL LOOP SERVICE (cont'd)**

/3/

**A. General (cont'd)**

3. Service Components (cont'd)

c. Line Termination Activated

Includes a plug-in unit required to activate a channel in the Digital Transmission Loop Arrangement<sup>/1/</sup>.

d. Digital Network Component

Includes the use of the public switched telephone network. Only the Digital Network Components noted as "Digital Loop Service Compatible" in paragraph B.3.d can be associated with Digital Loop Service<sup>/1/</sup>.

/3/

e. Optional Features:

/4/

1. Loop Protection<sup>/2/</sup>

Loop protection is available when Digital Transmission Loop Arrangement is used. If DS3 or higher digital transport is used, loop protection native to that service applies.

Provides automatic restoration of the Digital Transmission Loop Arrangement facility and physical route redundancy from the demarcation point at the customer's premises to the customer's serving wire center in the event of a transmission failure caused by a single facility break or a single electronics failure. The automatic restoration capabilities are provided through the use of intelligent components which are capable of sensing transmission failures. The primary and secondary transmission paths are separately routed in geographically and physically separate fiber optic cables up to the nearest point to the customer's premises that route redundancy can be achieved.

In the event of a transmission failure, the intelligent components will automatically switch the Digital Loop Service from the primary to the secondary transmission path within 2.0 seconds. Please note that the liability of the Company for the provision of this service and optional feature is limited by 'Regulations Applying to All Customers' Contracts' specified in Part 2, Section 2. Loop Protection is available to Digital Loop Service customers with or without the SuperTrunk option.

(C)

2. SuperTrunk®

See Paragraph C. for description, rates, terms and conditions.

/4/

/1/ Installation charges apply to service obtained either on a month-to-month basis or pursuant to a Service Term

/1/

/2/ Not available to Digital Loop Service customers subscribing to the SuperTrunk option.

/2/(C)

/3/ Material formerly appeared in Part 6, Section 7, Sheet 1.

/4/ Material formerly appeared in Part 6, Section 7, Sheet 2.

**DIGITAL LOOP SERVICE (cont'd)**

/1/

**A. General (cont'd)**

## 4. Technical Specifications

Synchronization of the digital network will be provided in accordance with the following Telcordia documents: TA-NPL-000436 - Digital Synchronization Network Plan and TR-NPL-000275 - Synchronization of the IntraLATA Digital Network. These documents may be obtained from:

Telcordia Document Register  
445 South Street, Room 2J-125  
P.O. Box 1910  
Morristown, NJ 07962-1910  
Telephone: 1-800-521-2673

And the following American National Standards Institute document: T1.101-1987 - Synchronization Interface Standards for Digital Networks. This document may be obtained from:

American National Standards Institute  
Attention: Customer Services  
11 West 42nd Street  
New York, NY 10036  
Telephone: 212-642-4900

## 5. Regulations

- a. The following regulations apply in addition to other regulations in this and other service publications of the Company. For this service, where other regulations apply on a "per line" basis, they shall apply on a "per Line Termination" basis.
- b. Digital Loop Service is offered only for connection with FCC Part 68 registered equipment which performs switching functions and/or connects with the public switched telephone network on a pooled basis.
- c. Customer requests for ancillary services compatible with Digital Loop Service will be accepted and furnished in accordance with regulations of their respective service publications.
- d. The Digital Network Component of all Line Terminations in each Digital Transmission Loop Arrangement at the same customer's premises must be of the same type (i.e., either flat or measured hotel/motel equivalent). In addition, the Digital Network Component must be of the same type as any existing local exchange access service at the same customer's premises except at hotel or motel premises where flat rate service may be furnished for the exclusive use of the hotel or motel management in addition to the measured service ordinarily provided for guests' use. However, the mixing of flat and measured service for hotel or motel guests' use shall not be permitted.

/1/

/1/ Material formerly appeared in Part 6, Section 7, Sheet 3.

**DIGITAL LOOP SERVICE (cont'd)****A. General (cont'd)**

## 5. Regulations (cont'd)

- e. Digital Loop Service shall not be shared except as specified in Part 2, Section 2 (Shared Tenant Service). Regulations applicable to the use of service and facilities as specified in Part 2, Section 2 (Rules and Regulations Applying to All Customers' Contracts) will also apply to Digital Loop Service. (C)
- f. Termination charges will not apply when existing contracts for the same service, under the same terms and conditions, are converted to another local service provider for resale as ordered in Docket No. 17759. (C)

## 6. Service Term

Except as otherwise noted, the minimum Service Term for any component of Digital Loop Service is thirty days.

## 7. Special Digital Loop Service Requests

- a. If a customer requests Digital Loop Service to be provisioned from an office other than the Digital Loop serving office designated by the Company, and if agreed to by the Company, Digital Loop Service may be extended to central offices within the same Local Access Transport Area (LATA) through the application of MegaLink III - Wideband Digital Service 1.544 mbps Interoffice Channel Mileage (see Part 15, Section 3), DS3 Service, or other suitable Company services. This arrangement is only available within areas where the Company is the incumbent.
- b. Digital Loop Service will be furnished at the rates contained in this Guidebook, provided facilities are available. Where facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover any unusual expenditures incurred, or to contract for services beyond the initial period, or both.

## 8. Dual Service and Moves Between Central Offices

Customer requests for dual service (i.e., a move within the same central office with the same service furnished simultaneously at both the old and new customer's premises) or for moves of service within or to a different serving central office will be considered a disconnect and new connect for the affected service. Installation Charges and Service Connection Charges are applicable.

**DIGITAL LOOP SERVICE (cont'd)**

/1/

**A. General (cont'd)**

9. Supersedure

Customers may transfer Digital Loop Service to a new customer at the same premises upon written concurrence of the Company. The new customer will incur Service Connection Charges (see Part 3, Section 1). In addition, the new customer is subject to the previous customer's Digital Loop Service indebtedness.

10. Suspension of Service-Initiated by the Customer (Vacation Service)

Vacation Service (Part 2, Section 4) is not offered for Digital Loop Service.

11. Regulations Applicable to Digital Loop Facilities Provided Under Special Construction Prior to the Effective Date of Digital Loop Service

- a. Digital Loop Facilities provided under special construction shall be classified as obsolete and any termination liability will be waived. These facilities will continue to be provided under the special construction terms and conditions. However, any increase in the number of line terminations to these facilities will be provided under the Digital Loop Service guidebook.
- b. Any customer initiated request for supersedure, dual service or moves within or between serving central offices will be considered a disconnect and new connect for the affected service arrangement. The newly connected service will be provided under the Digital Loop Service guidebook.
- c. Customers with Digital Loop Facilities provided under special construction may convert all of their facilities to Digital Loop Service.

/1/

/1/ Material formerly appeared in Part 6, Section 7, Sheet 5.

**DIGITAL LOOP SERVICE (cont'd)**

/3/

**B. Rate Application**

## 1. Digital Transmission Loop Arrangement

Each Digital Transmission Loop Arrangement may contain both Direct Inward Dial (DID) and non-DID type Line Terminations. The customer must indicate the required type of Line Termination and its channel location when ordering service. Charges for subsequent changes in type of Line Termination or channel location are found in paragraph B.3.

## 2. Optional Service Terms

- a. The customer may select a Service Term for each Digital Transmission Loop Arrangement of 12 consecutive months<sup>1,2/</sup>. The customer will be required to sign an agreement for the Service Term selected for each Digital Transmission Loop Arrangement. The Service Term selected for each Digital Transmission Loop Arrangement cannot be shortened during the Service Term agreement. The rates for each Digital Transmission Loop Arrangement, as shown in paragraph B.3.a will not be subject to Company initiated increases for the duration of the Service Term. If Service Term Rates shown in B.3.a are lowered, the Company will apply the new lowered rates to all unexpired Service Term agreements.
- b. If the customer disconnects a Digital Transmission Loop Arrangement prior to the expiration of the 12-, 24-, 36-, 48- or 60-month Service Term<sup>1,2/</sup>, a termination charge will be due. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge will be, in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's Service Term.

This charge will not be applicable if the customer, upon disconnecting a Digital Transmission Loop Arrangement, subscribes to SmartTrunk<sup>®</sup> Service (pursuant to Part 17, Section 2), or if the customer, upon disconnecting a digital loop arrangement, subscribes to Access Advantage Plus<sup>®</sup> Service as describer herein, or if the customer requests to move the disconnected Digital Transmission Loop Arrangement to another Company served location in Texas pursuant to paragraph A.8. Termination charges do not apply if the customer qualifies and chooses to convert their existing contract to a new Customer Specific Pricing contract.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of Digital Loop Service. Digital Loop Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month tariff rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for Digital Loop Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 6.

