

ACCESS SERVICE

24. Optical Ethernet Metropolitan Area Network (OPT-E-MAN[®]) (Cont'd)

24.1 Service Description (Cont'd)

(A) Service Description (Cont'd)

Customized Switched Metro Ethernet Service (CSME)^{/1/}, as described in Section 24.3, is a sell and deploy product which provides a switched metropolitan Ethernet network and is available in 10 Mbps, 100 Mbps or 1 Gbps connections. A CSME Best Effort port cannot be combined with an OPT-E-MAN[®] Best Effort Bronze and/or Silver port in the same network. Service Level Agreements (SLAs) are not available on CSME. (C)

OPT-E-MAN[®] will be offered as follows:

Basic Connection: The OPT-E-MAN[®] Basic Connection provides the customer with a switched, logical point-to-point connection and point to multi-point connection between the customer locations using a physical connection to the Ethernet network, and a virtual connection through the Ethernet network.

Basic Plus Connection: The OPT-E-MAN[®] Basic Plus Connection provides the customer with a switched, logical point-to-point, point to multi-point, and/or multi-point to multi-point connection between the customer locations using a physical connection to the Ethernet network, and virtual connections through the Ethernet network.

Committed Information Rate (CIR): The customer must select CIR usage and at least one EVC to enable service.

CIR usage will have the following Grades of Service selection:

Best Effort: Intended for non-critical data applications with more tolerance for delay and/or data applications that are lower in priority, i.e. LAN traffic. There are no service parameters associated with this Grade of Service.

Best Effort Grade of Service is intended for non-critical applications. Standard Telephone Company procedures will be used to provision and maintain the service. No specific performance assurance are provided in connection with the Best Effort Grade of Service.

Bronze: Intended for data applications with more tolerance for delay and/or data applications that are lower in priority, i.e. LAN traffic. Service parameters associated with this Grade of Service are PDR and Latency. Latency is defined as the amount of time necessary for a typical frame to traverse the Ethernet network. Latency is measured by averaging sample measurements taken during a calendar month from Network Terminating Equipment (NTE) to NTE to which the customer ports are attached and is measured when the network is available for use by the customer.

/1/ Effective March 5, 2019, 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. (N)

24.1 Service Description (Cont'd)

(M) Upgrades (Cont'd)

Migration to AT&T Switched Ethernet ServiceSM

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

- (1) The new AT&T Switched Ethernet Service and the existing OPT-E-MAN Service must be billed to the same customer of record at the same customer locations.
- (2) The customer's existing service must have been in place for at least 12 months.
- (3) 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.
- (4) The speed (capacity/bandwidth) of the new service must be equal to or greater than that of the existing service.
- (5) The customer must issue a disconnect order for the replaced OPT-E-MAN Service to be effective within 90 days after the AT&T Switched Ethernet Service installation date. The disconnect and new orders must be coordinated through the Company.
- (6) 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.

(N)

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24. Optical Ethernet Metropolitan Area Network (OPT-E-MAN®) (Cont'd)

24.3 Customized Switched Metro Ethernet (CSME)^{/1/}

(C)

The CSME Port Connection provides the customer with a switched, logical point-to-point, point to multi-point, and/or multi-point to multi-point connection between the customer locations using a physical connection to the Ethernet network, and virtual connections through the Ethernet network.

There are no CIR options associated with the CSME Port. The full bandwidth of the CSME Port is available for transport as best effort. CSME Service can be purchased with the following Port types:

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

CSME is a best effort grade of service, with no performance parameters, and the performance is not guaranteed.

Best Effort Grade of Service is intended to non-critical applications. Standard Telephone Company procedures will be used to provision and maintain the service. No specific performance assurances are provided in connection with the Best Effort Grade of Service.

(B) Terms and Conditions

In addition to regulations set forth elsewhere in this Tariff, the following regulations apply to CSME Service:

- (1) The Telephone Company shall not be responsible for installation, operation, maintenance, or adapting OPT-E-MAN® to the technological requirements of any specific CPE.
- (2) CSME Service supports full duplex communication.
- (3) If a customer connects to the CSME network using a bridge, switch or router for Layer 2 connectivity, 150 MAC addresses are included per Layer 2 device, per port.
- (4) CSME Service is distance limited, based on circuit configuration. A repeater, as described in Section 24.3(C)(2)(c), may be used to extend the transmission of CSME Service.
- (5) 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.

^{/1/} Effective March 5, 2019, 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.

(N)

(N)

24.3 Customized Switched Metro Ethernet (CSME)(Cont'd)

(E) Term Pricing Plan

CSME Service is only available under the Term Payment Plan (TPP) whereby customers must select either a 36- or 60-month period. Decreases in CSME Monthly Recurring Charges will be passed onto customers who participate in a TPP. At the expiration of the selected Term Payment Plan period, the Monthly Extension Rate in effect at the time of contract expiration will apply, unless a new TPP is selected.

The customer may renew an existing TPP with a written notice of intent to renew no later than 90 days prior to the expiration of the TPP, without incurring new Nonrecurring Charges.

(F) Upgrade of Service

An upgrade is considered an increase in speed/capacity and technology/functionality when comparing CSME service to a new service. Customers will be permitted to upgrade from CSME Service to a higher-speed service provided by the Company, without incurring Termination Liability charges, given all of the following conditions are met:

- (1) 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. Termination charges for CSME Service at the current locations will be waived.
- (2) The new higher-speed service term must be equal to or greater than the remaining time left on the existing CSME Term.
- (3) For Customers upgrading from CSME to OPT-E-MAN® Service, the customer's network configuration must remain the same (i.e. multipoint CSME to multipoint OPT-E-MAN®). The number of OPT-E-MAN® locations must be greater than or equal to the number of CSME locations.
- (4) The existing CSME Service must have been in service for a minimum period of 15 months for a 3-year term, or 18 months for a 5-year term.
- (5) For customers upgrading from CSME to OPT-E-MAN® Service, a minimum of 50 percent of the connection speed for each individual connection must be maintained:
 - (a) If customer has a 1 Gbps CSME connection, then customer must purchase a minimum 500 Mbps OPT-E-MAN® connection.
 - (b) If customer has a 100 Mbps CSME connection, then customer must purchase a minimum 50 Mbps OPT-E-MAN® connection.
 - (c) If customer has a 10 Mbps CSME connection, then customer must purchase a minimum 5 Mbps OPT-E-MAN® connection.

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/1/ Material now appears on Original Page 991.8.1.

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24.3 Customized Switched Metro Ethernet (CSME) (Cont'd)

(F) Upgrade of Service (Cont'd)

Migration to AT&T Switched Ethernet ServiceSM

Customers subscribing to CSME Service may migrate to AT&T Switched Ethernet Service provided by the Company without incurring termination charges, subject to the following conditions:

- (1) 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.
- (2) The customer's existing service must have been in place for at least 12 months.
- (3) 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.
- (4) The speed (capacity/bandwidth) of the new service must be equal to or greater than that of the existing service.
- (5) 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.
- (6) 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.

(G) Expiration of CSME TPP Option

If the customer elects not to renew the TPP or does not notify the Telephone Company of its intent to renew the TPP, the service will automatically be billed under the Monthly Extension rates in effect at the time the TPP expires until the customer cancels or renews the service with a new TPP term. Customers under the Monthly Extension rates may convert their existing service to either a three or five year TPP. The customer will not be assessed any associated Nonrecurring Charges as long as the physical serving arrangement does not change.

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