

ADVANCED SERVICES

SECTION 4 – PremierSERVSM FRAME RELAY SERVICE**4.1 Service Description**

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

4.2 Service Provisioning

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

4.3 Service Components

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

4.3.1 User Network Interface (UNI) Port and Access

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

4.3.2 User Network Interface (UNI) Port Only

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

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SECTION 4 – PremierSERVSM FRAME RELAY SERVICE (Cont'd)**4.3 Service Components (Cont'd)****4.3.3 Permanent Virtual Circuits (PVCs)**

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

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

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

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

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

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

4.3.3.A PVC Connection Types**(1) Frame Relay to Frame Relay**

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

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4.3 Service Components (Cont'd)

4.3.3.B PVC Types

(1) Standard PVC

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

(2) Disaster Recovery PVC

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

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

(3) Alternate Routing PVCs

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

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

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

(2) Priority

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

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4.4 Rates and Charges

The following rates and charges do not apply to services provisioned in ICO regions.

UNI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS0	56Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
DS0	64Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
Fractional DS1	128Kbps	\$291	NA	\$267	\$400	\$223	\$400	\$213	\$0	\$208	\$0

UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS0 Port	56Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
Access	56Kbps	\$115	NA	\$96	\$350	\$93	\$350	\$91	\$0	\$83	\$0
Total DS0 Port and Access	56Kbps	\$251	NA	\$209	\$700	\$189	\$700	\$184	\$0	\$169	\$0
DS0 Port	64Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
Access	64Kbps	\$115	NA	\$96	\$350	\$93	\$350	\$91	\$0	\$83	\$0
Total DS0 Port and Access	64Kbps	\$251	NA	\$209	\$700	\$189	\$700	\$184	\$0	\$169	\$0
Fractional DS1 Port	128Kbps	\$291	NA	\$267	\$400	\$223	\$400	\$213	\$0	\$208	\$0
Access	128Kbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total Fractional DS1 Port and Access	128Kbps	\$539	NA	\$494	\$800	\$441	\$800	\$421	\$0	\$412	\$0

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4.4 Rates and Charges (Cont'd)

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

4.5 TPP Volume Discount Plan (TVP)

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

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

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

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4.5 TPP Volume Discount Plan (TVP) (CONT'D)

4.5.2 Volume Discount Levels

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

4.5.3 Volume Discount Levels

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

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

4.6 Promotional Offerings

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