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**DIGITAL LOOP SERVICE (cont'd)**

/3/

**B. Rate Application (cont'd)**

## 2. Optional Service Terms (cont'd)

- c. The customer may add Digital Transmission Loop Arrangements to an existing agreement at the same service location. The additional Digital Transmission Loop Arrangements may be provided under the same monthly rates, Service Term and expiration date as the existing Digital Transmission Loop Arrangements. If the customer selects a different Service Term for the additional Digital Transmission Loop Arrangements, the customer will be required to sign a new agreement for the additional Digital Transmission Loop Arrangements at the then current rate.
- d. Upon the expiration of the agreement, the customer may request to:
  1. Continue service without signing an agreement. Service will be provided on a month-to-month basis at the then current rates. <sup>/1,2/</sup> These rates are subject to change. ; or
  2. Disconnect the service.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of Digital Loop Service. Digital Loop Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month tariff rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for Digital Loop Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 7.

/3/

**DIGITAL LOOP SERVICE (cont'd)**

**B. Rate Application (cont'd)**

3. Rate Schedule<sup>/1/</sup>

<u>Service Components</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge<sup>/2/</sup></u>	
			<u>First Unit<sup>/3/</sup></u>	<u>Additional Unit<sup>/4/</sup></u>
a. Digital Transmission Loop Arrangement, Each Arrangement				
Service Terms:				
12 Months <sup>/5,7/</sup>	/DLS/	\$240.00	\$495.00	\$380.00
24 Months <sup>/5,6/</sup>	/DLS/	215.00	415.00	310.00
36 Months <sup>/5,6/</sup>	/DLS/	205.00	275.00	210.00
48 Months <sup>/5,6/</sup>	/DLS/	195.00	140.00	105.00
60 Months <sup>/5,6/</sup>	/DLS/	185.00	0.00	0.00
Month-to-Month	/DLS/	45,905.00 (l)	550.00	425.00

/1/ In addition to installation charges listed in this section, Service Ordering Charge, as stated in Part 3, Section 1 will also apply. Also, as outlined in Part 3, Section 1, a Trip Charge may apply.

/2/ Installation charges apply to service obtained either on a month-to-month basis or pursuant to a Service Term.

/3/ The First Unit Charge applies to each first service component to be installed, per request, per due date, per account.

/4/ The Additional Unit Charge applies to service components requested by the customer to be installed at the same serving central office and at the same time as the First Unit.

/5/ Business customers who currently have service with another carrier and now establish Digital Loop Service with the Company will receive a waiver of all Installation Charges, Service Connection Charges, and Conversion Charges associated with this rate element. To be eligible, the customer must not currently have any past due bills for regulated service owed to the Company, except in those cases where the customer and the Company have established mutually acceptable payment arrangements for collection of past due amounts. This offer cannot be combined with any other nonrecurring and/or conversion charge credit or waiver offers.

/6/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of Digital Loop Service. Digital Loop Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/7/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for Digital Loop Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

**DIGITAL LOOP SERVICE (cont'd)**

/8/

**B. Rate Application (cont'd)**

3. Rate Schedule<sup>/1/</sup> (cont'd)

<u>Service Components</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge<sup>/2/</sup></u>	
			<u>First Unit<sup>/3/</sup></u>	<u>Additional Unit<sup>/4/</sup></u>
b. Line Termination				
Each Termination: <sup>/5/</sup>				
- Inbound, Non-DID	/DLT1X/	\$3.00	\$0.00	\$0.00
- Inbound, DID <sup>/6/</sup>	/DQT1X/	3.00	0.00	0.00
- Outbound <sup>/7/</sup>	/DLT0X/	3.00	0.00	0.00
- Inbound/Outbound <sup>/7/</sup>	/DLTCX/	3.00	0.00	0.00
- Hotel/Motel <sup>/7/</sup>	/DHT/	3.00	0.00	0.00
Each Termination or Channel Location Changed or Moved	/MVM/	0.00	150.00	100.00

/1/ In addition to installation charges listed in this section, Service Ordering Charge, as stated in Part 3, Section 1 will also apply. Also, as outlined in Part 3, Section 1, a Trip Charge may apply.

/2/ Installation charges apply to service obtained either on a month-to-month basis or pursuant to a Service Term.

/3/ The First Unit Charge applies to each first service component to be installed, per request, per due date, per account.

/4/ The Additional Unit Charge applies to service components requested by the customer to be installed at the same serving central office and at the same time as the First Unit.

/5/ Not available to Digital Loop Service customers subscribing to the SuperTrunk<sup>®/8/</sup> option.

/6/ Requires PBX-DID/AI0D Service found in Part 8, Section 8.

/7/ Requires Touch-Tone calling service found in Part 4, Section 2.

/8/ Material formerly appeared in Part 6, Section 7, Sheet 8.1.

/8/



**DIGITAL LOOP SERVICE (cont'd)**

/11/

**B. Rate Application (cont'd)**

3. Rate Schedule<sup>/1/</sup> (cont'd)

<u>Service Components</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge<sup>/2/</sup></u>	
			<u>First Unit<sup>/3/</sup></u>	<u>Add'l Unit<sup>/4/</sup></u>
c. Line Termination Activated <sup>/5/</sup>				
- Each Non-DID	/DZA1X/	\$9.00	\$60.00	\$20.00
- Each DID <sup>/6/</sup>	/DZADX/	9.00	60.00	20.00
d. Digital Network Component Digital Loop Services Compatible, each <sup>/5/</sup>				
1. Flat Monthly Rate <sup>/7/</sup> <span style="float:right">/8/</span>				
Rate Group 1		12.25	-	-
Rate Group 2		12.55	-	-
Rate Group 3		13.25	-	-
Rate Group 4		13.60	-	-
Rate Group 5		14.05	-	-
Rate Group 6		14.90	-	-
Rate Group 7		16.90	-	-
Rate Group 8		18.90	-	-
2. Measured Monthly Rate <sup>/7/</sup> Hotel/Motel Equivalent <sup>/9,10/</sup>				
All Rate Groups	/THB++/ /THF//TMN/ /TMU//TMB/	0.00	-	-

/1/ In addition to installation charges listed in this section, Service Ordering Charge as stated in Part 3, Section 1 will also apply. Also, as outlined in Part 3, Section 1, Trip Charge may apply.

/2/ Installation charges apply to service obtained either on a month-to-month basis or pursuant to a Service Term.

/3/ The First Unit Charge applies to each first service component to be installed, per request, per due date, per account.

/4/ The Additional Unit Charge applies to service components requested by the customer to be installed at the same serving central office and at the same time as the First Unit.

/5/ Not available to Digital Loop Service customers subscribing to the SuperTrunk option.

/6/ Requires PBX-DID/AI0D Service found in Part 8, Section 8.

/7/ This Digital Network Component entitles the customer to the local service area of the applicable serving central office exchange as described in Part 4, Section 1.

/8/ Flat Monthly Rate USOCS: /TFB++/ /TFG++/ /TRT++/ /TUBO3/ /LBE/ /TFC/ /TFN/ /TFU/ /THC/ /T9L/ /VE7/ /W7Y/

/9/ A charge of \$0.06 for each outgoing message applies.

/10/ Hotel/Motel customers have the option of subscribing to Flat or Measured service for their guests' use. However, the mixing of Flat and Measured service for guests' use shall not be permitted.

/11/ Material formerly appeared in Part 6, Section 7, Sheet 9.

/11/

**DIGITAL LOOP SERVICE (cont'd)**

/15/

**B. Rate Application (cont'd)**

3. Rate Schedule (cont'd)

d. Digital Network Component: Digital Loop Services Compatible, each<sup>/1/</sup> (cont'd)

3. (Optional) Extended Metropolitan Service (EMS)<sup>/2/</sup>

<u>Service Components</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Tier 1</u> <sup>/3/</sup>	<u>Tier 2</u> <sup>/3/</sup>
Flat Monthly Rate	/TRT++//TTZ++/	see note /14/	see note /14/
Measured Monthly Rate <sup>/4,5/</sup> , Hotel/Motel Equivalent <sup>/6/</sup>	/TTA++/	see note /14/	see note /14/

4. (Optional) Extended Area Calling Service (EACS)<sup>/2/</sup>

<u>Service Components</u>	<u>Exchange</u>	<u>USOC</u>	<u>Additive Rate</u> <sup>/7/</sup>
Flat Monthly Rate	see note /8/ Alvin <sup>/11/</sup>	see note /9/ /ECADA/	see note /10/ \$41.00
Measured Monthly Rate <sup>/5/</sup> , Hotel/Motel Equivalent <sup>/6/</sup>	see note /8/ Alvin <sup>/11/</sup>	see note /12/ /ECAGA/	see note /13/ \$24.00

- /1/ Not available to Digital Loop Service customers subscribing to the SuperTrunk option.
- /2/ This Digital Network Component entitles the customer to the local service area of the applicable serving central office exchange as described in Part 4, Section 1.
- /3/ For a list of exchanges and zones where optional EMS is available, refer to Part 4, Section 1.
- /4/ See Part 4, Section 2, paragraphs F.3.d.1 for Optional EMS discount offer available to term plan subscribers.
- /5/ A charge of \$0.06 for each outgoing message applies.
- /6/ Hotel/Motel customers have the option of subscribing to Flat or Measured service for their guests' use. However, the mixing of Flat and Measured service for guests' use shall not be permitted.
- /7/ The Additive Rates for this service are in addition to the rates in paragraph B.3.d.1 for Flat Rate service, and are in addition to the rates in paragraph B.3.d.2 for Measured Rate service.
- /8/ For a list of exchanges see Part 4, Section 1, Extended Area Calling Service (EACS).
- /9/ The USOC is the same as that shown throughout Part 4, Section 1, Extended Area Calling Service (EACS) for PBX Trunk.
- /10/ The Additive Rate charge is the same as the monthly rate shown throughout Part 4, Section 1, Extended Area Calling Service (EACS) for PBX Trunk.
- /11/ EACS is a mandatory service for the Alvin exchange.
- /12/ The USOC is the same as the USOC shown throughout Part 4, Section 1, Extended Area Calling Service (EACS) for Hotel/Motel Measured Trunk.
- /13/ The additive rate charge is the same as the monthly rate shown throughout Part 4, Section 1, Extended Area Calling Service (EACS) for Hotel/Motel Measured Trunk.
- /14/ For Extended Metropolitan Service (EMS) rates, see Part 4, Section 2.
- /15/ Material formerly appeared in Part 6, Section 7, Sheet 10.

