
SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 PremierSERVSM Frame Relay Service (NFR) and PremierSERVSM ATM Service (NATM)

5.2.1 Description

PremierSERVSM Frame Relay Service is a public, metropolitan, and 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.

PremierSERVSM Asynchronous Transfer Mode (NATM) Service is a high-speed, packet switched transport Service that combines disparate applications, from separate locations, using a common network access device and physical network connection.

PremierSERVSM ATM Service can allow management of a single network that is easier and less expensive than managing multiple networks. PremierSERVSM ATM Service uses multiple connections over a single line and reduces the number of physical interfaces required.

The Company's PremierSERVSM Frame Relay and PremierSERVSM ATM products combine long distance components of the Company-Provided network.

(A) Both Services, each comprised of three components, allow Customer-compatible applications and/or equipment to connect to the Company-Provided network. The three components are Ports, Access, and PVCs.

- .1 Ports allow connectivity to the Company-Provided network.
- .2 The Access component is available with each Port.
- .3 PVCs provide a connection between two Ports on the network. Multiple virtual connections can be established over a single digital transmission facility and single Port.
 - .a NATM uses two (2) different types of PVCs called:
 - .i Virtual Channel Connections (VCCs)
A VCC is an individual point-to-point virtual connection carrying one application.
 - .ii Virtual Path Connections (VPCs)
VPC(s) provide connections between Ports. A VPC is a collection of VCCs that are routed together as one unit end-to-end through the network.
- .4 Each Port and Access can communicate with multiple destinations using multiple PVC types.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network¹

¹ Effective November 12, 2007, PRI- ISDN will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

(A) General Description

PRI-ISDN provides high-speed end-to-end digital service with out-of-band signaling. Service is available to Business Customers with a 1-year, 3-year or 5-year term plan agreement. Each PRI-ISDN utilizes a 1.544 Mbps facility and is assigned a PRI-Port to carry Company-Provided dedicated voice services, either dedicated toll free services and/or dedicated outbound (1+) services. Company-Provided dedicated toll free and dedicated outbound (1+) services are separately offered services and their charges are not included in their PRI-ISDN rates and charges.

PRI-ISDN conforms to both the ANSI PRI-ISDN standard and Northern Telecom PRI Specifications Number NIS-A211-4. ISDN uses a set of technical protocols jointly developed by the ITU to traverse the DS1 access using Q.931 signaling protocol. Generally supported protocol variants are NTNAPRI, U449PRI, U459PRI, N449PRI, NTNAPRI V1 NIL, NTNAPRI V1 SL1PROFL and N449PRI V1 NIL. For select applications and locations, the acceptable protocol variants may be limited.

A principal PRI Service consists of up to twenty-three 64 Kbps digital B-Channels and one 64 Kbps digital D-Channel. Subsequent, subordinate PRI Service may consist of up to twenty-four 64 Kbps digital B-Channels. Only one trunk group may be provisioned per active D-Channel. The DS1 Local Access facility must be established with Bipolar 8 Zero Substitution and Extended Super-Frame Format for Clear Channel capacity.

One D-Channel is utilized to provide out-of-band signaling for the entire PRI trunk group. One D-Channel may provide signaling for up to 479 B-Channels (maximum of 20 DS1s) for voice trunking. A maximum of 23 B-Channels (equivalent to one DS1) may be combined through Bonding for the purposes of broadband applications such as video and other CSD applications. A Backup D-Channel Option is available which provides a second D-Channel associated within a PRI trunk group in the event that the principal D-Channel fails. The Backup D-Channel Option is a D-Channel in standby and cannot be used as a B-Channel.

One PRI Port is required for each DS1 access in order to utilize ISDN features, functions, and Services. This PRI Port is the network interconnection providing the ISDN functionality at the Company-Provided POP. A PRI Port is capable of supporting twenty-four Channels carrying ISDN Services. The initial PRI Port or principal PRI Service must be configured to have one D-Channel. Multiple PRI-Ports may share an active D-Channel which controls the single voice trunk group of B-Channels (up to 479).

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network

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Effective June 30, 2011 this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current term agreement has not expired, you will need to replace this Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace this Service on or before June 30, 2011.

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(A) General Description

PRI-ISDN provides high-speed end-to-end digital service with out-of-band signaling. Service is available to Business Customers with a 1-year, 3-year or 5-year term plan agreement. Each PRI-ISDN utilizes a 1.544 Mbps facility and is assigned a PRI-Port to carry Company-Provided dedicated voice services, either dedicated toll free services and/or dedicated outbound (1+) services. Company-Provided dedicated toll free and dedicated outbound (1+) services are separately offered services and their charges are not included in their PRI-ISDN rates and charges.

