

**DIGITAL LOOP SERVICE**

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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.

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**A. General**

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All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available in the customer's serving office, and do not create an obligation for the Company to construct such facilities or equipment especially for the provisioning of this service.

**B. Service Description**

Digital Loop Service provides the customer digital access to and from the Public Switched Telephone Network (PSTN) for Circuit Switched Voice (CSV) and Circuit Switched Data (CSD). This service employs a 1.544 Mbps facility capable of delivering up to twenty four line terminations. The Digital Transmission Loop Arrangement function, for Digital Loop Service, may be provided as a channel of a Company provided DS3 service. When DS3 service is used the Digital Transmission Loop Arrangement charge is not applied.

**C. Service Components**

None of the following service components are offered on a stand-alone basis.

1. Line Termination  
Composed of the serving central office exchange access line equipment necessary for entry and exit of the PSTN for both long distance service and for local exchange calling appropriate to the calling option selected by the customer.
2. Digital Transmission Loop Arrangement  
Composed of a digital, multichannel transmission path, its related transmission equipment, and the network interface device. Each arrangement provides two-way transmission with a maximum capacity of twenty four Line Terminations.
3. Channel Termination  
Includes the central office equipment required to activate each of the twenty four channels in the Digital Transmission Loop Arrangement.
4. Integrated Services Digital CSV/CSD Transport  
Includes the use of the PSTN. Integrated Services Digital CSV/CSD Transport rate elements provide for digital CSV/CSD transport through central office switching equipment. These rate elements are in lieu of the Local Exchange Access Services and provide the same calling capabilities as the corresponding Local Exchange Services and Interexchange Services. Each rate element shall constitute a local exchange access arrangement and, for reporting purposes, shall be counted in combination with those of Part 4, Section 2. CSV/CSD local service elements are offered only in connection with services provided under this guidebook. They are not offered on a stand-alone basis.

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

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

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**D. Regulations**

1. The following regulations are in addition to other regulations as stated in this and other service publications of the Company. For the purposes of this service, when such other regulations apply on a "per line" basis, they shall be interpreted in this instance, as applying on a "per Line Termination" basis.
2. Digital Loop Service is furnished subject to the availability of facilities and only within a Local Access Transport Area (LATA).
3. Digital Loop Service is offered only for use with compatibly equipped FCC Part 68 equipment.
4. Other ancillary service offerings requested by the customer and not incompatible with nor detrimental to this offering, may be furnished in accordance with the regulations and at the rates and charges specified in the applicable section of this guidebook and other service publications of the Company. Should such ancillary services normally be applied on a "per line" basis, they will in this instance, apply on a "per Line Termination" basis.
5. In addition to the rates and charges contained in this guidebook, the customer is responsible for the payment of all related charges for exchange services, miscellaneous and supplemental services as specified in this and other service publications of the Company.
6. Unique requests for special or modified service arrangements will be considered, whenever possible, if not detrimental to this or other services of the Company. Such arrangements will be provided as stated in Part 2, Section 5.
7. Digital Loop Service is furnished as stated in Part 2, Section 2 and must conform to all of the rules and regulations therein.
8. Each Digital Transmission Loop Arrangement may contain both Direct Inward Dial (DID) and Non-DID Line Terminations. The customer must initially indicate the specific location of each Line Termination within the multichannel transmission path. Subsequent change in this configuration will result in the application of appropriate charges expressed in paragraph K.
9. Service provided under this guidebook contemplates that the customer's requested service location(s) are within the base rate area of the normal serving central office. Requests for Digital Transmission Loop Arrangements extending beyond the normal serving office base rate area, when feasible, may be provided as stated in Part 2, Section 2 in addition to the rates stated in this guidebook.
10. The minimum service period is thirty days.

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

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

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

11. If a customer requests that Digital Loop Service 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 1.5 High Capacity Digital Service 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.
12. The customer shall select a service term<sup>/1,2/</sup> for each Digital Transmission Loop Arrangement. For the purpose of determining the applicable monthly rates, the service term for the Line Termination service components must be the same as for their associated Digital Transmission Loop Arrangement.
- a. 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 this agreement. The monthly rate for the Digital Transmission Loop Arrangement and Line Terminations will not be subject to rate increases for the duration of the service term. If changes are introduced that lower the service term rates, the Company will apply the new lower rates to all unexpired service term agreements.
  - b. If the customer terminates the Digital Transmission Loop Arrangement agreement prior to the expiration of the 12, 24, 36, 48, or 60 month service term<sup>/1/</sup>, 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. The termination charge shall 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 be waived if the customer converts the arrangement to another Company provided digital service for a service term that equals or exceeds the number of months remaining on the customer's Digital Loop Service agreement. This charge will also be waived for Digital Loop Service customers who move their service to another Company served location within Arkansas if the service terms are continued at the new location.

The Line Termination and Channel Termination penalty charges will be waived if a Digital Loop Customer upgrades to SuperTrunk. If a SuperTrunk customer disconnects the Digital Transmission Loop Arrangement prior to the expiration of the 12, 24, 36, 48 or 60 month contract<sup>/1/</sup>, the customer shall pay a termination charge as described in paragraph M.3 C. The Digital Transmission Loop Arrangement penalty charges will not apply if a Digital Loop customer purchases a term agreement equal to or greater than the months remaining on their current contract when they upgrade to SuperTrunk.

- /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 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 3.

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

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

## 12. (cont'd)

- c. If additional Digital Transmission Loop Arrangements or Line Terminations are ordered at a location where the customer has an existing Digital Loop Service 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 an agreement are subject to the provisions described in paragraph b., preceding.
- d. Upon expiration of the service term<sup>/1,2/</sup>, the customer may:
  1. 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 rate changes.
  - 2.
  3. Discontinue the service.
- e. If a service term agreement expires and the customer has not notified the Company regarding which option he elects, service will continue at the monthly rate in effect at that time for the month-to-month option.

**E. Moves**

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

/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 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 4.

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

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**F. Supersedure**

Digital Loop Service may be transferred to a new customer at the same premises location upon written concurrence of the Company. A Service and Equipment Charge, as stated in Part 2, Section 2, shall be paid to the Company by the new customer. The customer to whom service is transferred will be subject to all past indebtedness of the previous customer.

**G. Suspension of Service Initiated By The Customer**

Temporary suspension of service initiated by the customer, as provided in Part 2, Section 4 is not applicable to service furnished under the provisions of this guidebook.

**H. Technical Specifications**

Synchronization of the digital network will be provided in accordance with:

TA-NPL-000436	DIGITAL SYNCHRONIZATION NETWORK PLAN
ANSI T1.101-1987	SYNCHRONIZATION INTERFACE STANDARDS FOR DIGITAL NETWORKS
TR-NPL-000275	SYNCHRONIZATION OF THE INTRALATA DIGITAL NETWORK

**I. Rate and Charge Application<sup>/1/</sup>**

1. Service components in paragraph C are not offered separately nor independent of one another.
2. Use of Integrated Services Digital CSV/CSD Transport shall conform to the principles of Paralleling Service.

**J. Optional Features****Loop Protection:**

Provides automatic restoration of the Digital Transmission Loop Arrangement facility and physical route redundancy from the customer's serving wire center to the point nearest the customer's premises that route redundancy can be achieved in the event of a transmission failure caused by a single facility break or a single loop electronics failure. If DS3 transport is used, loop protection native to that service applies.

The automatic restoration capabilities are provided through the use of intelligent components which are capable of sensing transmission failures in the fiber facilities. 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.

/1/ Digital Loop Service is eligible for SmartPayment Plan<sup>SM</sup> as described Part 2, Section 2.

/2/ Material formerly appeared in Part 6, Section 7, Sheet 5.

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

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**K. Rate and Charge Schedule**

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge Initial Unit</u>	<u>Additional Unit<sup>1/</sup></u>
1. Line Termination, each Termination <sup>/2//3/</sup>				
Inbound, Non-DID	/DLT1X/			
Inbound, DID	/DQT1X/			
Month-to-Month		\$3.20	-	-
12 Months <sup>/5/</sup>		3.05	-	-
24 Months <sup>/4,5/</sup>		2.90	-	-
36 Months <sup>/4,5/</sup>		2.75	-	-
48 Months <sup>/4,5/</sup>		2.60	-	-
60 Months <sup>/4,5/</sup>		2.40	-	-
Outbound	/DLT0X/			
Inbound/Outbound	/DLTCX/			
Special Hotel/Motel	/DHT/			
Month-to-Month		4.80		
12 Months <sup>/5/</sup>		4.60		
24 Months <sup>/4,5/</sup>		4.35		
36 Months <sup>/4,5/</sup>		4.10		
48 Months <sup>/4,5/</sup>		3.85		
60 Months <sup>/4,5/</sup>		3.60		
Per Line Termination and Channel Location Changed or Rearranged	/MVM/	-	\$150.00	\$100.00

/1/ Additional Unit Charge applies only when requested by the customer at the same time as Initial Unit.

/2/ If converting existing trunks to Digital Loop Service, the charge stated in Part 4, Section 1 applies.

/3/ Charges do not apply to SuperTrunk<sup>®</sup> customers.

/4/ 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.

/5/ 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.

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

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

**K. Rate and Charge Schedule (cont'd)**

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge Initial Unit</u>	<u>Additional Unit<sup>/1/</sup></u>
2. Digital Transmission Loop Arrangement <sup>/2/</sup>				
Per Arrangement	/DLS/			
Month-to-Month		\$19,710.00(I)	\$900.00	\$800.00
12 Months <sup>/3,6/</sup>		275.00	810.00	720.00
24 Months <sup>/3,4,6/</sup>		252.00	675.00	600.00
36 Months <sup>/3,4,6/</sup>		238.00	450.00	400.00
48 Months <sup>/3,4,6/</sup>		224.00	225.00	200.00
60 Months <sup>/3,4,6/</sup>		206.00	0.00	0.00
3. Channel Termination <sup>/5/</sup>				
Non-DID Type, each	/DZA1X/	6.50	90.00	45.00
DID Type, each	/DZADX/	6.50	90.00	45.00

/1/ Additional Unit Charge applies only when requested by the customer at the same time as Initial Unit.

/2/ The Digital Transmission Loop Arrangement qualifies for special discounts under the Double Play Rate Plan as described in Part 9, Section 1.

/3/ 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 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 credits or waiver offers.

/4/ 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.

/5/ Charges do not apply to SuperTrunk® customers.

/6/ 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)**

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**K. Rate and Charge Schedule (cont'd)**

4. Integrated Services Digital CSV/CSD Transport Options

<u>Description</u>	<u>Rate Group</u> <sup>1/</sup>			
	<u>I</u>	<u>II</u>	<u>III</u>	<u>IV</u>
Flat Monthly Rate; Business Trunk Equivalent Digital Loop Service Compatible - each <sup>2/3/</sup>	\$14.11	\$15.89	\$17.67	\$19.49
Measured Monthly Rate; Business Trunk Equivalent Digital Loop Service Compatible - each <sup>2/</sup>	0.00	0.00	0.00	0.00
	<u>Distance in Miles</u>	<u>Initial Minute Rate</u>	<u>Each Additional Minute Rate</u>	
Usage Rate, Digital Loop Service Compatible	0 1 and over	2.5 cents 4 cents	1 cent 1.5 cents	

Discount Periods

The discount shown below applies to the usage rates herein, for local calls made during the discount periods:

9am - 9pm	Day Rate Period (Full Rate)	Monday thru Friday
9pm - 9am	Night Rate & Weekend Rate Period (75% Discount)	Monday thru Friday
All Day	Night Rate & Weekend Rate Period (75% Discount)	Saturday & Sunday

On Christmas Day (December 25) and on New Year's Day (January 1), Independence Day (July 4), Thanksgiving and Labor Day the holiday rate applicable is the night rate. Discounts do not apply to operator handled service charges.

Non-Optional Extended Area Service (EAS)<sup>4/5/</sup>

Optional Calling Plan (OCP)<sup>4/6/</sup>

	<u>USOC</u> <u>/SB31X/</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	
			<u>Initial Unit</u>	<u>Additional Unit</u> <sup>1/</sup>
5. Loop Protection <sup>7/</sup>		\$140.00	\$240.00	\$240.00

/1/ See Part 4, Section 2 for listing of exchanges and their applicable Rate Groups..

/2/ Applicable where facilities permit service to be offered.

/3/ Charges do not apply to SuperTrunk® customers.

/4/ This is in addition to the applicable Business Trunk Equivalent Rates.

/5/ For EAS rules and regulations and applicable rates, refer to Part 4, Section 2.

/6/ For OCP rules and regulations and applicable rates, refer to Part 9, Section 1.

/7/ Loop Protection feature will be provided where fiber optic facilities are available. Special Connection Charges may apply when fiber optic facilities are not available or unusual expenditures are involved in making them available to provide this feature. When requested by the customer prior to installation, the special construction charges may be deferred over a period of 12, 24, 36, 48 or 60 months. The deferred monthly value shall be determined by multiplying the special construction charge by the appropriate annuity factor, as found in Part 17, Section 2, Paragraph L.3. A charge equal to the remaining payments will be due immediately should the customer terminate service prior to completing payment of the deferred charge.

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

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

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**L. SuperTrunk® Descriptive Summary**

## 1. General

SuperTrunk offers a direct T1 connection from the Company's digital switch to the customer's premises as an option of Digital Loop Service. Each SuperTrunk provides 24 exchange channels and will allow all channels to receive and generate calls. It will be available in digital offices where facilities permit and requires Touch-tone on all stations. Line side features are not available with SuperTrunk; therefore, if a customer wants vertical and Easy Option features on their PBX outdials and combo trunks, they can not purchase SuperTrunk. There are other options available for these customers. Direct Inward Dial (DID) numbers may or may not be assigned to these trunk groups. See Part 6, Section 1 for applicable DID rates. This service consists of three service components described herein. Service components are not offered separately or independent of one another.

## 2. Standard Service Components

a. SuperTrunk Port

A direct DS1 termination on the digital switch that provides 24 exchange channels. The port will provide incoming and outgoing digital connectivity to the switch network.

b. Transport Element

A Digital Transmission Loop will connect the SuperTrunk termination to the customer's premise. Each arrangement provides two-way transmission with a maximum capacity of twenty four Line Terminations. The Digital Transmission Loop Arrangement function, for SuperTrunk, may be provided as a channel of a Company provided DS3. When a DS3 service is used, the Digital Transport Loop Arrangement charge is not applied.

c. Switch Use

Includes the use of the public switched telephone network.

## 3. Regulations

a. The customer shall select a service term for each SuperTrunk Port (including Switch Use Element) 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 this agreement. The monthly rate for the service elements will not be subject to rate increases for the duration of the service term. If changes are introduced that lower the service term rates, the Company will apply the new lowered rates prospectively to all unexpired service term agreements.

/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 9.

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

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**L. SuperTrunk® Descriptive Summary (cont'd)**

## 3. Regulations (cont'd)

- c. 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/</sup>, the customer shall pay a termination charge for each SuperTrunk Port and Switch Use Element disconnected. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge shall 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 be waived if the customer converts the arrangement to another Company provided digital service for a service term that equals or exceeds the number of months remaining on the customer's SuperTrunk service agreement. This charge will also be waived for SuperTrunk customers who move their service to another Company served location within Arkansas if the service terms are continued at the new location. See paragraph D for regulations that apply to the Transport Element.

- d. 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 an agreement are subject to the provision described in paragraph c., above.
- e. Upon expiration of the 12, 24, 36, 48 or 60 month service term<sup>/1,2/</sup>, the customer may:
1. 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 all rate changes.
  - 2.
  3. Discontinue the service.
- f. 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 that time for the month-to-month option.
- g. Refer to this guidebook for additional regulations.

/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 10.

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

**L. SuperTrunk® Descriptive Summary (cont'd)**

4. SuperTrunk Rate and Charge Schedule

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	
a. Port Charge	/N2Y1X/			
Month-to-Month		\$18,725.00(l)	\$200.00	
12 Months <sup>/1,3/</sup>		250.00	-	
24 Months <sup>/1,2,3/</sup>		230.00	-	
36 Months <sup>/1,2,3/</sup>		220.00	-	
48 Months <sup>/1,2,3/</sup>		210.00	-	
60 Months <sup>/1,2,3/</sup>		200.00	-	
b. Transport Element	/DLS/	Rates and Charges are found in paragraph K of this guidebook		
c. Switch Use				
With DID (per channel)	/TF7CX/			
Month-to-Month		\$970.00	-	(l)
12-Month Term <sup>/1,3/</sup>		16.00	-	
24-Month Term <sup>/1,2,3/</sup>		16.00	-	
36-Month Term <sup>/1,2,3/</sup>		16.00	-	
48-Month Term <sup>/1,2,3/</sup>		16.00	-	
60-Month Term <sup>/1,2,3/</sup>		16.00	-	
Without DID (per channel)	/T2PCX/			
Month-to-Month		970.00	-	(l)
12-Month Term <sup>/1,3/</sup>		16.00	-	
24-Month Term <sup>/1,2,3/</sup>		16.00	-	
36-Month Term <sup>/1,2,3/</sup>		16.00	-	
48-Month Term <sup>/1,2,3/</sup>		16.00	-	
60-Month Term <sup>/1,2,3/</sup>		16.00	-	

/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 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 credits 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®**

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 is a Company provided 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 connecting services include Access Advantage Plus Voice Access Lines and Access Advantage Plus Trunks, as described in paragraph B, Plexar II and Plexar Express services, Digital Loop, and specific Private Line services. Access Advantage Plus 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 services in the same or different serving offices.

(D)

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Access Advantage Plus Transport

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

(D)

(D)

Access Advantage Plus Voice Access Line (also known as Integrated Voice Access Line, or 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 service offering selected by the customer. The Access Advantage Plus Voice Access Line is available as a single line or multi-line and only in conjunction with the Access Advantage Plus Transport element.

Access Advantage Plus Trunk

Offered only in connection with Access Advantage Plus, 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 2.

Channelized

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

**ACCESS ADVANTAGE PLUS® (cont'd)**

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**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 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.
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 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. Access Advantage Plus may be provided as a channel of a Company provided DS3 Service.

**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 3, Section 1, 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 13.

**ACCESS ADVANTAGE PLUS® (cont'd)**

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**F. Responsibility of the Company**

1. The responsibility of the Company in the provisioning of Access Advantage Plus shall be in accordance with the Rules and Regulations Applying to All Customers' Contracts as stated in Part 2, Section 2.
2. The responsibility of the Company shall be limited to the furnishing of network equipment suitable for this service and the maintenance and operation of such equipment in a manner appropriate for such service.
3. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications systems provided by a customer. The Company is not responsible for adapting this service to the technical requirements of any specific customer provided equipment or systems.
4. 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 provision of this service render any customer provided equipment or systems obsolete, or require modifications or alteration of such equipment or systems, or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements.

**G. Application of Rates and Charges**

1. Rates and charges for the Access Advantage Plus Cross-Connect element may include a fixed monthly recurring charge, an interoffice mileage charge, and a nonrecurring charge. Rates and charges will apply on an individual channel basis.
  - a. Where the customer premises are served by the same serving office, a fixed monthly charge and a nonrecurring charge will apply.
  - b. Where the customer premises are served by different serving offices, a fixed monthly recurring charge, an interoffice mileage charge and a nonrecurring charge will apply. Interoffice mileage charges are based on the V&H distance between the serving offices as specified in the National Exchange Carrier Association, Inc. Tariff, FCC No. 4.
2. Rates and charges for the Access Advantage Plus Transport element will always include a fixed monthly recurring charge and a nonrecurring charge.
3. Rates and charges for the Access Advantage Plus Voice Access Line and Access Advantage Plus Trunk will consist of only a monthly recurring charge as specified in paragraph I.
4. Rates and charges for the other services to be connected to Access Advantage Plus are specified in the applicable service publications for those services.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 14.

**ACCESS ADVANTAGE PLUS® (cont'd)**

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

5. An End User Common Line (EUCL) charge as specified in Section 4 of the Interstate Access Service Tariff, FCC No. 73, will apply for each Access Advantage Plus Voice Access Line, Access Advantage Plus Trunk, or Plexar II or Plexar Express service connected to Access Advantage Plus.
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.

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

1. General
  - a. Access Advantage Plus 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. Access Advantage Plus Voice Access Lines and Access Advantage Plus Trunks 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 even when ordered at the same time by the same customer.

/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 15.

/2/

**ACCESS ADVANTAGE PLUS® (cont'd)**

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

3. Changes to TPPs

- a. Prior to the expiration of the service period or extended service period, as described in paragraph 4., following, 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. For example, a customer with an existing two year TPP could convert to a new two or three year TPP at any time without incurring any termination charge.
- b. 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 or extended service period, the request will be treated as a disconnect and a 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 be billed under the month-to-month rates in effect at the time the TPP service period expires.

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:
  - 1. The new service arrangement is provided to the same customer at the same location as the discontinued service, and
  - 2. The customer's request for disconnection of the existing service and request for new service are received at the same time.

<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® (cont'd)**

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

## 5. Upgrade in Service (cont'd)

- 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. Nonrecurring Charges will apply. Termination charges will not apply.

## 7. Nonrecurring Charges

- a. The nonrecurring charges as found in 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, no nonrecurring charges will apply. Termination charges may be applicable.

## 8. Termination Charges

- a. Customers requesting to discontinue services provided under a TPP, prior to the expiration of the Service Period or Extended Service Period, will incur termination charges. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.
- b. The termination charge for all TPP terms 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 TPP term

/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 17.

/2/

**ACCESS ADVANTAGE PLUS® (cont'd)**

**I. Rates and Charges**

<u>Description</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1. Access Advantage Plus Cross-Connect, each				(C)
a. Same Service 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>		330.00	None	(C)
3. Access Advantage Plus Access Line				
a. Single Line	/1F7/			
Month-to-Month		16.00	None	
One year		15.20	None	
Two years <sup>/2/</sup>		9.00	None	
Three years <sup>/2/</sup>		8.60	None	
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)
4. 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 years <sup>/2/</sup>		13.60	None	
5. DS3 Port Charge	/EMZP1/			
Month-to-Month		350.00	1,500.00	
One year		225.00	750.00	
Two years <sup>/1/</sup>		205.00	250.00	(C)
Three years <sup>/1/</sup>		185.00	0.00	(C)

/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. (D)  
(D)  
(C)

**ACCESS ADVANTAGE PLUS® (cont'd)**

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

Customers who purchase Access Advantage Plus Options will receive a discount for an Access Advantage Plus Transport, an Integrated Voice Access Line and for one or more of the Custom Calling Services or 1+Savers Optional Calling Plan (OCP), as described in paragraph 1, below. The customer must commit to a three year Term Pricing Plan, as described in paragraph 2, below, to receive the discounts. 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 Integrated Voice Access Line (IVAL)
- c. At least one of the following optional services:

**Custom Calling Services:**

Caller ID (Name and Number)  
Call Transfer Disconnect  
Call Forwarding

**1+ Savers OCP**

1 Hour Block of Time

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

- a. Access Advantage Plus Options is only available under a three year TPP.
- b. TPP rates for Access Advantage Plus Options Transport and IVALs 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 IVAL 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 the TPP.
- d. Customers who subscribe to the TPP option will have their nonrecurring charges for Custom Calling Services waived.
- e. Customers may add additional optional services as specified in paragraph 1, to their existing TPP at the same discounts for the duration of the service term.

/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/ Material formerly appeared in Part 6, Section 7, Sheet 19.

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**ACCESS ADVANTAGE PLUS® (cont'd)**

/4/

**J. Access Advantage Plus Options<sup>/3/</sup> (cont'd)**

3. Termination Charges

- a. Customers requesting to discontinue services provided under the TPP agreement, prior to the expiration of the agreement, may be subject to termination charges. Payment of the termination charges does not release the customer from other previous amounts owed to the Company.
- b. The termination charge for all TPP terms 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 TPP term

4. Rates and Charges

<u>Description</u>	<u>Credit USOC</u>	<u>Monthly Discount</u>
a. Access Advantage Plus Transport 3-Year TPP <sup>/3/</sup>	/RCRAH/	(\$50.00)
b. Integrated Voice Access Line 3-Year TPP <sup>/3/</sup>		
Single-Line	/RCRAC/	(2.60)
Multi-Line	/RCRAD/	(7.60)
c. Custom Calling Services <sup>/1/</sup>		
Call Transfer Disconnect	/RCRAE/	(7.50)
Call Forwarding	/RCRAF/	(5.00)
Caller ID (Name and Number)	/RCRAG/	(9.50)
d. 1+ Savers Optional Calling Plan <sup>/2/</sup>		
1 Hour Block of Time	/RCRAJ/	(3.90)
Additional Per Minute of Use at \$.13		

/1/ See Part 7, Sections 1-3, Custom Calling Services, for rates prior to application of discount.

/2/ See Part 20, Section 9 for rates prior to application of discount.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Options service, and existing term plans may not be renewed or extended.

/4/ Material formerly appeared in Part 6, Section 7, Sheet 20.

/4/

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

/2/

Effective November 30, 2018, CSME Service will no longer be available for purchase by new or existing customers. The Company will no longer accept orders for adds, moves, changes or new term plans for CSME Service, and existing term plans may not be renewed, converted or extended. Following the expiration of a customer's existing CSME term agreement, service will be provided on a month-to-month basis at the applicable monthly extension rates until the service is discontinued.

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**A. General Description**

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Customized Switched Metro Ethernet Service (CSME) Service is a switched Layer 2 Ethernet network allowing for basic metropolitan Ethernet connectivity. CSME Service allows businesses to interconnect multiple customer locations within a LATA 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 facilities. CSME Service provides bandwidth of either 10 Mbps, 100 Mbps or 1 Gbps<sup>/1/</sup>.

Customers connect to CSME Service via one of the following standard connections, as requested by the customer:

- 10/100 Base T (10 Mbps or 100 Mbps)
- Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX)

Customers may connect multiple locations together, as long as they are in the same LATA or MAN and the service is available. This service acts as an Ethernet bridge supporting LAN-to-LAN connections.

CSME Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network and the bandwidth that will be used across the network. An optional feature is the ability to segregate customer traffic, as deemed necessary by the customer. This traffic segregation is accomplished using Ethernet Virtual Connections (EVCs), at an additional charge.

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

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/2/ Material formerly appeared in Part 6, Section 9, Sheet 1.

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

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**B. Regulations**

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

1. CSME 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.
2. The customer provided equipment (CPE) must deliver the data signal for the CSME transport within the industry specification for the subscribed data service. See *Technical References* following.
3. CSME Service supports full duplex communication.
4. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See *Rates and Charges* following.
5. CSME Service is distance limited, based on circuit configuration as determined by the Company. A repeater may be used to extend the transmission of CSME Service. See *Repeater under Service Components* following for further definition. See *Rates and Charges* following.
6. Should the customer wish to segregate traffic, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100 Base T connection. A total of 64 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more than 64 EVCs.
7. 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* following.
8. 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* following. The customer's intent to cancel service must be made in writing.
9. CSME Service may be available in a meet-point billing arrangement involving another Incumbent Local Exchange Carrier (ILEC) (sometimes also referred to as an 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 CSME 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.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 2.

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

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

10. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable.
11. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100 Base T connection.
12. The responsibility of the Company shall be limited to furnishing the CSME 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 signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting CSME 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 CSME 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.
13. Customers will be permitted to move from a 10 Mbps or 100 Mbps Connection to a 1 Gbps Connection, however, the Nonrecurring Charge associated with the new 1 Gbps Connection will apply. See *Rates and Charges* following.
14. The Company will use controls to limit the amount of multicast and broadcast traffic to protect the CSME 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. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s).
15. 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 will be excluded from providing an Allowance for Interruption should any of the following conditions occur:

- Force majeure 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, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
- The failures of any components beyond the local facility including the Network Interface (NI), the CSU/DSU/Channel band/Extended Demarcation are excluded from the service outage calculation.
- Data loss during the Company's scheduled maintenance window.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

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**C. Technical References**

Technical specifications for CSME Service are described in the following technical references:

Ethernet Standards	SBC TP-76412
Network Equipment Design Requirements	SBC TP-76200MP

These publications may be obtained from:

APEX Support Team  
734-523-7348

**D. Service Components**

There is one *standard (or required)* rate element which applies for CSME Service: Usage, Port, Transport and Interface.

Usage, Port, Transport and Interface

Provides for the physical connection between the customer's premise and the serving wire center, as well as the bandwidth that will be used by the customer at each location. Several interface protocols are available: 10/100 Base T and Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX).

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

Additional MAC Addresses

Media Access Control (MAC) Addresses denote a data link layer protocol used for Layer 2 connectivity. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses.

Ethernet Virtual Connections (EVCs)

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 network to terminate at the demarcation point at the second customer location. Customers use EVCs if they desire traffic segregation, but EVCs will not provide for traffic prioritization. EVCs may be ordered to establish additional virtual connections over the same physical connection. When EVCs are ordered, the customer must designate the amount of bandwidth to be assigned to each EVC. EVCs can be set in 1 Mbps increments from 5 Mbps to 1 Gbps.

Repeater

For those customers who are located outside normal transmission parameters, service can be provided using a repeater to be placed in Company wire centers. 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 CSME Service is subject to the availability and operational limitations of the equipment and associated facilities.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 4.



**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

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

In addition, there are *optional rate elements* which may apply to CSME ... (cont'd)

Meet-Point Billing Options

Meet-Point is available in two configurations:

*Direct LEC Connection* is provisioned using a standard CSME Connection, plus Mileage. The mileage is measured in airline miles from the CSME switch location to the ILEC (ICO) meet-point location.

*GigE ICO Trunking Arrangement* applies an ICO Trunk Connection Charge between the CSME 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 CSME switch location to the ICO meet-point location.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 5.

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

/3/

**E. Rates and Charges**

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Payment Term Payment Plan</u>		<u>Monthly Extension</u>
		<u>36 Months</u>	<u>60 Months<sup>/2/</sup></u>	
Usage, Port, Transport, Interface, each customer location				
10 Mbps Connection /P9FYX/.....	\$1,600.00	\$1,170.00	\$1,100.00	\$1,550.00
- Subsequent 10 Mbps Connection <sup>/1/</sup> /P9FZX/.....	1,150.00	950.00	800.00	1,200.00
100 Mbps Connection /P9FKX/...	1,925.00	1,665.00	1,600.00	2,500.00
- Subsequent 100 Mbps Connection <sup>/1/</sup> /P9FPX/ .....	1,200.00	1,200.00	1,025.00	1,560.00
1 Gbps Connection /P9FLX/ .....	2,500.00	3,220.00	3,080.00	3,900.00
<i>Optional Charges</i>				
Repeater				
- each /VU4/ .....	250.00	400.00	375.00	475.00
			<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
Ethernet Virtual Connection (EVC)				
- per connection /EVNDE/.....			\$70.00	\$25.00
Additional MAC Addresses				
- 151-200 MAC addresses /M2CAX/ .....			70.00	5.00
Service Order Cancellation				
- per location /OCGEO/.....			200.00	---
Expedite Order Charge				
- per location /EODEO/ .....			300.00	---
Service Order Change Charge				
- applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for pending, initial service orders, per location /NHCEO/ .....			75.00	---
Miscellaneous Change Charge				
- applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for subsequent changes to existing service, per location /NHCEN/.....			100.00	---

/1/ Any Subsequent 10 Mbps or 100 Mbps Connections must terminate at the same locations as the original 10 Mbps or 100 Mbps Connections.

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

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

/3/

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

/3/

**E. 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			\$500.00
Above 10 and inclusive of 25 miles .....	1,200.00			1,000.00
Above 25 and inclusive of 35 miles .....	1,200.00			1,500.00
Above 35 and inclusive of 50 miles .....	1,200.00			2,500.00
		<u>Monthly Payment Term Payment Plans</u>		
	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>36 Months</u>	<u>60<sup>/2/</sup> Months</u>	<u>Monthly Extension</u>
- GigE ICO Trunking Arrangement				
ICO Trunk Connection Charge, per EVC				
10 Mbps .....	\$525.00	\$420.00	\$360.00	\$660.00
100 Mbps .....	800.00	840.00	720.00	1,290.00
1 Gbps .....	1,100.00	4,830.00	4,100.00	7,360.00
				<u>Monthly Price</u>
ICO Trunk Mileage, per EVC				
Above 0 and inclusive of 10 miles .....				N/A
Above 10 and inclusive of 25 miles				
10 Mbps .....				\$170.00
100 Mbps .....				375.00
1 Gbps .....				1,500.00
Above 25 and inclusive of 35 miles				
10 Mbps .....				270.00
100 Mbps .....				675.00
1 Gbps .....				1,750.00
Above 35 and inclusive of 50 miles				
10 Mbps .....				410.00
100 Mbps .....				1,100.00
1 Gbps .....				2,000.00

/1/ Nonrecurring charges will be waived for those customers selecting the 36 or 60 month 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 CSME Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

/3/ Material formerly appeared in Part 6, Section 9, Sheet 7.

/3/

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

/2/

**F. Term Pricing Plan**

1. Recurring rates may be applied only over a 36 or 60<sup>/1/</sup> month period under the terms and conditions of the Term Pricing Plan (TPP). 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 CSME Service on a month-to-month basis prior to the completion of a TPP.
2. The TPP provides for 36 or 60<sup>/1/</sup> month rate stabilization. Decreases in term monthly recurring rates will be passed on to customers who participate in a TPP. Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the TPP.
3. The customer may choose to terminate an existing TPP before the end of the 36 or 60<sup>/1/</sup> month period and negotiate a new 36 or 60<sup>/1/</sup> month TPP. 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 36 or 60<sup>/1/</sup> month 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 3, Section 14 of the Arkansas Access Services Guidebook.
6. If the customer terminates the TPP agreement prior to the expiration of the 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 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 a CSME 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.

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

/2/ Material formerly appeared in Part 6, Section 9, Sheet 8.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

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

8. Customers will be permitted to upgrade from CSME Service 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 CSME Service to the new service.
  - The customer must issue a disconnect order for the existing CSME locations 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.
  - The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing CSME contract.
  - The existing CSME 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.
9. Migration to AT&T Switched Ethernet Service<sup>SM</sup>

Customers subscribing to CSME 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 CSME 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 CSME 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.

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

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

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