/15/

**DIGITAL LOOP SERVICE (cont'd)**

/6/

**B. Rate Application (cont'd)**

3. Rate Schedule (cont'd)

e. Optional Features

<u>Service Components</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u> <sup>1,2/</sup>	
			<u>First Unit</u> <sup>3/</sup>	<u>Add'l Unit</u> <sup>4/</sup>
1. Loop Protection <sup>5/</sup> , Per Digital Transmission Loop Arrangement)	/SB31X/	\$140.00	\$335.00	\$335.00
2. SuperTrunk®	(See Paragraph C. for Description, Terms, Conditions and Rates)			

/1/ In addition to installation charges listed in this section, Service Ordering Charge as stated in Part 3, Section 1 will also apply. Also, as outlined in Part 3, Section 1, Trip Charge may apply.

/2/ Installation charges apply to service obtained either on a month-to-month basis or pursuant to a Service Term.

/3/ The First Unit Charge applies to each first service component to be installed, per request, per due date, per account.

/4/ The Additional Unit Charge applies to service components requested by the customer to be installed at the same serving central office and at the same time as the First Unit.

/5/ Loop Protection will be provided where fiber optic facilities are available. Where fiber optic facilities are not available, but could technically be provided, special construction charges may apply.

/6/ Material formerly appeared in Part 6, Section 7, Sheet 11.

/6/

**DIGITAL LOOP SERVICE (cont'd)**

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**C. SuperTrunk® Option**

## 1. Description

SuperTrunk offers a direct connection from the Company's digital switch to the customer's premises as an option of Digital Loop Service. Each SuperTrunk provides the customer with a 1.544 mbps facility capable of delivering up to twenty-four (24) channels to receive and generate calls. It is available in digital offices where facilities permit and requires Touch-Tone on all stations. Line side features such as Custom Calling Services are not available with SuperTrunk. Direct Inward Dial (DID) numbers or non-DID numbers may be assigned to SuperTrunk channels. See Part 8, Section 8 for applicable DID number rates. The SuperTrunk option requires a Digital Transmission Loop Arrangement described in paragraph A.3.a, or a functionally equivalent channel on a DS3 or higher digital transport.

## 2. Required Components

a. SuperTrunk Port

A direct termination on the digital switch that provides up to twenty-four (24) exchange channels. The port will provide incoming and outgoing digital connectivity from the public switch network.

b. Digital Transmission Loop Arrangement

Includes the provision of a digital multichannel transmission path between the serving central office and the customer's premises, transmission equipment and the network device. Each arrangement provides a maximum capacity of twenty-four 64 kilobits per second (Kbps) channels. The Digital Transmission Loop Arrangement function, for SuperTrunk, may be provided as a channel of a DS3 or higher digital transport service. When a DS3 or higher digital transport service is used the Digital Transmission Loop Arrangement charge is not applied.

c. Two-Way Access

Central office switching equipment that provides two-way access between the SuperTrunk Port and the public switch network. This Two-Way Access component entitles the customer to the local service area of his serving central office exchange as described in Part 4, Section 1. Each Two-Way Access component shall constitute a local exchange access arrangement and, for reporting purposes, shall be counted in combination with those of Part 4, Section 1.

/1/

/1/ Material formerly appeared in Part 6, Section 7, Sheet 12.

**DIGITAL LOOP SERVICE (cont'd)**

/3/

**C. SuperTrunk® Option (cont'd)**

## 3. Regulations

- a. The customer shall select a Service Term for each SuperTrunk Port of either month-to-month or 12 consecutive months<sup>1,2/</sup>.
- b. If the customer selects a Service Term other than month-to-month, the customer will be required to sign an agreement. The Service Term cannot be changed for the duration of the agreement, except as provided in paragraph C.3.c. The monthly rate for the required service components will not be subject to rate increases for the duration of the Service Term. If the rates of the required Service Term components are lowered, the Company will apply the new lowered rates prospectively to all unexpired Service Term agreements.
- c. If the customer terminates a Service Term agreement before the Service Term expires, a termination charge will apply. Specifically, a termination charge will apply:
  - If the customer's premises where SuperTrunk is provided is moved outside of the Company's Texas service territory, or
  - If the customer requests that SuperTrunk service be disconnected or replaced with a different service.

However, a termination charge will not apply:

- If SuperTrunk is replaced with SmartTrunk® service, pursuant to Part 17, Section 2, for a Service Term that equals or exceeds the number of months remaining on the SuperTrunk Service Term, or
- If SuperTrunk service is moved to another Company location in Texas and the Service Term is continued at the new location, or
- If the SuperTrunk Service Term is extended.

See paragraph B.3 of this guidebook for regulations that apply to the Digital Transmission Loop Arrangement.

- /1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.
- /2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.
- /3/ Material formerly appeared in Part 6, Section 7, Sheet 13.

/3/

**DIGITAL LOOP SERVICE (cont'd)**

/3/

**C. SuperTrunk® Option (cont'd)**

## 3. Regulations (cont'd)

- d. If the customer terminates the SuperTrunk service agreement prior to the expiration of the 12-, 24-, 36-, 48- or 60-month Service Term<sup>/1,2/</sup>, the customer shall pay a termination charge for the SuperTrunk Port and Two-Way Access elements. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge shall be calculated as follows:
  - in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of SuperTrunk service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's Service Term.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 13.1.

/3/

**DIGITAL LOOP SERVICE (cont'd)**

/3/

**C. SuperTrunk® Option (cont'd)**

## 3. Regulations (cont'd)

- e. If additional SuperTrunk Ports are ordered at a location where the customer has an existing SuperTrunk Port term pricing agreement, the additional service(s) may be added to that agreement, so that the monthly rate and expiration date specified in the original agreement apply. As an alternative, the customer may choose the month-to-month payment option or a different term option for the service additions. Note that additions to the agreement are subject to the provisions as described herein.
- f. Upon expiration of the 12-, 24-, 36-, 48- or 60-month Service Term<sup>/1,2/</sup>, the customer may:
  - Continue service without establishing a new Service Term. Service will be provided on a month-to-month basis at the then current rate. This monthly rate will be subject to any rate changes approved by the Commission; or
  - Discontinue the service
- g. If a Service Term agreement expires and the customer has not notified the Company regarding which option they elect, service will continue at the monthly rate in effect at the time for the month-to-month option.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12- month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 14.

/3/

**DIGITAL LOOP SERVICE (cont'd)**

**C. SuperTrunk® Option (cont'd)**

4. Rates and Charges

	<u>USOC</u>	<u>Monthly</u> <u>Rate</u>	<u>Installation</u> <u>Charge</u>
a. SuperTrunk Port, each arrangement	/N2Y1X/		
Month-to-Month		\$34,130.00 (I)	\$200.00
12-Month Term <sup>/1,3/</sup>		275.00	0.00
24-Month Term <sup>/1,2/</sup>		245.00	0.00
36-Month Term <sup>/1,2/</sup>		235.00	0.00
48-Month Term <sup>/1,2/</sup>		225.00	0.00
60-Month Term <sup>/1,2/</sup>		215.00	0.00
b. Digital Transmission Loop Arrangement, each arrangement <sup>/1/</sup>		Rates and Charges are found in paragraph B.3.	
c. Two-Way Access			
With DID, each channel	/TF7CX/	2,065.00 (I)	0.00
Without DID, each channel	/T2PCX/	2,065.00 (I)	0.00

/1/ Business customers who currently have service with another carrier and now establish SuperTrunk service with the Company will receive a waiver of all Installation Charges, Service Connection Charges, and Conversion Charges associated with this rate element. To be eligible, the customer must not currently have any past due bills for regulated service owed to the Company, except in those cases where the customer and the Company have established mutually acceptable payment arrangements for collection of past due amounts. This offer cannot be combined with any other nonrecurring and/or conversion charge credit or waiver offers.

/2/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12- month Service Term Agreement at the then current applicable 12- month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/3/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.



**ACCESS ADVANTAGE PLUS® SERVICE**

Access Advantage Plus Service will no longer be available to new customers (no current contract or service) on or after November 1, 2016. Customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to Access Advantage Plus Service, including moves to different service addresses, will not be provisioned.