PRI-ISDN conforms to both the ANSI PRI-ISDN standard and Northern Telecom PRI Specifications Number NIS-A211-4. ISDN uses a set of technical protocols jointly developed by the ITU to traverse the DS1 access using Q.931 signaling protocol. Generally supported protocol variants are NTNAPRI, U449PRI, U459PRI, N449PRI, NTNAPRI V1 NIL, NTNAPRI V1 SL1PROFL and N449PRI V1 NIL. For select applications and locations, the acceptable protocol variants may be limited.

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One PRI Port is required for each DS1 access in order to utilize ISDN features, functions, and Services. This PRI Port is the network interconnection providing the ISDN functionality at the Company-Provided POP. A PRI Port is capable of supporting twenty-four Channels carrying ISDN Services. The initial PRI Port or principal PRI Service must be configured to have one D-Channel. Multiple PRI-Ports may share an active D-Channel which controls the single voice trunk group of B-Channels (up to 479).

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network¹ (continued)

¹ Effective November 12, 2007, PRI- ISDN will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

(A) General Description

PRI ISDN Local Access provides a path between the Customer's Premises/ Customer's equipment and the Company designated POP. The PRI ISDN Local Access facility has a Bandwidth capacity of 1.544 Mbps. PRI ISDN Local Access typically consists of two Channel terminations at the Circuit's ends and mileage computed by the V&H coordinates of the Customer's serving Wire Center and the Company-Provided POP. The PRI ISDN Local Access facility is provided by a Local Access Provider. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third-party Local Access facilities are offered at a pass-through rate. The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

PRI ISDN will support Company dedicated Toll-Free service, dedicated outbound (1+) service, or both, on a single trunk group. The Customer must specify which of the available services or combination of services are to be carried on the PRI B-Channels at the time PRI ISDN is ordered. The active D-Channel carries the signaling, control, and user data associated with the corresponding B-Channels.

Only CPE which is compatible with the Company's PRI ISDN network specifications can be connected to the network. PRI ISDN is not available to Customers with Plexar services.

CSD - Effective September 30, 2006, this feature is no longer available to new Customers.

Under limited, qualified circumstances, PRI-ISDN will support Company CSD Services as outbound (1+) service. When PRI-ISDN is used to support CSD, the PRI-ISDN Circuit supports only dedicated outbound (1+) voice and data service within a single trunk-group. Company will bill CSD calls in minute increments, unless otherwise stated in the Service description of Customer's calling plan. Each B-Channel equivalent will be itemized and rated accordingly. Company dedicated toll-free service cannot be configured on the same PRI-ISDN Circuit as CSD. CSD is available on an ICB basis only.

CSD Customers must meet the following criteria:

- A minimum of six (6) Dedicated Access lines of AT&T Long Distance Services (DVA or PRI), not necessarily solely for CSD Service;
- High volume calling plans with term commitment and MAC;
- ISDN lines installed at each location where CSD will be provided; and
- Compatible CPE which supports CSD for both voice and data

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

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(A) General Description

PRI ISDN Local Access provides a path between the Customer's Premises/ Customer's equipment and the Company designated POP. The PRI ISDN Local Access facility has a Bandwidth capacity of 1.544 Mbps. PRI ISDN Local Access typically consists of two Channel terminations at the Circuit's ends and mileage computed by the V&H coordinates of the Customer's serving Wire Center and the Company-Provided POP. The PRI ISDN Local Access facility is provided by a Local Access Provider. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third-party Local Access facilities are offered at a pass-through rate. The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

PRI ISDN will support Company dedicated Toll-Free service, dedicated outbound (1+) service, or both, on a single trunk group. The Customer must specify which of the available services or combination of services are to be carried on the PRI B-Channels at the time PRI ISDN is ordered. The active D-Channel carries the signaling, control, and user data associated with the corresponding B-Channels.

Only CPE which is compatible with the Company's PRI ISDN network specifications can be connected to the network. PRI ISDN is not available to Customers with Plexar services.