**A. Description**

Access Advantage Plus Service is a Company service that provides a customer a channelized high capacity (1.544 Mbps) facility between a customer premise and its serving office for connection to other services provided by the Company. These other services include Integrated Voice Access Lines (IVALs), Extended Metropolitan Service (EMS) IVALs and Access Advantage Plus Trunks as described in paragraph B, Plexar services, and specific Private Line and Digital Link services. Access Advantage Plus Service allows a customer to integrate voice and data services on a single 1.544 Mbps. facility.

**B. Definitions**

Access Advantage Plus Cross-Connect

Denotes the DSO connection between two or more Access Advantage Plus in the same or different serving offices.

(D)  
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(D)

Access Advantage Plus Transport

Denotes the channelized 1.544 Mbps. facility between a customer premise and the serving office for that location. When purchased from this guidebook, this element is available for use only with Company provided connecting services as specified in paragraph A.

(D)  
|  
(D)

Access Advantage Plus Trunk

This element is offered only in connection with Access Advantage Plus service and provides PBX customers access to the public switched network through the Access Advantage Plus Transport. This rate element entitles the customer to the calling capabilities available for their serving central office as stated in Part 4, Section 1.

Channelized

Denotes the multiplexing of the 1.544 Mbps. facility into 24 voice grade channels for connection to other services.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/1/

**B. Definitions (cont'd)**

Integrated Voice Access Line (IVAL)

Denotes the serving office switching and trunking equipment needed to connect the serving office with the Access Advantage Plus Transport. These facilities are Company provided and maintained, and provide access to and from the telecommunications network for message long distance service and for local calling appropriate to the product offering selected by the customer. The Integrated Voice Access Line is available as a single line or in a multi-line version, and only in conjunction with the Access Advantage Plus Transport element.

Extended Metropolitan Service (EMS) IVAL

A two-way optional service that enlarges a customer's IVAL local calling scope. Rates, Terms and Conditions for Optional Extended Metropolitan Service apply (Part 4, Sections 1 and 2).

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 16.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/1/

**C. Regulations**

1. The rules and regulations in this section are in addition to other rules and regulations as contained in this and other service publications of the Company.
2. Access Advantage Plus Service is intended for use by a specific customer at a designated location only. Any major changes requested by the customer to the service arrangement (e.g. change in service location) may result in a change of rates and charges.
3. Customers purchasing this service and the connecting services must be end users purchasing the services for their own use, and not for sharing of the services. This does not prohibit the resale of the services.
4. Provision of this service or of any specific element associated with this guidebook is subject to the availability and operational limitations of the equipment and associated facilities.
5. A variety of equipment and facilities may be used to provide this service. The Company reserves the right to determine which shall be used and to make modifications at its option.

**D. Service Availability**

Access Advantage Plus Service is available on a statewide basis, subject to the availability of facilities, to customers in Local Access and Transport Areas (LATAs) served by the Company. If the Access Advantage Plus customer also has Company provided DS3 Service, the customer may utilize one DS1s worth of the DS3 bandwidth for each Access Advantage Plus Service purchased, in lieu of a dedicated DS1.

**E. Responsibility of the Customer**

1. The customer, upon request of the Company, shall furnish such information as may be required to permit the Company to design and maintain the service it offers and to assure that the service arrangement is in compliance with the provisions contained herein.
2. It shall be the responsibility of the customer to ensure the continuing compatibility of customer-provided equipment or systems that are used in conjunction with this service, and the operating characteristics of such equipment or systems shall be such as not to interfere with any services offered by the Company.
3. The customer shall be responsible for the payment of a Maintenance of Service Charge, as specified in Part 2, Section 9, for each repair visit to the premises of a customer where the service trouble results from the use of equipment or systems provided by the customer.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 17.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/1/

**C. Regulations**

1. The rules and regulations in this section are in addition to other rules and regulations as contained in this and other service publications of the Company.
2. Access Advantage Plus Service is intended for use by a specific customer at a designated location only. Any major changes requested by the customer to the service arrangement (e.g. change in service location) may result in a change of rates and charges.
3. Customers purchasing this service and the connecting services must be end users purchasing the services for their own use, and not for sharing of the services. This does not prohibit the resale of the services.
4. Provision of this service or of any specific element associated with this guidebook is subject to the availability and operational limitations of the equipment and associated facilities.
5. A variety of equipment and facilities may be used to provide this service. The Company reserves the right to determine which shall be used and to make modifications at its option.

**D. Service Availability**

Access Advantage Plus Service is available on a statewide basis, subject to the availability of facilities, to customers in Local Access and Transport Areas (LATAs) served by the Company. If the Access Advantage Plus customer also has Company provided DS3 Service, the customer may utilize one DS1s worth of the DS3 bandwidth for each Access Advantage Plus Service purchased, in lieu of a dedicated DS1.

**E. Responsibility of the Customer**

1. The customer, upon request of the Company, shall furnish such information as may be required to permit the Company to design and maintain the service it offers and to assure that the service arrangement is in compliance with the provisions contained herein.
2. It shall be the responsibility of the customer to ensure the continuing compatibility of customer-provided equipment or systems that are used in conjunction with this service, and the operating characteristics of such equipment or systems shall be such as not to interfere with any services offered by the Company.
3. The customer shall be responsible for the payment of a Maintenance of Service Charge, as specified in Part 2, Section 9, for each repair visit to the premises of a customer where the service trouble results from the use of equipment or systems provided by the customer.
6. When utilizing a Company provided DS3 Service to deliver an Access Advantage Plus Service, a DS3 Port Charge is applied instead of the Access Advantage Plus Transport Charge.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 18.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)****H. Term Pricing Plan (TPP)<sup>/1/</sup>**

## 1. General

- a. Access Advantage Plus Service may be ordered on a month-to-month basis or under the Term Pricing Plan (TPP). The TPP provides the customer the option of choosing either a one, two<sup>/1/</sup> or three<sup>/1/</sup> year service period.
- b. TPP rates will be exempt from Company-initiated rate increases throughout the selected service period. Should the Company increase its rates during the selected service period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under TPP.
- c. Any decrease in TPP monthly recurring rates will be passed on to customers who participate in an applicable TPP.

## 2. Terms and Conditions

- a. The customer must specify the length of the service period at the time service is ordered.
- b. Integrated Voice Access Lines must have the same TPP service period as the associated Access Advantage Plus Transport elements.
- c. Access Advantage Plus Transport elements may have different TPP service periods from other Access Advantage Plus Transport elements even when ordered at the same time by the same customer.

## 3. Changes to TPPs

- a. Prior to the expiration of the service period, as described in paragraph H.4, "Renewal", the customer may convert existing TPP services to a new TPP service period without incurring termination charges, provided the new service period is equal to or greater than the original service period. If a customer requests an existing TPP to be converted to a month-to-month basis at any time prior to the expiration of the service period, the request will be treated as a disconnect and new connect of service, and termination charges will apply.

(D)  
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(D)

## 4. Renewal

- a. The customer must provide the Company with a written notice of intent to renew an existing TPP service period no later than 90 days prior to the expiration of the service period.
- b. If the customer elects not to renew the TPP or does not notify the Company of its intent to renew, the service will then be billed under the tariffed month-to-month rates in effect at the time the TPP service period expires.

<sup>/1/</sup> Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/2/

**H. Term Pricing Plan (TPP)<sup>/1/</sup> (cont'd)**

## 5. Upgrade in Service

- a. A customer may upgrade a TPP (e.g. add additional Access Advantage Plus Transport elements) without incurring termination charges provided all of the following conditions are met:
  - the new service arrangement is provided to the same customer at the same location as the discontinued service, and
  - the customer's request for disconnection of the existing service and request for new service are received at the same time.
- b. If the order to upgrade service does not meet the conditions above, it will be treated as a discontinuance of the existing service and establishment of a new service. All termination charges will then apply.
- c. The monthly rates for the new service will be those in effect at the time the service is changed and applicable nonrecurring charges will apply to the new service.

## 6. Moves to a New Location

A customer with an existing TPP may request a move of the service to a new location, or a move and an upgrade, or a move and change of service. Termination charges will not apply.

## 7. Nonrecurring Charges

- a. The nonrecurring charges as found paragraph I will apply for new service ordered under TPP.
- b. If the customer chooses to convert existing service provided on a monthly rate basis to a TPP, no nonrecurring charges will apply.
- c. If the customer chooses to convert existing service provided on TPP to a monthly rate basis or to another TPP, nonrecurring charges will apply.

## 8. Termination Charges

- a. If a customer chooses a TPP and then disconnects the Access Advantage Plus Service prior to the expiration of that TPP, a termination charge will be due. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.
- b. In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of Access Advantage Plus Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

/2/ Material formerly appeared in Part 6, Section 7, Sheet 20.

/2/

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

**I. Rates and Charges**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1. Access Advantage Plus Cross Connect, each				(C)
a. Same Serving Office	/EMZCX/	\$10.00	\$175.00	
b. Different Serving Offices				
Fixed	/EMZCF/	25.00	350.00	
Per Mile	/1LNOX/	2.00	None	
2. Access Advantage Plus Transport	/EMZDX/			(C)
Month-to-Month		400.00	2,500.00	
One Year		400.00	1,000.00	
Two Years <sup>/1/</sup>		375.00	500.00	(C)
Three Years <sup>/1/</sup>		315.00	None	(C)
3. Integrated Voice Access Line				
a. Single Line-	/1F7/			
Month-to-Month		16.00	None	
One Year		15.20	None	
Two Years <sup>/1/</sup>		9.00	None	(C)
Three Years <sup>/1/</sup>		8.60	None	(C)
b. Multi-Line-	/1D8/			
Month-to-Month		25.00	None	
One year		19.00	None	
Two years <sup>/1/</sup>		14.00	None	(C)
Three years <sup>/1/</sup>		13.60	None	(C)

(D)  
|  
(D)

<sup>/1/</sup> Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months. (C)

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/3/

**I. Rates and Charges (cont'd)**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
4. Extended Metropolitan Service (EMS) Integrated Voice Access Line			
Flat-Rate 1-Party	/1EL/	Note /1/	Note /1/
Multi-Line Hunting	/1NK/	Note /1/	Note /1/
5. Access Advantage Plus Trunk	/P1+++/		
Month-to-Month		\$25.00	None
One Year		19.00	None
Two Years <sup>/2/</sup>		14.00	None
Three Year <sup>/2/</sup>		13.60	None
6. DS3 Port Charge	/EMZP1/		
Month-to-Month		250.00	\$1,500.00
One Year		220.00	750.00
Two Years <sup>/2/</sup>		175.00	250.00
Three Year <sup>/2/</sup>		150.00	0.00

/1/ See Part 4, Sections 1 and 2 "Extended Metropolitan Service", for rates and local calling areas.

/2/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 22.

/3/



**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/3/

**J. Access Advantage Plus Options<sup>/1/</sup>**

Access Advantage Plus Options allows business customers to purchase a plan designed to provide discounted optional services and a reduced Integrated Voice Access Line (IVAL) over a reduced Access Advantage Plus Transport on a three year Term Pricing Plan. Access Advantage Plus Options customers are not eligible for additional Access Advantage Plus discounts and/or Access Advantage Plus promotional offers.

**1. Access Advantage Plus Options Components**

- a. Access Advantage Plus Transport
- b. One (1) Integrated Voice Access Line (IVAL)<sup>/2/</sup>
- c. At Least One (1) of the following Optional Services:
  - Custom Calling Services:  
    Caller ID (Name and Number),  
    Call Transfer Disconnect, and/or  
    Call Forwarding;
  - Optional Calling Plan (OCP):  
    Part 9, Section 3, paragraph C "Rates", Option D

**2. Term Pricing Plan (TPP)**

- a. Access Advantage Plus Options can only be ordered on a three year TPP.
- b. TPP rates for Access Advantage Plus Options Transport and Integrated Voice Access Lines will be exempt from Company initiated rate increases throughout the service term. Should the Company increase its rates during the service term, the customer will continue to pay the Access Advantage Plus Transport and Integrated Voice Access Line rates in effect at the time the customer elected to establish service under the TPP.
- c. Any decrease in the TPP monthly rates will be passed on to customers who participate in an applicable TPP.
- d. Customers who subscribe to the TPP option will have their nonrecurring charges for Custom Calling Services and OCP waived.
- e. Customers may add additional optional services, as specified in paragraph J.1, to their existing TPP at the same discounts and reductions for the duration of the service agreement within the promotional period.

/1/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Options service, and existing term plans may not be renewed or extended.

/2/ Extended Metropolitan Service (EMS) IVALs are not available with Access Advantage Plus Options.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 23.

/3/

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/4/

**J. Access Advantage Plus Options<sup>/1/</sup> (cont'd)**

3. Termination Charges

- a. Customers requesting to discontinue services provided under the TPP, agreement or contract, prior to the expiration of the agreement will be subject to termination charges.
- b. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.
- c. In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of Access Advantage Plus Options Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP.

4. Rates and Charges

	<u>USOC</u>	<u>Monthly Discount</u>
Access Advantage Plus Transport Three Year TPP <sup>/1/</sup>	/RCRAH/	(\$50.00)
Integrated Voice Access Line Three Year TPP <sup>/1/</sup>		
- Single-line	/RCRAC/	(2.60)
- Multi-line	/RCRAD/	(7.60)
Call Transfer Disconnect <sup>/2/</sup>	/RCRAE/	(7.50)
Call Forwarding <sup>/2/</sup>	/RCRAF/	(5.00)
Caller ID (Name and Number) <sup>/2/</sup>	/RCRAG/	(9.00)
Optional Calling Plan <sup>/3/</sup>		
- 1 Hr. Block of Time	/RCRAJ/	(4.20)
- Additional Per Minute of Use at \$.14		

/1/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Options service, and existing term plans may not be renewed or extended.

/2/ See Part 7, Sections 1 or 2, Custom Calling Services, for rates prior to application of discount.

/3/ See Part 9, Section 3 - Long Distance Message Telecommunications Service, Optional Calling Plan - for rates prior to application of discount.

/4/ Material formerly appeared in Part 6, Section 7, Sheet 24.

/4/

**OPT-E-MAN® SERVICE**

/3/

**Service Availability**

(N)

Effective June 30, 2021, OPT-E-MAN Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly Extension rates until the service is discontinued. The Company currently plans to discontinue this service on or after June 30, 2023.

(N)

**A. General Description**

/3/

OPT-E-MAN® Service is an optically switched data service which allows for versatile scalability and flexibility over an Ethernet network provided by the Company. OPT-E-MAN Service allows businesses to interconnect customer locations within a Metropolitan Area Network (MAN) as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber and/or copper facilities (at the Company's discretion). OPT-E-MAN Service provides dedicated bandwidth from 2 Mbps up to 1 Gbps.

Customers connect to OPT-E-MAN Service via one of the following standard connections, as requested by the customer:

- 10/100BaseT (100 Mbps)
- Gigabit Ethernet (1000BaseSX, 1000BaseLX/LH or 1000BaseZX)<sup>/1/</sup>

Customers may connect any two or more locations together when utilizing a point-to-point or point-to-multipoint configuration, and a minimum of three or more locations when utilizing a multipoint-to-multipoint configuration<sup>/2/</sup>, as long as they are in the same LATA or MAN and the service is available.

OPT-E-MAN Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network, a Committed Information Rate (CIR), and Ethernet Virtual Connections (EVCs). Ethernet Virtual Connections (EVCs) are logical connections that establish a logical path for customer traffic between two customer locations. A portion of the CIR is assigned to each EVC to establish how much bandwidth each path should have.

OPT-E-MAN is provided under several service configurations:

- |            |  |
|------------|--|
| Basic      | The OPT-E-MAN Basic service configuration provides the customer a switched, logical point-to-point or point-to-multipoint connection between customer locations, using a physical connection to the network, and virtual connections through the OPT-E-MAN network.                                |
| Basic Plus | The OPT-E-MAN Basic Plus service configuration provides the customer a switched, logical point-to-point, point-to-multipoint or multipoint-to-multipoint connection between customer locations, using a physical connection to the network, and virtual connections through the OPT-E-MAN network. |

® OPT-E-MAN is a registered trademark of AT&T Intellectual Property.

/1/ CIR is inclusive of allowances for overhead within the Ethernet network. If a customer orders 1 Gbps of CIR on a single port, the Company reserves the right to use up to 10% of the bandwidth for traffic management.

/2/ This provisioning requirement will only apply to new service installed after November 29, 2006.

/3/

/3/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/1/

**A. General Description (cont'd)**

Service configurations include a choice of one of three underlying Grades of Service: Best Effort, Bronze and Silver. Each Grade of Service offers a different level of service performance. The following describes the service parameters for each Grade of Service.

**Best Effort** This Grade of Service supports non-critical data applications with more tolerance for delay and/or those that are lower in priority (i.e. LAN traffic). There are no service performance parameters associated with this Grade of Service.

**Bronze** The applications best suited for this Grade of Service are general data applications with more tolerance for delay and/or those that are lower in priority. This Grade of Service is the appropriate selection for general data traffic since it tolerates bursty and time-varying traffic. The service parameters associated with this Grade of Service are Packet Delivery Rate (PDR) and Latency.

Packet Delivery Rate is at least 99.5% of total traffic from source Network Terminating Equipment (NTE) to the destination NTE to which the customer port is attached.

Latency is limited to a delay across a connection of no more than 27 ms (54 ms roundtrip) one-way end-to-end within the Company's network for packets 1500 bytes or less.

**Silver** This Grade of Service supports applications that require minimal loss and low latency variation (jitter). Data in this Grade of Service will be provisioned in a priority queue indicating that it is delay sensitive. The service parameters associated with this Grade of Service are Packet Delivery Rate (PDR), Latency and Jitter.

Packet Delivery Rate is at least 99.9% of total traffic from source Network Terminating Equipment (NTE) to the destination NTE to which the customer port is attached.