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CSD Customers must meet the following criteria:

- A minimum of six (6) Dedicated Access lines of AT&T Long Distance Services (DVA or PRI), not necessarily solely for CSD Service;
- High volume calling plans with term commitment and MAC;
- ISDN lines installed at each location where CSD will be provided; and
- Compatible CPE which supports CSD for both voice and data

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services (continued)

5.5.1 Primary Rate Interface - Integrated Services Digital Network¹ (continued)

(B) Configurations, Options, and Features

.1 Standard PRI ISDN Port

- .a 23B-Channels and 1D-Channel (initial or principal)
- .b 24B-Channels (subordinate only)
- .c 23B-Channels and 1 backup D-Channel (subordinate, if Backup D-Channel Option is requested)

.2 Backup D-Channel Option

The Backup D-Channel Option allows the Customer to have a second D-Channel associated with a PRI ISDN trunk group. The Backup D-Channel Option provides a standby control Channel for ISDN signaling between the Customer location and the network. This provides protection should there be a failure in the active D-Channel. Backup D-Channel is provisioned through the use of a second "23B + 1D" configured PRI ISDN Port and Local Access Circuit. Performance on the second (or standby) D-Channel is identical to the principal (or active) D-Channel. With the Backup D-Channel Option, only one of the D-Channels is in the active state (processing signaling messages) and the other is in the standby state. If the active D-Channel fails, then the standby D-Channel will be activated. When the standby D-channel becomes activated, any calls that are in progress and being carried over subordinate PRI ISDN Ports within the PRI ISDN trunk group are sustained.

(C) Monthly Recurring Charges

Fixed monthly charges apply. The MRCs vary according to the length of the term plan agreement.

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

Installation charges are non-recurring charges and vary based on the length of the term plan agreement. Installations charges are applicable when establishing new PRI-ISDN Circuits.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

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(B) Configurations, Options, and Features

.1 Standard PRI ISDN Port

.a 23B-Channels and 1D-Channel (initial or principal)

.b 24B-Channels (subordinate only)

.c 23B-Channels and 1 backup D-Channel (subordinate, if Backup D-Channel Option is requested)

.2 Backup D-Channel Option

The Backup D-Channel Option allows the Customer to have a second D-Channel associated with a PRI ISDN trunk group. The Backup D-Channel Option provides a standby control Channel for ISDN signaling between the Customer location and the network. This provides protection should there be a failure in the active D-Channel. Backup D-Channel is provisioned through the use of a second "23B + 1D" configured PRI ISDN Port and Local Access Circuit. Performance on the second (or standby) D-Channel is identical to the principal (or active) D-Channel. With the Backup D-Channel Option, only one of the D-Channels is in the active state (processing signaling messages) and the other is in the standby state. If the active D-Channel fails, then the standby D-Channel will be activated. When the standby D-channel becomes activated, any calls that are in progress and being carried over subordinate PRI ISDN Ports within the PRI ISDN trunk group are sustained.

(C) Monthly Recurring Charges

Fixed monthly charges apply. The MRCs vary according to the length of the term plan agreement.

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

Installation charges are non-recurring charges and vary based on the length of the term plan agreement. Installations charges are applicable when establishing new PRI-ISDN Circuits.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services (continued)

5.5.1 Primary Rate Interface - Integrated Services Digital Network¹ (continued)

(D) Ancillary/Administrative Charges

.2 PRI ISDN Port Redesign Charges

A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of a PRI ISDN Port. Examples of these types of requests include but are not limited to:

- Re-establishing or rearranging B-Channels or D-Channels
- Adding or removing a backup D-Channel
- Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) services or dedicated toll free services associated with a PRI ISDN Port.

The term plan commitment restarts upon redesign of PRI ISDN Service. A PRI ISDN Port Redesign Charge applies in lieu of the PRI ISDN Installation Charge.

.3 Termination Liability Charges

The Termination Liability Charge applies if the Customer cancels PRI ISDN Service prior to the expiration of the term plan agreement.

(E) Service Upgrades

An upgrade of Service is defined as an agreement to a term of equal or longer length, and the term is re-initiated. The MRCs associated with PRI ISDN Ports are eligible for the VIP discount in Section 3.5.4 of this Guidebook. Any eligible PRI Port charges are cumulative with any eligible Private Line Services charges associated with the Customer's master account number towards a VIP discount defined in the Data Private Line Services Section of this Guidebook. The Customer need not subscribe to Private Line Service to be eligible for discount. The Customer must meet only the defined spending threshold to qualify for VIP discount.

(F) Service Level Credits

The following table identifies the individual metrics and values for PRI ISDN Service:

Metric	Value
Network Availability	99.9% in any month
Mean Time to Repair	6 hours

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

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(D) Ancillary/Administrative Charges

.2 PRI ISDN Port Redesign Charges

A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of a PRI ISDN Port. Examples of these types of requests include but are not limited to:

- Re-establishing or rearranging B-Channels or D-Channels
- Adding or removing a backup D-Channel
- Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) services or dedicated toll free services associated with a PRI ISDN Port.

The term plan commitment restarts upon redesign of PRI ISDN Service. A PRI ISDN Port Redesign Charge applies in lieu of the PRI ISDN Installation Charge.

.3 Termination Liability Charges

The Termination Liability Charge applies if the Customer cancels PRI ISDN Service prior to the expiration of the term plan agreement.

(E) Service Upgrades

An upgrade of Service is defined as an agreement to a term of equal or longer length, and the term is re-initiated. The MRCs associated with PRI ISDN Ports are eligible for the VIP discount in Section 3.5.4 of this Guidebook. Any eligible PRI Port charges are cumulative with any eligible Private Line Services charges associated with the Customer's master account number towards a VIP discount defined in the Data Private Line Services Section of this Guidebook. The Customer need not subscribe to Private Line Service to be eligible for discount. The Customer must meet only the defined spending threshold to qualify for VIP discount.

(F) Service Level Credits

The following table identifies the individual metrics and values for PRI ISDN Service:

Metric	Value
Network Availability	99.9% in any month
Mean Time to Repair	6 hours

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(D) Ancillary/Administrative Charges

.2 PRI ISDN Port Redesign Charges

A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of a PRI ISDN Port. Examples of these types of requests include but are not limited to:

- Re-establishing or rearranging B-Channels or D-Channels
- Adding or removing a backup D-Channel
- Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) services or dedicated toll free services associated with a PRI ISDN Port.

The term plan commitment restarts upon redesign of PRI ISDN Service. A PRI ISDN Port Redesign Charge applies in lieu of the PRI ISDN Installation Charge.

.3 Termination Liability Charges

The Termination Liability Charge applies if the Customer cancels PRI ISDN Service prior to the expiration of the term plan agreement.

(E) Service Upgrades

An upgrade of Service is defined as an agreement to a term of equal or longer length, and the term is re-initiated. The MRCs associated with PRI ISDN Ports are eligible for the VIP discount .

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(F) Service Level Credits

The following table identifies the individual metrics and values for PRI ISDN Service:

Metric	Value
Network Availability	99.9% in any month
Mean Time to Repair	6 hours

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services (continued)

5.5.1 Primary Rate Interface - Integrated Services Digital Network¹ (continued)

(F) (continued)

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company. Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the MRC for the PRI ISDN Port.

(G) VIP Discount

Customers subscribing to any of the Company's intrastate PRI-ISDN Services will automatically receive a volume discount per master account number for all PRI-ISDN Service(s) Ports associated with the Customer's master account number. See Section 3.5.4 of this Guidebook for details regarding the discount plan.

5.6 Out-of-Service Credits

5.6.1 General

- (A) Following the start of service date, if a Customer reports interruption of Service, the Customer may initiate a claim for an out-of-service credit. Tests, MTTR, and Automatic Error Correction may be eligible for out-of-service credits.
- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer.
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable MRC(s) per affected Service.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

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(F) (continued)

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company. Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the MRC for the PRI ISDN Port.

(G) VIP Discount

Customers subscribing to any of the Company's intrastate PRI-ISDN Services will automatically receive a volume discount per master account number for all PRI-ISDN Service(s) Ports associated with the Customer's master account number. See Section 3.5.4 of this Guidebook for details regarding the discount plan.

5.6 Out-of-Service Credits

5.6.1 General

- (A) Following the start of service date, if a Customer reports interruption of Service, the Customer may initiate a claim for an out-of-service credit. Tests, MTTR, and Automatic Error Correction may be eligible for out-of-service credits.
- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer.
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable MRC(s) per affected Service.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(F) (continued)

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company. Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the MRC for the PRI ISDN Port.

(G) VIP Discount

Customers subscribing to any of the Company's intrastate PRI-ISDN Services will automatically receive a volume discount per master account number for all PRI-ISDN Service(s) Ports associated with the Customer's master account number.

The VIP discount will appear on the bill in the month in which the discount was earned. The VIP discount for PRI-ISDN, DVA 6-Pack, and DVA 12-Pack Services is calculated by multiplying the eligible monthly recurring revenues at the appropriate discount percent determined by spending threshold. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	2%
\$5,000	3%
\$10,000	5%
\$15,000	7%
\$20,000	9%
\$25,000	11%
\$50,000	12%

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5.6 Out-of-Service Credits

5.6.1 General

- (A) Following the start of service date, if a Customer reports interruption of Service, the Customer may initiate a claim for an out-of-service credit. Tests, MTTR, and Automatic Error Correction may be eligible for out-of-service credits.
- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer.
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable MRC(s) per affected Service.

(1) - Material moved from Section 3 - Private Line Service which as been withdrawn from this Guidebook effective May 24, 2013.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack¹

¹ Effective November 12, 2007, DVA 6-Pack and DVA 12-Pack will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

5.7.1 General Description

- (A) DVA 6-Pack and DVA 12-Pack provide a path between the Customer's Integrated Access (IA) hub and the Company-designated POP. The access facility has the bandwidth capacity of 384 Kbps or 768 Kbps, respectively, utilizing in-band signaling, B8ZS and Extended Super Frame Format. The portion of the access before the IA hub is the Customer's responsibility.
- (B) DVA 6-Pack and 12-Pack may be offered in combination with Local Exchange Carrier Integrated Access Services. DVA 6-Pack and 12-Pack Service provides fixed sized (fractional DS1 bandwidth) digital transport for DVA. The Service is channelized digital Service connecting designated Integrated Access hubs to the Company POP. Outbound and toll free services utilizing Dedicated Access can be configured into trunk groups of fixed Bandwidths B 384 Kbps or 768 Kbps. The Service includes appropriate multiplexing onto shared access facilities at designated hub locations. The Circuit is not mileage sensitive from designated hub locations.
 - .1 DVA 6-Pack B Dedicated Access of 384 Kbps Bandwidth that provides a path between the Customer's IA hub or equipment and the Company-designated POP. 384 Kbps Bandwidth is equivalent to 6-DS0s. DVA 6-Packs can handle up to six simultaneous calls. The Bandwidth may be dedicated and groomed onto larger shared Bandwidth facilities.
 - .2 DVA 12-Pack B Dedicated Access of 768 Kbps Bandwidth that provides a path between the Customer's IA hub or equipment and the Company-designated POP. 768 Kbps Bandwidth is equivalent to 12-DS0s. DVA 12-Packs can handle up to twelve simultaneous calls. The Bandwidth may be dedicated and groomed onto larger shared Bandwidth facilities.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack

Effective June 30, 2011 this Service will be discontinued pursuant to Title 47, Section 63.19 of the code of Federal Regulations. If your current term agreement has not expired, you will need to replace this Service on or before the expiration date of your current term agreement. If you are currently on a month-to-month arrangement, you will need to replace this Service on or before June 30, 2011.

5.7.1 General Description

- (A) DVA 6-Pack and DVA 12-Pack provide a path between the Customer's Integrated Access (IA) hub and the Company-designated POP. The access facility has the bandwidth capacity of 384 Kbps or 768 Kbps, respectively, utilizing in-band signaling, B8ZS and Extended Super Frame Format. The portion of the access before the IA hub is the Customer's responsibility.
- (B) DVA 6-Pack and 12-Pack may be offered in combination with Local Exchange Carrier Integrated Access Services. DVA 6-Pack and 12-Pack Service provides fixed sized (fractional DS1 bandwidth) digital transport for DVA. The Service is channelized digital Service connecting designated Integrated Access hubs to the Company POP. Outbound and toll free services utilizing Dedicated Access can be configured into trunk groups of fixed Bandwidths B 384 Kbps or 768 Kbps. The Service includes appropriate multiplexing onto shared access facilities at designated hub locations. The Circuit is not mileage sensitive from designated hub locations.
 - .1 DVA 6-Pack B Dedicated Access of 384 Kbps Bandwidth that provides a path between the Customer's IA hub or equipment and the Company-designated POP. 384 Kbps Bandwidth is equivalent to 6-DS0s. DVA 6-Packs can handle up to six simultaneous calls. The Bandwidth may be dedicated and groomed onto larger shared Bandwidth facilities.
 - .2 DVA 12-Pack B Dedicated Access of 768 Kbps Bandwidth that provides a path between the Customer's IA hub or equipment and the Company-designated POP. 768 Kbps Bandwidth is equivalent to 12-DS0s. DVA 12-Packs can handle up to twelve simultaneous calls. The Bandwidth may be dedicated and groomed onto larger shared Bandwidth facilities.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack¹ (continued)

¹ Effective November 12, 2007, DVA 6-Pack and DVA 12-Pack will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

5.7.1 General Description (continued)

- (C) DVA DS1 and DVA DS3 provide a path between the Customer's Premises/Customer's equipment and the Company-designated POP. The access facility has Bandwidth capacity of either 1.544 Mbps or 44.736 Mbps utilizing in-band signaling. Typical configuration (network design) consists of two Channel terminations at the Circuit's ends and mileage computed by V&H coordinates between the Customer's serving Wire Center and the Company-Provided POP. A Local Access Provider provides the access facility. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required access facility, coordinate turn-up of services, and provide billing. Third-party access facilities are offered at a pass-through rate.
 - .1 DVA DS1 B Dedicated Access of 1.544 Mbps Bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 1.544 Mbps is equivalent to 24-DS0s. DVA DS1 can be configured to handle up to twenty-three (23) or twenty-four (24) simultaneous calls.
 - .2 DVA DS3 B Dedicated Access of 44.736 Mbps bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 44.736 Mbps is equivalent to 672-DS0. DVA DS3 can be configured to handle up to 672 simultaneous calls.
- (D) Designated IA Hubs - The Company will provide a list of IA hub locations available under these Service offerings. At these designated IA hubs, the Company will provide appropriate Carrier Facility Assignment/ Connecting Facilities Arrangement (CFA) necessary to assign the appropriate channels to provide voice trunking service. The Channel assignments aggregate onto access facilities directly ported to the long-distance Switched Services network.
- (E) If the Customer desires a DVA 6-Pack or 12-Pack at a non-qualified hub location, the Circuit charges will be evaluated on an ICB basis.
- (F) Rates, term, and conditions of Local Access Provider may apply in accordance with that Local Access Provider's Guidebooks, terms, and conditions.
- (G) DVA DS1 Service is available on a monthly basis or a signed term plan agreement of one (1), three (3), or five (5) years. DVA DS3 Service, DVA 12-Pack, and DVA 6-Pack are available under signed term plan agreements of one (1), three (3), or five (5) years.
- (H) The Company reserves the right to not provide DVA 6-Pack or DVA 12-Pack Circuits to specific qualified or non-qualified hub locations.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack (continued)

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5.7.1 General Description (continued)

- (C) DVA DS1 and DVA DS3 provide a path between the Customer's Premises/Customer's equipment and the Company-designated POP. The access facility has Bandwidth capacity of either 1.544 Mbps or 44.736 Mbps utilizing in-band signaling. Typical configuration (network design) consists of two Channel terminations at the Circuit's ends and mileage computed by V&H coordinates between the Customer's serving Wire Center and the Company-Provided POP. A Local Access Provider provides the access facility. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required access facility, coordinate turn-up of services, and provide billing. Third-party access facilities are offered at a pass-through rate.
 - .1 DVA DS1 B Dedicated Access of 1.544 Mbps Bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 1.544 Mbps is equivalent to 24-DS0s. DVA DS1 can be configured to handle up to twenty-three (23) or twenty-four (24) simultaneous calls.
 - .2 DVA DS3 B Dedicated Access of 44.736 Mbps bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 44.736 Mbps is equivalent to 672-DS0. DVA DS3 can be configured to handle up to 672 simultaneous calls.
- (D) Designated IA Hubs - The Company will provide a list of IA hub locations available under these Service offerings. At these designated IA hubs, the Company will provide appropriate Carrier Facility Assignment/ Connecting Facilities Arrangement (CFA) necessary to assign the appropriate channels to provide voice trunking service. The Channel assignments aggregate onto access facilities directly ported to the long-distance Switched Services network.
- (E) If the Customer desires a DVA 6-Pack or 12-Pack at a non-qualified hub location, the Circuit charges will be evaluated on an ICB basis.
- (F) Rates, term, and conditions of Local Access Provider may apply in accordance with that Local Access Provider's Guidebooks, terms, and conditions.
- (G) DVA DS1 Service is available on a monthly basis or a signed term plan agreement of one (1), three (3), or five (5) years. DVA DS3 Service, DVA 12-Pack, and DVA 6-Pack are available under signed term plan agreements of one (1), three (3), or five (5) years.
- (H) The Company reserves the right to not provide DVA 6-Pack or DVA 12-Pack Circuits to specific qualified or non-qualified hub locations.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack¹ (continued)