Latency is limited to a delay across a connection of no more than 18 ms (36 ms roundtrip) one-way end-to-end within the Company's network for packets 1500 bytes or less.

Jitter is limited to less than 12 ms one-way end-to-end within the Company's network.

/1/

/1/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/1/

**B. Regulations**

In addition to the regulations contained in this guidebook, the following regulations apply to this service:

1. This service is available to customers in those LATAs served by and within the service territories of the Company only.
2. OPT-E-MAN Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
3. The customer provided equipment (CPE) must deliver the data signal for the OPT-E-MAN transport within the industry specification for the subscribed data service. See paragraph D. – *Technical Specifications Packages*.
4. OPT-E-MAN Service supports full duplex communication.
5. OPT-E-MAN Service does not allow for oversubscription. The sum total of the Usage assigned to EVCs are mapped to a single port, and cannot exceed the ordered CIR.
6. If a customer connects to the OPT-E-MAN network using a bridge or switch for Layer 2 connectivity, only 50 MAC addresses can be used per Layer 2 device, per port. Any additional addresses will be assessed an additional charge, with a limit of 100 MAC addresses total per port. See *Rates and Charges* following.
7. If a customer desires service from a Serving Wire Center that is not equipped to provide OPT-E-MAN Service, additional charges may apply for use of a Repeater. A network engineering study will need to be completed to ensure adequate service provisioning is capable. See *Rates and Charges* following.
8. For Basic Service, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100BaseT connection, and a total of 64 EVCs may be configured per 1 Gbps connection. For Basic Plus Service, a total of 7 EVCs may be configured per 10/100BaseT connection, and a total of 63 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a Basic Service 1 Gbps connection or more than 63 EVCs on a Basic Plus Service 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more EVCs.
9. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See *Rates and Charges* below.
10. If the customer cancels service prior to installation being completed, a Service Order Cancellation Charge (per port, per location) will apply. See *Rates and Charges* below. The customer's intent to cancel service must be made in writing.
11. The CIR selected by the customer must be committed to for a 30 day period before an increase in CIR can be requested.

/1/

/1/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/1/

**B. Regulations (cont'd)**

12. OPT-E-MAN Service may be available in a meet-point billing arrangement involving another Independent Local Exchange Carrier (ILEC) (sometimes also referred to as Independent Company or ICO), where suitable facilities exist and where appropriate procedures for such arrangements have been put in place between the Company and the other ILEC. When the Company and another ILEC jointly provision OPT-E-MAN Service with the other ILEC's service, the ILEC involved shall bill the customer at that ILEC's applicable rates for their portion of the service located in their operating territory. Ordering and provisioning procedures may vary, and therefore Meet-Point rate elements and charges may not be applicable, when the other ILEC involved in the Meet-Point arrangement is an AT&T ILEC.

13. A Letter of Authorization (LOA) will need to be established if customers want to purchase a logical connection via an Ethernet Virtual Connection (EVC) to another customer in order to ensure security and accuracy in the connection.

**14. Allowance for Interruption**

In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

The Company's failure to provide or maintain services under this guidebook shall be excused by labor difficulties, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.

/1/

/1/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/1/

**B. Regulations (cont'd)**

15. Service Level Agreements (SLAs) are offered with this service for the Bronze and Silver Grades of Service, and provide customers with end-to-end performance backed by service credits if minimum quality standards are not met by the Company.

Network Availability

- Network Availability of 99.95% per month, including the local loop, is provided by the Company. This equates to less than 21.6 minutes of downtime per month (based on a 30-day month), excluding maintenance windows and other appropriate exclusions (see Exclusions following). Network Availability is calculated as the percentage of time that the OPT-E-MAN network is capable of accepting and delivering customer data to the total time in the measurement period. The calculation for Network Availability for a given calendar month is as follows:

Network Availability =

$$\frac{[24 \text{ hours} \times \text{days in month} \times 60 \text{ minutes} \times \text{number of customer sites}] - \text{network outage time (measured in minutes)}}{[24 \text{ hours} \times \text{days in month} \times 60 \text{ minutes} \times \text{number of customer sites}]}$$

- As noted in the above formula, all ports included in a customer's network are utilized in calculating *Network Availability*.
  - The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below the committed level, and (2) requesting a service credit.
  - Upon verification by the Company that the actual service performance for that parameter was less than the committed level, the customer will be provided a service credit equal to 10% of the monthly recurring charge for that service parameter for all affected ports.
16. Grade of Service SLAs are provided for OPT-E-MAN Service for the Bronze and Silver Grades of Service. If the Company fails to meet service parameters defined for the Bronze or Silver Grades of Service, service credits will be offered to the customer given certain conditions are met:
- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below (or above) the committed level, and (2) requesting a service credit.
  - Upon notification by the customer that the actual service performance for that parameter was less than the committed level, the Company has 30 days to correct the problem.
  - If after 30 days, the service performance for that parameter is still less than the committed level, the customer will be provided a service credit equal to 25% of the monthly recurring charge for that service parameter for all affected ports for the month in which the service parameters fell below (or above) the committed level.
  - Packet Delivery Rate, Latency and Jitter calculations will be measured only when the OPT-E-MAN network is available.

/1/

/1/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/2/

**B. Regulations (cont'd)**

## 17. Exclusions (Service Level Agreements and Grade of Service credits)

The Company will be excluded from providing Service Level Agreements credits and Grade of Service credits for the Bronze and Silver Grades of Service should any of the following conditions occur:

- Force major events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes. Loss or damage resulting from any cause beyond the Company's reasonable control such as acts of war, civil disturbances, acts of civil or military authorities or public enemy.
- All SLAs are offered across the Company's network. The failure of any components beyond the local facility including the Network Interface (NI), are excluded from the SLA calculation.
- Data loss during the Company's scheduled maintenance window.
- Data exceeding subscribed Usage.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.
- Any type of Customer Network Management functionality is not included in SLAs.

18. For Basic and Basic Plus point-to-point and point-to-multipoint service, the Company will use controls to limit the amount of broadcast traffic to protect the OPT-E-MAN network against broadcast storms. The maximum throughput of broadcast traffic will be set at 10 Mbps per customer port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for broadcast traffic within the customer network(s).<sup>/1/</sup>

19. For Basic Plus multipoint-to-multipoint service, the Company will use controls to limit the amount of multicast and broadcast traffic to protect the OPT-E-MAN network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s).

20. Data exiting the network through the customer ports are excluded from SLA calculations to the extent that it exceeds the CIR for those ports.

21. The responsibility of the Company shall be limited to furnishing the OPT-E-MAN network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signals by CPE. The Company shall not be responsible for installation, operations, maintenance or adapting OPT-E-MAN to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of OPT-E-MAN render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.

/2/

/1/ This provisioning requirement will only apply to new service installed after May 1, 2007.

/2/

/2/ Material formerly appeared in Part 6, Section 9.



**OPT-E-MAN® SERVICE (cont'd)**

/3/

**B. Regulations (cont'd)**

22. Customers will be permitted to move from a 10/100BaseT to a Gigabit Ethernet interface option where facilities and equipment permit (staying within the Basic or Basic Plus Connection, or moving from the Basic to the Basic Plus Connection), however, the Nonrecurring Charge associated with the new Gigabit Ethernet Connection will apply. However, should a customer simply wish to move from Basic to Basic Plus (without any change to the interface option; for example, retaining the 10/100BaseT interface), only the Service Order Change Charge will apply. See *Rates and Charges* following.

23. The aggregate assigned Committed Information Rate (CIR) across all Ethernet Virtual Connections (EVCs) between any two customer connections cannot exceed 600 Mbps per Basic or Basic Plus connection.<sup>/1/</sup>

The aggregate assigned Committed Information Rate (CIR) across all ICO trunk connections (EVCs) between any two customer connections utilizing a meet-point GigE ICO Trunk Arrangement between the Company and an ILEC (ICO) cannot exceed 600 Mbps per Basic or Basic Plus connection.<sup>/2/</sup>

/3/

/1/ This provisioning requirement will only apply to new service installed after November 29, 2006.

/3/

/2/ This provisioning requirement will only apply to new service installed after March 31, 2009.

/3/

/3/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/1/

**C. Definitions**

Jitter

Jitter is the delay that occurs between 2 packets or Ethernet frames that are traversing the network. Jitter is calculated as the delay variance of the packets transported across the network or the delta of delay between two consecutive packets. It is measured between two endpoints, and will consist of measuring the time between a set of packets. Jitter is measured by averaging sample measurements taken during a 30 day period between network terminating equipment to which the customer ports are attached when the OPT-E-MAN network is available.

Latency

Latency is the amount of time necessary for a typical frame to traverse the network. Latency is calculated as the measurement of time taken for a customer frame to go from one end of the network (origination point) to the other end (termination point). The measurement will consist of measuring the time it takes to “ping” or travel from the origination to termination ports for the connection in question. Latency is measured by averaging sample measurements taken during a 30 day period between network terminating equipment to which the customer ports are attached when the OPT-E-MAN network is available.

Media Access Control (MAC) Addresses

Denotes a data link layer protocol used for Layer 2 connectivity.