¹ Effective November 12, 2007, DVA 6-Pack and DVA 12-Pack will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

5.7.2 Configurations, Options, and Features

- (A) One (1) DVA 6-Pack is required for each 384 Kbps access to the Switched Services network. Each 384 Kbps access can support up-to six (6) simultaneous voice calls within a trunk-group.
- (B) One (1) DVA 12-Pack provides 768 Kbps access to the Switched Services network. Each 768 Kbps access can support up-to twelve (12) simultaneous voice calls. One (1) DVA 12-Pack may be configured into either one or two (equal) trunk groups.
- (C) DVA 6-Pack and 12-Pack Circuits aggregate onto shared facilities between designated hubs-to-POP. These Circuits are inclusive of Channel terminations, cross-connects, multiplexing, and associated mileage necessary to create the Circuit.
- (D) One (1) DVA DS1 can be configured to handle up to twenty-three (23) or twenty-four (24) simultaneous calls. One (1) DVA DS3 can be configured to handle up to 672 simultaneous calls. Both outbound and toll free services utilizing Dedicated Access may be configured onto a single or several trunk groups, but no more than four (4) trunk-groups are allowed per DS1 Bandwidth.
- (E) The Customer must specify which of the available services or combination of services are to be carried. Only CPE which is compatible with the Company's network specifications can be connected to the network.

5.7.3 Monthly Recurring Charges

- (A) A Local Access Provider provides DVA DS1 and DVA DS3 access facility. Third party access facilities are offered at a pass-through rate, based upon configuration, Bandwidth, and term.
- (B) DVA 6-Pack and DVA 12-Packs access facility from designated hub locations to Company POPs have fixed monthly charges. The MRC (MRC) vary according to Bandwidth and length of the term plan agreement. The portion of the access before the IA hub is the Customer's responsibility. The Company will coordinate turn-up of services and bill for the its portion of the access and associated HVCP. The Circuit is not mileage sensitive from designated hub locations. The Circuit includes appropriate multiplexing at designated hub locations.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack (continued)

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5.7.2 Configurations, Options, and Features

- (A) One (1) DVA 6-Pack is required for each 384 Kbps access to the Switched Services network. Each 384 Kbps access can support up-to six (6) simultaneous voice calls within a trunk-group.
- (B) One (1) DVA 12-Pack provides 768 Kbps access to the Switched Services network. Each 768 Kbps access can support up-to twelve (12) simultaneous voice calls. One (1) DVA 12-Pack may be configured into either one or two (equal) trunk groups.
- (C) DVA 6-Pack and 12-Pack Circuits aggregate onto shared facilities between designated hubs-to-POP. These Circuits are inclusive of Channel terminations, cross-connects, multiplexing, and associated mileage necessary to create the Circuit.
- (D) One (1) DVA DS1 can be configured to handle up to twenty-three (23) or twenty-four (24) simultaneous calls. One (1) DVA DS3 can be configured to handle up to 672 simultaneous calls. Both outbound and toll free services utilizing Dedicated Access may be configured onto a single or several trunk groups, but no more than four (4) trunk-groups are allowed per DS1 Bandwidth.
- (E) The Customer must specify which of the available services or combination of services are to be carried. Only CPE which is compatible with the Company's network specifications can be connected to the network.

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- (B) DVA 6-Pack and DVA 12-Packs access facility from designated hub locations to Company POPs have fixed monthly charges. The MRC (MRC) vary according to Bandwidth and length of the term plan agreement. The portion of the access before the IA hub is the Customer's responsibility. The Company will coordinate turn-up of services and bill for the its portion of the access and associated HVCP. The Circuit is not mileage sensitive from designated hub locations. The Circuit includes appropriate multiplexing at designated hub locations.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack¹ (continued)

¹ Effective November 12, 2007, DVA 6-Pack and DVA 12-Pack will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

5.7.4 Ancillary/Administrative Charges

(A) DVA Installation Charges

- .1 Installation charges are non-recurring charges and vary based on Bandwidth and the length of the term commitment.
- .2 Installation charges of third-party access facilities are offered at pass-through rates. Third Party charges vary based on configuration, Bandwidth, and term commitment.

(B) DVA Redesign Charges

- .1 A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of DVA. Examples of these types of requests include but are not limited to:
 - .a Re-establishing or rearranging trunk-groups.
 - .b Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) services or dedicated toll free services associated with DVA.

- (C) The term plan commitment restarts upon redesign of DVA 6-Pack or 12-Pack Service. DVA Redesign Charge applies in lieu of the Installation Charge. Rates vary based on the length of the term commitment.

5.7.5 Termination Liability Charges

The Termination Liability applies if the Customer cancels DVA 6-Pack or DVA 12-Pack Service prior to the expiration of the term plan agreement.

5.7.6 Service Upgrades

An upgrade of Service is defined as an agreement to extend existing service to a term of equal or longer length, and the term is re-initiated.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack (continued)

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5.7.4 Ancillary/Administrative Charges

(A) DVA Installation Charges

- .1 Installation charges are non-recurring charges and vary based on Bandwidth and the length of the term commitment.
- .2 Installation charges of third-party access facilities are offered at pass-through rates. Third Party charges vary based on configuration, Bandwidth, and term commitment.

(B) DVA Redesign Charges

- .1 A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of DVA. Examples of these types of requests include but are not limited to:

- .a Re-establishing or rearranging trunk-groups.
- .b Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) services or dedicated toll free services associated with DVA.

- (C) The term plan commitment restarts upon redesign of DVA 6-Pack or 12-Pack Service. DVA Redesign Charge applies in lieu of the Installation Charge. Rates vary based on the length of the term commitment.

5.7.5 Termination Liability Charges

The Termination Liability applies if the Customer cancels DVA 6-Pack or DVA 12-Pack Service prior to the expiration of the term plan agreement.

5.7.6 Service Upgrades

An upgrade of Service is defined as an agreement to extend existing service to a term of equal or longer length, and the term is re-initiated.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack¹ (continued)

¹ Effective November 12, 2007, DVA 6-Pack and DVA 12-Pack will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

5.7.7 Service Level Credits

The MRCs associated with DVA 6-Pack and DVA 12-Pack are eligible for the VIP discount in Section 3.5.4 of this Guidebook. Any eligible DVA 6-Pack or 12-Pack charge is cumulative with any eligible Private Line Services and/or PRI-Port charges associated with Customer's master account number. Customer need not subscribe to Private Line and/or PRI-Port Service to be eligible for discount. Customer must meet only the defined spending threshold to qualify for VIP discount. The following table identifies the individual metrics and values for DVA 6-Pack and DVA 12-Pack Service:

Metric	Value
Network Availability	99.9% in any month
Time to Repair	6 hours

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company. Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the MRC for the DVA.

5.7.8 Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN and/or DVA 6 Pack/DVA 12-Pack Service, the credit allowance is equal to 1/1440 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full MRC. For PRI ISDN and/or DVA 6 Pack/DVA 12-Pack, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full MRC.

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 DVA 6-Pack and DVA 12-Pack¹ (continued)

¹ Effective November 12, 2007, DVA 6-Pack and DVA 12-Pack will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

5.7.7 Service Level Credits

The MRCs associated with DVA 6-Pack and DVA 12-Pack are eligible for the VIP discount defined in Section 5.7.9 of this Guidebook. Any eligible DVA 6-Pack or 12-Pack charge is cumulative with any eligible PRI-Port charges associated with Customer's master account number. Customer need not subscribe to PRI-Port Service to be eligible for discount. Customer must meet only the defined spending threshold to qualify for VIP discount. The following table identifies the individual metrics and values for DVA 6-Pack and DVA 12-Pack Service:

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Metric	Value
Network Availability	99.9% in any month
Time to Repair	6 hours

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company. Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the MRC for the DVA.

5.7.8 Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN and/or DVA 6 Pack/DVA 12-Pack Service, the credit allowance is equal to 1/1440 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full MRC. For PRI ISDN and/or DVA 6 Pack/DVA 12-Pack, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full MRC.

5.7.9 VIP Discount

The VIP discount will appear on the bill in the month in which the discount was earned. The VIP discount for PRI-ISDN, DVA 6-Pack, and DVA 12-Pack Services is calculated by multiplying the eligible monthly recurring revenues at the appropriate discount percent determined by spending threshold. The applicable discounts are as follows:

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Eligible Monthly Revenue	Discount
\$2,000	2%
\$5,000	3%
\$10,000	5%
\$15,000	7%
\$20,000	9%
\$25,000	11%
\$50,000	12%

(1) - Material moved from Section 3 - Private Line Service which as been withdrawn from this Guidebook effective May 24, 2013.