Packet Delivery Rate (PDR)

Packet Delivery Rate (PDR) is a measurement of the actual amount of useful and non-redundant information that is transmitted or processed from end-to-end across the network. It is a function of bandwidth, error performance, congestion and other factors. PDR is expressed as a percentage of Ethernet frames offered to the network that successfully traverse the network, end-to-end, within the CIR, and within a 30 day period. PDR is calculated as the total number of effective Ethernet frames, per port, that successfully traverse the network divided by the total number of effective Ethernet frames, per port, offered to the network within a 30 day period. Those frames that violate the maximum range will be excluded from the calculation. PDR is measured by averaging sample measurements taken during a 30 day period from network terminating equipment to network terminating equipment to which the customer ports are attached when the OPT-E-MAN network is available.

**D. Technical Specifications Packages**

The customer interface to OPT-E-MAN Service is as specified in:

<u>Subject</u>	<u>Technical Reference</u>
Ethernet Standards	SBC TP-76412-000
Network Equipment Design Requirements	SBC TP-76200MP

These publications may be obtained from:

APEX Support Team  
(734) 523-7348

/1/

/1/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/2/

**E. Service Components**

There are two standard (or required) rate elements which apply for OPT-E-MAN Service: Connection and Committed Information Rate (CIR).

Connection

Provides for the physical connection between the customer's premise and the serving wire center. This is comprised of a transport component, interface component and a port connection component. Several interface protocols are available: 10/100BaseT and Gigabit Ethernet (1000BaseSX, 1000BaseLX/LH or 1000BaseZX).

Committed Information Rate (CIR)

CIR provides a committed level of transmission (or bandwidth) to the Connection. The customer can select a CIR from 2 Mbps to 1 Gbps per connection. The CIR is shared among one or more Ethernet Virtual Connections (EVCs), which provide a logical point-to-point connection between two customer locations.

In addition, there are *optional* rate elements which may apply to OPT-E-MAN, depending on the customer's configuration.

Repeater

For those customers who are located outside normal transmission parameters, or who are served by a Serving Wire Center that is not equipped for OPT-E-MAN Service, service can be provided using a repeater. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of OPT-E-MAN Service is subject to the availability and operational limitations of the equipment and associated facilities.

Ethernet Virtual Connections (EVC)

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the OPT-E-MAN network to terminate at the demarcation point at the second customer location. When multiple EVCs are provisioned, the customer must designate the portion of the CIR assigned to each EVC. For point-to-point and point-to-multipoint connections, EVCs can be set in 1 Mbps increments from 2 Mbps to 600 Mbps<sup>/1/</sup>. For multipoint-to-multipoint connections, EVCs can be set in 1 Mbps increments from 2 Mbps to 1 Gbps.

If a customer purchases the Silver Grade of Service for CIR, the initial EVC will be prioritized as Silver. Additional EVCs can be prioritized as Silver, Bronze or Best Effort.

If a customer purchases the Bronze Grade of Service for CIR, additional EVCs cannot be prioritized as Silver, but only as Bronze or Best Effort.

If a customer purchases the Best Effort Grade of Service for CIR, additional EVCs can only be prioritized as Best Effort.

/2/

/1/ This provisioning requirement will only apply to new service installed after November 29, 2006.

/2/

/2/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

/2/

**E. Service Components (cont'd)**

In addition, there are *optional* rate elements which may apply to OPT-E-MAN, depending on the customer's configuration. (cont'd)

Additional MAC Addresses

If a customer connects to the OPT-E-MAN network using a bridge or switch for Layer 2 connectivity, only 50 MAC addresses can be used per Layer 2 device, per port. Any additional addresses will be assessed an additional charge, with a limit of 100 MAC addresses total per port.

Meet-Point Billing Options

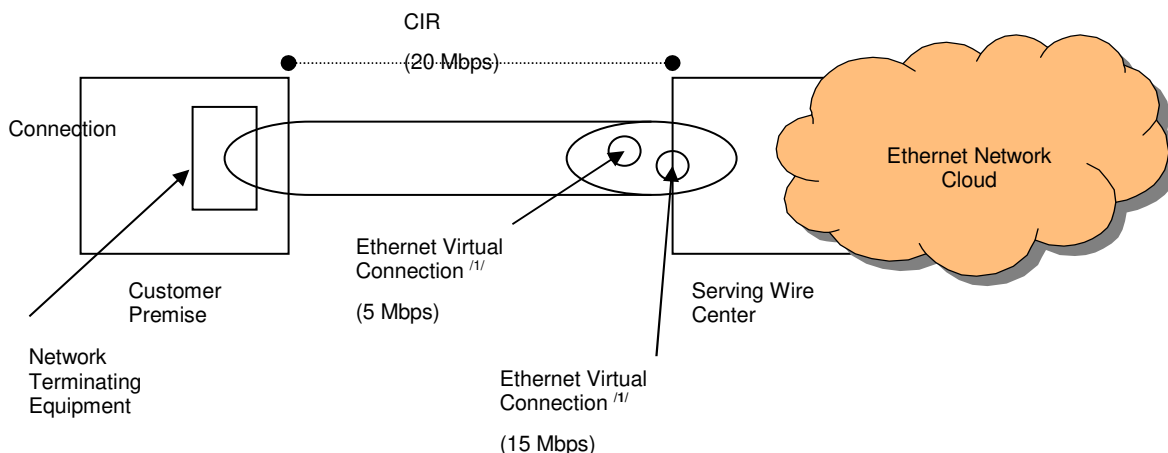
Meet-Point is available in two configurations:

*Direct LEC Connection* is provisioned using a standard OPT-E-MAN Basic or Basic Plus Connection and associated CIR, plus Mileage. The mileage is measured in airline miles from the OPT-E-MAN switch location to the ILEC (ICO) meet-point location.

*GigE ICO Trunking Arrangement* applies an ICO Trunk Connection Charge between the OPT-E-MAN switch location and the ICO meet-point location that is shared with the ILEC (ICO) Ethernet switch. The ICO Trunk Connection Charge is applied to each customer Ethernet Virtual Connection (EVC) that is transported on the GigE trunk backbone to the ICO meet-point. The ICO Trunk Mileage charge is applicable to each customer Ethernet Virtual Connection (EVC) transported across the GigE trunk when mileage exceeds 10 miles. Mileage is calculated from the OPT-E-MAN switch location to the ICO meet-point location.

**F. Service Configurations**

The following diagram describes a standard service configuration:



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<sup>/1/</sup> Ethernet Virtual Connections are used to establish a path for certain traffic between two customer locations, and do not have a charge associated with them. Each EVC must have a portion of the Committed Information Rate (CIR) service element assigned to it.

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**OPT-E-MAN® SERVICE (cont'd)**

**G. Rates and Charges**

There are two types of rates and charges for OPT-E-MAN Service: Nonrecurring Charges and Recurring Charges.

*Nonrecurring Charges* are one-time charges that apply for specific work activity related to the provisioning of OPT-E-MAN Service.

*Recurring Charges* are flat recurring rates that apply each month or fraction thereof that the service is provided. Recurring rates may be applied only over a 12-, 24-, 36-, or 60-month<sup>/2/</sup> period under the terms and conditions of the Term Pricing Plan (TPP), described in H. following. Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase OPT-E-MAN Service on a month-to-month basis prior to the completion of a TPP.

<u>Description</u>	<u>Nonrecurring Charge</u> <sup>/1/</sup>	<u>12 Months</u>	<u>Monthly Payment Term Payment Plans</u>			<u>60</u> <sup>/2/</sup> <u>Months</u>	<u>Monthly Extension</u>
			<u>24 Months</u>	<u>36 Months</u>			
<i>Standard Charges</i>							
Connection, each customer location							
Basic Service							
10/100BaseT	\$1,925.00	\$780.00	\$750.00	\$650.00	\$575.00	\$1,685.81 (l)	
Gigabit Ethernet	2,100.00	1,200.00	1,150.00	1,000.00	850.00	2,551.50 (l)	
Basic Plus Service							
10/100BaseT	1,925.00	780.00	750.00	650.00	575.00	1,685.81 (l)	
Gigabit Ethernet	2,100.00	1,200.00	1,150.00	1,000.00	850.00	2,551.50 (l)	

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60-month<sup>/2/</sup> Term Payment Plan (TPP) period for new service.

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

**OPT-E-MAN® SERVICE (cont'd)**

**G. Rates and Charges (cont'd)**

<u>Description</u>	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>Monthly Price Grade of Service</u>		
		<u>Best Effort</u>	<u>Bronze</u>	<u>Silver</u>
<i>Standard Charges (cont'd)</i>				
Committed Information Rate (CIR) (Mbps)				
- per port				
2	\$75.00	\$464.74 (I)	\$546.75 (I)	\$911.25 (I)
4	75.00	537.64 (I)	637.88 (I)	1,002.38 (I)
5	75.00	N/A	820.13 (I)	1,184.63 (I)
8	75.00	847.46 (I)	1,002.38 (I)	1,366.88 (I)
10	75.00	N/A	1,184.63 (I)	1,549.13 (I)
20	75.00	N/A	1,640.25 (I)	2,004.75 (I)
50	75.00	N/A	1,868.06 (I)	2,232.56 (I)
100	75.00	N/A	2,187.00 (I)	2,551.50 (I)
150	75.00	N/A	2,505.94 (I)	3,234.94 (I)
250	75.00	N/A	2,870.44 (I)	3,599.44 (I)
500	75.00	N/A	3,462.75 (I)	4,191.75 (I)
600	75.00	N/A	4,055.06 (I)	4,784.06 (I)
1000	75.00	N/A	4,692.94 (I)	5,421.94 (I)

*Optional Charges*

Ethernet Virtual Connection (EVC) <sup>/3/</sup>				
- per connection	0.00	0.00	0.00	0.00

<u>Description</u>	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>Monthly Payment Term Payment Plans</u>				<u>Monthly Extension</u>
		<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60<sup>/2/</sup> Months</u>	
Repeater, each	\$250.00	\$400.00	\$375.00	\$325.00	\$300.00	\$865.69 (I)

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60-month<sup>/2/</sup> Term Payment Plan (TPP) period for new service.

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

/3/ Ethernet Virtual Connections (EVCs) are required for provisioning purpose only, and as such will not have a charge associated with them.

**OPT-E-MAN® SERVICE (cont'd)**

**G. Rates and Charges (cont'd)**

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Additional MAC Addresses <sup>/1/</sup>		
- 51-100 MAC addresses	\$70.00	\$9.11 (I)
Service Order Cancellation		
- per location	200.00	--
Expedite Order Charge		
- per location	300.00	--
Service Order Change Charge		
- applies to CIR Changes, EVC Changes and Configuration Changes, per location	75.00	--

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60-month<sup>/2/</sup> Term Payment Plan (TPP) period for new service.

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

**OPT-E-MAN® SERVICE (cont'd)**

**G. Rates and Charges (cont'd)**

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Meet-Point Billing Options		
- Direct LEC Connection, Mileage		
Above 0 and inclusive of 10 miles	\$1,200.00	\$ 911.25 (I)
Above 10 and inclusive of 25 miles	1,200.00	1,822.50 (I)
Above 25 and inclusive of 35 miles	1,200.00	2,733.75 (I)
Above 35 and inclusive of 50 miles	1,200.00	4,556.25 (I)

<u>Description</u>	<u>Nonrecurring Charge</u> <sup>/1/</sup>	<u>Monthly Payment Term Payment Plans</u>				<u>Monthly Extension</u>
		<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60<sup>/2/</sup> Months</u>	
- GigE ICO Trunking Arrangement						
ICO Trunk Connection Charge, per EVC						
2 Mbps	\$300.00	\$340.00	\$290.00	\$250.00	\$220.00	\$729.00 (I)
4 Mbps	345.00	380.00	330.00	285.00	250.00	801.90 (I)
5 Mbps	400.00	430.00	370.00	315.00	270.00	911.25 (I)
8 Mbps	460.00	490.00	420.00	360.00	310.00	1,038.83 (I)
10 Mbps	525.00	570.00	490.00	420.00	360.00	1,202.85 (I)
20 Mbps	600.00	670.00	580.00	504.00	430.00	1,421.55 (I)
50 Mbps	700.00	840.00	730.00	630.00	540.00	1,767.83 (I)
100 Mbps	800.00	1,120.00	970.00	840.00	720.00	2,351.03 (I)
150 Mbps	925.00	1,670.00	1,450.00	1,260.00	1,080.00	3,517.43 (I)
250 Mbps	1,100.00	2,160.00	1,870.00	1,620.00	1,380.00	4,538.03 (I)
500 Mbps	1,100.00	4,640.00	4,030.00	3,500.00	2,980.00	9,732.15 (I)
600 Mbps	1,100.00	5,560.00	4,830.00	4,200.00	3,570.00	11,664.00 (I)
1 Gbps	1,100.00	6,390.00	5,500.00	4,830.00	4,100.00	13,413.60 (I)

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36, or 60 month<sup>/2/</sup> Term Payment Plan (TPP) period for new service.

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.



**OPT-E-MAN® SERVICE (cont'd)**

**G. Rates and Charges (cont'd)**

<u>Description</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>	
Meet-Point Billing Options (cont'd)	
- GigE ICO Trunking Arrangement (cont'd)	
ICO Trunk Mileage	
Above 0 and inclusive of 10 miles	N/A
Above 10 and inclusive of 25 miles	
2 Mbps to 20 Mbps	\$309.83 (l)
50 Mbps to 150 Mbps	683.44 (l)
250 Mbps to 1 Gbps	2,733.75 (l)
Above 25 and inclusive of 35 miles	
2 Mbps to 20 Mbps	492.08 (l)
50 Mbps to 150 Mbps	1,230.19 (l)
250 Mbps to 1 Gbps	3,189.38 (l)
Above 35 and inclusive of 50 miles	
2 Mbps to 20 Mbps	747.23 (l)
50 Mbps to 150 Mbps	2,004.75 (l)
250 Mbps to 1 Gbps	3,645.00 (l)

**OPT-E-MAN® SERVICE (cont'd)**

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**H. Term Pricing Plan**

1. The Term Pricing Plan provides the customer with rate stabilization and discounted rates. The Term Pricing Plan provides for one, two, three or five year<sup>/1/</sup> rate stabilization. Decreases in Term monthly recurring rates will be passed on to customers who participate in a Term Pricing Plan.
2. Should the Company increase its rates during the Term Pricing Plan period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the Term Pricing Plan.
3. The customer may choose to terminate an existing TPP before the end of the 12-, 24-, 36-, or 60-month<sup>/1/</sup> period and negotiate a new 12-, 24-, 36-, or 60-month<sup>/1/</sup> TPP only when the new TPP period is longer than the remaining period currently in effect. The new TPP must be based upon the rates that are currently in effect and available to all customers.
4. The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the monthly extension rates in effect at the time that TPP expires. Subsequently, customers under the monthly extension rates may convert their existing service to either a 12-, 24-, 36-, or 60-month<sup>/1/</sup> TPP. Nonrecurring charges will be waived at the time of conversion.
5. Any special construction charges incurred for services billed under a TPP will be applicable as provided for in Part 2, Section 5.
6. If the customer terminates the TPP agreement prior to the expiration of the 12-, 24-, 36-, or 60-month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:
  - Fifty percent (50%) of all recurring charges for the remaining months of the customer's term.
7. Customers may upgrade their CIR to a higher speed without incurring Termination Charges, depending on facilities used. The Company will determine whether such an upgrade is permissible based on the type of facilities currently used to provide the service. In addition, customers may upgrade their Grade of Service without incurring Termination Charges provided the upgrade does not include any reduction in the customer's existing CIR.

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/1/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

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/2/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

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**H. Term Pricing Plan (cont'd)**

8. Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:
  - The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
  - During the TPP, a customer may move an OPT-E-MAN Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
  - The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
  - Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable.
  - If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.
  
9. For service installed after July 20, 2007, customers will be permitted to upgrade to a higher-speed service provided by the Company, without incurring Termination Charges, given all of the following conditions are met:
  - An upgrade is considered an increase in speed or capacity when comparing OPT-E-MAN Service to the new service.
  - The customer must issue a disconnect order for the existing OPT-E-MAN Service and place a service order for the new higher-speed service at the same locations such that there is no more than 90 days overlap in service. Termination Charges for OPT-E-MAN Service at the current locations will be waived.
  - The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing OPT-E-MAN contract.
  - The existing OPT-E-MAN Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.
  - For customers upgrading from OPT-E-MAN to Customized Switched Metro Ethernet (CSME) Service, the number of CSME locations must be greater than or equal to the current number of OPT-E-MAN locations.

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/1/ Material formerly appeared in Part 6, Section 9.

**OPT-E-MAN® SERVICE (cont'd)**

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**H. Term Pricing Plan (cont'd)**

10. Migration to AT&T Switched Ethernet Service<sup>SM</sup>

Customers subscribing to OPT-E-MAN Service may migrate to AT&T Switched Ethernet Service provided by the Company without incurring termination liability, subject to the following conditions:

- The new AT&T Switched Ethernet Service and the existing OPT-E-MAN Service must be billed to the same customer of record at the same customer locations.
- The customer's existing service must have been in place for at least 12 months.
- The minimum term for the new service must be at least 12 months and must be equal to or greater than the number of months remaining in the customer's existing Term Payment Plan (TPP) term.
- The speed (capacity/bandwidth) of the new service must be equal to or greater than that of the existing service.
- The customer must issue a disconnect order for the replaced OPT-E-MAN Service to be effective within 90 days after the AT&T Switched Ethernet Service installation date. The disconnect and new orders must be coordinated through the Company.
- If overlapping service is required, the period will be limited to not more than 90 days and billing will apply to both services during the time both services are available.

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<sup>SM</sup> AT&T Switched Ethernet Service is a service mark of AT&T Intellectual Property.

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/1/ Material formerly appeared in Part 6, Section 9.

**DISASTER ROUTING SERVICE (DRS)**

Effective July 15, 2024, Disaster Routing Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued.