

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/}

A. General

1. Automatic Call Distributing - Electronic Switching Systems - Type A is a service which provides for distribution of incoming calls to answering positions. If all positions are busy, calls are held in their order of arrival in queue, until an agent position becomes available or the caller hangs up. Service provision utilizes No. 1 Electronic Switching System central office equipment.
2. The following terms as used in this section are defined below:

Network Access Registers - provide access between the local exchange network and the ACD-ESS. It performs a service comparable to a trunk.^{/2/}

Primary Location - refers to the customer's principal premises used for answering calls. There is only one primary location per ACD-ESS system.

Secondary Location - refers to any premises, other than the customer's primary location, served by one or more answering positions of an ACD-ESS system.

B. Rules and Regulations

1. The following rules and regulations are in addition to other rules and regulations as stated in this guidebook.
2. Provision of this service, or a portion thereof, is available only where facilities and operational conditions permit.
3. The rates and charges for the ACD-ESS System are in addition to the established monthly and nonrecurring charges applicable to other services terminated in the ACD-ESS System.
4. Facilities
 - a. Facilities are contracted for out of this and other guidebooks to support not only all simultaneous calls being answered, but also those calls being held in queue. The customer must contract for a sufficient number of facilities, including Network Access Registers, so as to prevent impairment of general telephone service.
 - b. Facilities connecting more than one ACD-ESS served by a No. 1 Electronic Switching System are considered tie lines regardless of the extent of collocation of systems within a No. 1 Electronic Switching System.
 - c. Switching Systems may be terminated on the ACD-ESS central office queuing equipment. This is considered a trunk-to-station tie line and applicable charges for universal tie line terminals or charges for comparable service should be applied.

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

/2/ Directory Assistance Service charges are applicable as found in Part 11, Section 2.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)**B. Rules and Regulations (cont'd)**

4. Facilities (cont'd)

- d. Charges for facilities connecting answering positions to ACD-ESS serving office queuing equipment are included in facility charges. If the total number of station lines exceeds the total number of Foreign Exchange, Foreign Serving Office, WATS, Tie Lines, CCSA and Network Access Registers, Special Access Service Channel Charges, as found in Section 7 of the Access Service Tariff, or private line charges as specified in Part 15, Section 2 apply from the ACD-ESS serving office to the customer's premises for the channel associated with each such excess station line.
- e. Appropriate Special Access Service charges, as specified in Part 3, Section 7 of the Access Service Guidebook, or private line charges as specified in Part 15, Section 2, will apply for channels required to provide supplemental ACD functions. (C)
- f. The ACD-ESS offering contemplates a system to be located within a single premises. When portions of a system are located at one or more secondary premises or buildings requiring connecting facilities between the premises, Special Access mileage charges and/or construction charges may be applicable for provision of the facilities.
- g. When ACD-ESS secondary locations are to be served directly from the ACD-ESS serving central office but the premises is physically located in another central office serving area, additional Foreign Serving Office charges, as found in Part 4, Section 3, should be applied as described in paragraph B.4.h.
- h. The ACD-ESS offering contemplates the customer's location being located within the same serving office area as the central office equipment providing the ACD-ESS service. However, at the discretion of the Company and subject to operating limits and facility availability, ACD-ESS service may be extended to a customer's location in a different serving office area than that served by the central office equipped to provide ACD-ESS service. When ACD-ESS service is extended in this manner, additional charges are applicable. In addition to those charges discussed in paragraph B.4.d., Foreign Serving Office charges for the distance from the ACD-ESS serving office to the normal serving office of the customer's location will be applied for each station line.
- i. If ACD-ESS station lines are extended to a different building on continuous property, special construction charges based on cost will also be applicable via Special Service Arrangement Requests.
- j. If ACD-ESS station lines are extended off-premises, Foreign Serving Office or Extension Service charges, as specified in Part 4, Section 3, are applicable for each channel extension. If special construction and/or equipment assembly are required to provide the service, supplemental charges, based on cost, will be applicable via Special Service Arrangement Requests.

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)**B. Rules and Regulations (cont'd)**

4. Facilities (cont'd)

- k. The operating range of ACD-ESS agent and supervisor consoles will allow provision of service to most customer locations. It may be found in some cases, however, that the combination of distance from the ACD-ESS serving office and the mix of normal distribution and trunking facilities available between the locations will limit the capabilities of the answering positions. The Company is under no obligation to provide ACD-ESS service to such locations. Special Service Arrangements and/or special distribution or trunking facilities may be required to restore some or all of the capabilities specified for the answering positions. If the customer agrees to pay the supplemental charges based on costs of such special service arrangements and/or facilities and to accept the service with any limitations which may remain, the Company may agree to provide the ACD-ESS service.

- 5. Temporary suspension of service at the request of the customer, either partial or complete, is not applicable to equipment provided under this offering.

6. Responsibilities of the Customer

- a. Chairs, desks or tables required for mounting equipment and operating the service are furnished and maintained by the customer.
- b. Operation of answering positions will be performed at the expense of the customer.
- c. Suitable power outlets and the necessary commercial power to operate the system will be provided by the customer. The customer assumes all responsibility for safe conditions of wiring outlets and power.

7. Service Features

Type A

Standard Features

Uniform call distribution with queuing
Dial intercommunication between ACD stations
Call Transfer, Consultation Hold and Add-On Conference
One Listing for the system

(C)

Optional Features

Make Busy Arrangements
Calls Waiting Indication
Delay Announcements
Agent Information Announcement Access
Direct Outward Dialing

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)

B. Rules and Regulations (cont'd)

8. Additional Listings will be obtained under rates for Business Extra Listings as covered in paragraph D.7. in Part 12, Section 1. (C)
9. Moves and Changes

Changing the system parameters or announcement messages programmed in the serving office and/or on premises moves or rearrangements of answering positions and other ACD-ESS premises components will be provided based on costs, including engineering, labor and material, except as otherwise noted.

C. Feature Descriptions

Type A Service

Add-On Conference and Consultation Hold - allows an agent to establish a three-party conversation. The agent also has the option of keeping one of the two parties on hold while having a private conversation with the other.

Call Transfer - allows incoming calls to an agent position to be transferred to another position.

Calls Waiting Indication - is a visual indication of the length of time calls are being held before answered. Up to three indications are available.

Delay Announcements - can be provided to calls held in queue for a customer's specified period of time. The same or unique announcement may be used for a second, third or fourth announcement interruption. There can be a maximum of four unique announcements or four interruptions for the same announcement.

Make Busy Arrangements - are activated and deactivated on the customer's premises by removal of the headset from its jack, or, if provided, separately mounted keys or keys in key telephones. This arrangement makes terminals or stations appear busy to incoming calls.

Queuing - is the arrangement whereby incoming calls are held, awaiting the availability of an answering position and are unloaded from the queue on a first-in, first-out basis. A queue slot is required for each call to be held in queue.

Uniform Call Distribution - provides an even distribution of incoming calls to available answering positions.

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)**D. Rates**

Type A Service

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
1. ACD-ESS Common Equipment	A8A	\$11.50	\$555.00	\$12.00
2. Station line – includes central office termination, 1/2 queue slot, termination on station equipment, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunications network, each	A69 PQA	5.25	11.50	11.25
3. Make Busy Arrangements: ^{/2/}				
Per station	A6G	1.70	40.50	12.00
Per group of stations	A9A	1.70	40.50	12.00
4. Call Waiting Indication, central office equipment: per unique timing state to be indicated in a split, each ^{/3/}	A66CE	3.50	122.00	12.00
5. Delay Announcements:				
Per announcement	A8GCE	45.50	102.00	12.00
Per announcement access trunk, each ^{/4/}	A8GAT	9.00	104.00	12.00
Per station, each	A8GST	0.75	---	12.00
6. Network Access Register, each ^{/5,6,7/}	TRTAC TRTAD TRTAE	Trunk Rate	---	---

See footnotes on following sheet.

^{/1/} Obsolete - applicable to existing installations at existing locations for existing customers.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)

D. Rates (cont'd)

Type A Service (cont'd)

Footnotes:

- /1/ Obsolete - applicable to existing installations at existing locations for existing customers.
- /2/ Also apply charges for the Metallic Service channel between the customer's premises and the ACD-ESS serving office for each key required, as specified in Part 3, Section 7 of the Special Access Guidebook, or Type 101 service as specified in Part 15, Section 2. (C)
- /3/ Also apply rates for a Metallic Service channel as found in Part 3, Section 7 of the Special Access Guidebook for each different indication arrangement. Customer is responsible for providing necessary station auxiliary signal and relay equipment. (C)
- /4/ Number of trunks is specifiable by customer.
- /5/ Apply rates and charges for Touch-tone Calling Service applicable to trunks as found in Part 4, Section 2 on each Network Access Register equipped for exchange Touch-tone calling.
- /6/ If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- /7/ Charge rate equivalent to Service Charges applicable to trunks.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)**D. Rates (cont'd)**

Type A Service (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
7. Foreign Exchange and Foreign Central office Service Termination on ACD-ESS queuing equipment, each	A8EFX	\$46.50 ^{/5/}	\$125.00 ^{/5/}	\$12.00
8. Tie Line ^{/4/} or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each	A8ETL	46.00 ^{/5/}	125.00 ^{/5/}	12.00
9. Tie Line Termination ^{/2/} or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each	A3L	53.00 ^{/5/}	125.00 ^{/5/}	12.00
10. Queue slot, each ^{/3/}	A83RA	1.50	10.50	12.00
11. Agent Information Announcement Access, each ^{/4/}		---	/5/	/5/

12. Nonrecurring Charges – Equipment or Feature Addition Charges

These charges apply only to central office rate elements added to an existing installation and are in addition to the installation charges for the rate elements. There are two additional classifications -- Major and Minor. Major is defined as equipment or feature additions. They require cabling and/or equipment mounting. A Minor addition requires no cabling and/or equipment mounting. When an addition involves both Major and Minor services, only the Major addition charge applies.

Major Addition	\$310.00
Minor Addition	\$77.00

See footnotes on following sheet.

ESS-AUTOMATIC CALL DISTRIBUTORS^{/1/} (cont'd)

D. Rates (cont'd)

Type A Service (cont'd)

Footnotes:

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

/2/ Also includes "trunk-to-station" tie line terminations.

/3/ The number of queue slots is specifiable by the customer where the central office is so equipped.

/4/ In addition, apply charges for Voice Grade Service as found in Part 3, Section 7 of the Special (C)
Access Guidebook, or Part 15, Section 2 for channels between the ACD-ESS serving office and (C)
the location of the announcement source. If the announcement equipment is customer provided,
apply charges for appropriate connecting arrangement as found in Part 3, Section 7 of the (C)
Special Access Guidebook, or Part 2, Section 2 of this Guidebook. (C)

/5/ Rates will be provided via a Special Service Arrangement Request.

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DIGITAL LOOP SERVICE

/1/

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.

(N)

(N)

A. Descriptive Summary

/1/

Digital Loop Service provides a digital facility from the Company central office to the customer's premises. The facility provides 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 channels/terminations.

B. General

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.

C. Service Components

The following service components are not offered on a stand-alone basis:

1. Line Termination

The Line Termination component is 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

The Digital Transmission Loop Arrangement (DTLA) component is composed of a digital, multi-channel transmission path, its related transmission equipment, and the network interface device. Each arrangement provides the capability for two-way transmission with a maximum capacity of twenty-four channel/terminations. The DTLA function for Digital Loop Service, may be provided as a channel of a Company provided DS3 service. When a DS3 service is used, the DTLA charge is not applied.

3. Channel Termination

The Channel Termination component 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

The Integrated Services Digital CSV/CSD Transport component includes the use of the Public Switched Telephone Network.

/1/

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

DIGITAL LOOP SERVICE (cont'd)

/2/

D. Optional FeaturesLoop Protection^{/1/}

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 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 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.

E. 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 channel" basis.
2. Digital Loop Service is furnished subject to 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 product 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 channel" 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. Touch-tone Calling Service monthly rates for Central Office Trunk, apply per activated channel.
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 7.
7. Digital Loop Service is furnished as stated in Part 2, Section 2, and must conform to all of the rules and regulations therein.

/1/ Loop Protection is available to existing Digital PBX Service customers at the same rates, terms, and conditions.

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

/2/

DIGITAL LOOP SERVICE (cont'd)

/3/

E. Regulations (cont'd)

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 E.10.
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 (DTLAs) extending beyond the normal serving office base rate area, when feasible, may be provided as stated in Part 2, Section 5 in addition to the rates stated in this Guidebook. 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 which are served by the Company.
10. The minimum service period is thirty days.
11. Note that special steps are required for PBX customers to have 911 service features consistent with those provided to other end users in the same 911 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 911 services within the area served by the PBX in accordance with the provisions set forth in Part 8, Section 3.
12. The customer shall select a service term for each DTLA of Month-to-Month or 12 consecutive months^{/1,2/}. For the purpose of determining the applicable monthly rates, the service term for the Line Termination and Channel Termination service components must be the same as for its associated DTLA. Following are additional rules and regulations applicable to service terms:
 - a. If the customer selects a service term other than Month-to-Month, the customer will be required to sign a service term agreement. The service term cannot be changed for the duration of this term agreement. The monthly rate for the DTLA and Line Terminations will not be subject to rate increases for the duration of the service term. If changes are implemented reducing the service term rates, the Company will apply the reduced rates prospectively to all unexpired service term agreements, as appropriate.

/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.

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

DIGITAL LOOP SERVICE (cont'd)

/3/

E. Regulations (cont'd)

12. (cont'd)

- b. If the customer disconnects the Digital Transmission Loop Arrangement (DTLA) prior to the expiration of the 12-, 24-, 36-, 48- or 60-month service term^{/1,2/}, the customer will pay a termination charge per E.12.d, for each DTLA disconnected. This charge will not be applicable if the customer, upon disconnecting a DTLA, subscribes to another Company digital service for a service term that equals or exceeds the number of months remaining on the customer's Digital Loop Service (DLS) agreement. This charge will also be waived for DLS customers who move their service to another Company-served location within Kansas if the service terms are continued at the new location. The DTLA termination charges will not apply if a DLS customer chooses the SuperTrunk[®] Option and purchases a term agreement equal to or greater than the months remaining on their current contract.
- c. A customer subscribing to the SuperTrunk[®] Option, as specified in paragraph L, that disconnects the DTLA prior to the expiration of the 12-, 24-, 36-, 48- or 60-month contract^{/1, 2/} shall pay a termination charge per E.12.d, for each DTLA disconnected.
- d. 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 DTLA charges for the remaining months of the customer's service term.
- e. The following conversion rules apply to a Digital Loop customer that converts to the SuperTrunk[®] Option, as specified in paragraph L:
 - 1. the customer may continue their existing service term agreement for the Digital Transmission Loop Arrangement (DTLA). This may result in the service term being different from the term agreement selected for the SuperTrunk Option, or
 - 2. the customer may subscribe to a different term agreement for the DTLA but the new service term must equal or exceed the number of months remaining on the customer's existing term agreement for the DTLA.

Charges as specified in paragraph E.12.c apply to each DTLA disconnected at time of conversion to the SuperTrunk Option.

- /1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of 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)

/3/

E. Regulations (cont'd)

12. (cont'd)

- f. If additional Digital Transmission Loop Arrangements (DTLAs), Line Terminations, or Channel 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 E.12.b.
- g. Upon expiration of the service term, 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 monthly rate^{1,2/}. This monthly rate will be subject to any rate changes implemented.
 - 2. Discontinue the service.
- h. 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.

F. 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.

G. Supersedure

Digital Loop Service may be transferred to a new customer at the same premises location upon written concurrence of the Company. A Service Connection 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.

- /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 5.

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DIGITAL LOOP SERVICE (cont'd)

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H. Suspension Of Service Initiated By The Customer

Temporary suspension of service initiated by the customer, as provided elsewhere in this Guidebook, is not applicable to service furnished under the provision of this Section.

I. 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

J. Rate And Charge Application

Use of Integrated Services Digital CSV/CSD Transport shall conform to the principles of Paralleling Service.

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

DIGITAL LOOP SERVICE (cont'd)**K. Rate And Charge Schedule**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge Initial Unit^{1/}</u>	<u>Additional Unit^{1/}</u>
1. Line Termination ^{/2/} , each termination				
Inbound, Non-DID	/DLT1X/			
Inbound, DID	/DQT1X/			
Outbound	/DLTOX/			
Inbound/Outbound	/DLTCX/			
Special Hotel/Motel	/DHT/			
Month-to-Month		\$ 5.00		
12 Months ^{/5/}		4.75		
24 Months ^{/3,5/}		4.50		
36 Months ^{/3,5/}		4.25		
48 Months ^{/3,5/}		4.00		
60 Months ^{/3,5/}		3.75		
Per Line Termination and Channel Location Changed or Rearranged	/MVM/	--	\$140.00	\$95.00
2. Digital Transmission Loop Arrangement, Per Arrangement	/DLS/			
Month-to-Month		23,720.00 (I)	550.00	425.00
12 Months ^{/4,5/}		210.00	495.00	380.00
24 Months ^{/3,4,5/}		200.00	415.00	310.00
36 Months ^{/3,4,5/}		190.00	275.00	210.00
48 Months ^{/3,4,5/}		180.00	140.00	100.00
60 Months ^{/3,4,5/}		170.00	--	--

/1/ When multiple units are ordered at the same time, one Initial Unit charge applies and the additional unit charge applies to all other units.

/2/ Charges do not apply to SuperTrunk[®] customers.

/3/ 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.

/4/ 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. This offer cannot be combined with any other nonrecurring and/or conversion charge credits or waiver offers.

/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.

DIGITAL LOOP SERVICE (cont'd)

/7/

K. Rate And Charge Schedule (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge Initial Unit^{/1/}</u>	<u>Additional Unit^{/1/}</u>
3. Channel Termination ^{/2/}				
Non-DID Type, each	/DZA1X/			
DID Type, each	/DZADX/			
Month-to-Month		\$ 11.00	\$ 70.00	\$ 45.00
12 Months ^{/6/}		10.45	70.00	45.00
24 Months ^{/3,6/}		9.90	70.00	45.00
36 Months ^{/3,6/}		9.35	70.00	45.00
48 Months ^{/3,6/}		8.80	70.00	45.00
60 Months ^{/3,6/}		8.25	70.00	45.00

4. Integrated Services Digital Circuit Switched Voice (CSV)/Circuit Switched Data (CSD) Transport Options^{/4/}

The following rate elements provide for digital CSV/CSD transport through central office switching equipment. These rate elements are for Local Exchange usage. Each rate element shall constitute a local exchange access arrangement and shall be counted in combination with those of Part 4, Section 2. These CSV/CSD local service elements are offered only in connection with services provided under this Guidebook, and not offered on a stand-alone basis.

<u>Service Components</u>	<u>Monthly Rate</u>
Business Trunk Equivalent, Flat Rate Usage	
Digital Loop Service Compatible, each	
All Rate Groups ^{/5/}	\$19.75

/1/ When multiple units are ordered at the same time, one Initial Unit charge applies and the additional unit charge applies to all other units.

/2/ Charges do not apply to SuperTrunk® customers.

/3/ 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.

/4/ Integrated Services Digital Circuit Switched Voice (CSV)/Circuit Switched Data (CSD) Transport Options are not applicable with tie line service.

/5/ For Rate Group Classifications, see Part 4, Section 2.

/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.

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

/7/

DIGITAL LOOP SERVICE (cont'd)

/9/

K. Rate And Charge Schedule (cont'd)**4. Integrated Services Digital Circuit Switched Voice (CSV)/Circuit Switched Data (CSD) Transport Options^{/1/} (cont'd)**

<u>Service Components</u>	<u>Monthly Rate</u>
Message Rate Hotel Trunk Equivalent ^{/2//3/}	
Rate Groups 1-8 ^{/4/}	--
Basehor EAS to Kansas City Metropolitan	\$17.75
Exception Monthly Rates	
Business Trunk Equivalent, Digital Loop Service Compatible, each	
Rate Schedule 4+ ^{/5/} , Paola Exchange	19.75
Rate Schedule 4+ ^{/5/} , Abilene Exchange	19.75
Rate Schedule 5+ ^{/5/} , DeSoto Exchange	19.75
Hotel Trunk Equivalent, Digital Loop Service Compatible, each	
Rate Schedule 4+ ^{/5/} , Paola Exchange	1.35
Rate Schedule 4+ ^{/5/} , Abilene Exchange	.15
Rate Schedule 5+ ^{/5/} , DeSoto Exchange	.75

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u> <u>Initial Unit^{/6/}</u>	<u>Additional Unit^{/6/}</u>
5. Optional Features				
Loop Protection ^{/7//8/}	SB31X	\$140.00	\$540.00	\$540.00

/1/ Integrated Services Digital Circuit Switched Voice (CSV)/Circuit Switched Data (CSD) Transport Options are not applicable with tie line service.

/2/ This service offering is subject to the availability of necessary facilities.

/3/ Each local message is \$.06. The hotel or motel company guarantees that for each trunk installed, the local message revenue accruing to AT&T Kansas each month shall equal the Hotel/Motel Measured Trunk rate as shown in Part 4, Section 2.

/4/ For Rate Group Classifications, see Part 4, Section 2.

/5/ Rate Schedule (+) indicates applicable rate schedule plus increments for provision of Extended Area Service (EAS).

/6/ When multiple units are ordered at the same time, one Initial Unit charge applies and the additional unit charge applies to all other units.

/7/ Loop Protection will be provided where fiber optic facilities are available. Special construction charges, as specified in Part 2, Section 5 may apply when fiber optic facilities are not available or unusual expenditures are involved in making them available to provide this feature. In addition to the payment options available in Part 2, Section 5, Digital Loop Service customers may request, prior to installation, that special construction charges associated with loop protection be deferred and satisfied by making a series of monthly payments. Charges may be deferred over a period of 24, 36, 48 or 60 months. Once the deferred monthly payment is selected, it will remain in effect for the duration of the period. To compute the value of the monthly deferred charge payment, the special construction charge is multiplied by the annuity factor for the appropriate term. A charge equal to the sum of the remaining payments will be due should service be terminated. A table of annuity factors is listed in Part 2, Section 2.

/8/ Loop Protection is available to existing Digital PBX customers at the same rates, terms, and conditions.

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

/9/

DIGITAL LOOP SERVICE (cont'd)

/3/

L. SuperTrunk® Option

The SuperTrunk Option offers a direct 1.544 Mbps facility connection from the Company's digital central office switch to the customer's premises as an option of Digital Loop Service. Each SuperTrunk service arrangement provides 24 channels and allows all channels to receive and originate calls. SuperTrunk will be available in digital central offices and requires touch-tone pulsing. SuperTrunk is provided where suitable facilities and equipment are available in the customer's serving central office and offering this service does not create an obligation for the Company to construct such facilities or equipment especially for the provisioning of this service. Line side connected features such as Custom Calling Services are not available with SuperTrunk.

1. Standard Service Components

The following service components are not offered on a stand-alone basis:

a. SuperTrunk Port

The SuperTrunk Port component includes a direct 1.544 Mbps facility termination on the digital central office switch that provides 24 exchange channels. The port will provide incoming and outgoing digital connectivity to the Public Switched Telephone Network (PSTN).

b. Digital Transmission Loop Arrangement (DTLA)

The DTLA component as described in paragraph C, will connect the SuperTrunk termination to the customer's premises. The DTLA function for SuperTrunk, may be provided as a channel of a Company-provided DS3 service. When a DS3 service is used, the DTLA charge is not applied.

c. Switch Use

The Switch Use component includes the use of the PSTN.

2. Regulations

- a. The rules and regulations in paragraph D apply to the DTLA service component.
- b. The customer shall select a service term for each SuperTrunk Port and Switch Use of either Month-to-Month or 12 consecutive months^{/1,2/}.

/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 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/

/3/ Material formerly appeared in Part 6, Section 7, Sheet 10.

DIGITAL LOOP SERVICE (cont'd)

/3/

L. SuperTrunk® Option (cont'd)**2. Regulations (cont'd)**

- c. If the customer selects a service term other than Month-to-Month, the customer will be required to sign a service term agreement. The service term cannot be changed for the duration of this term agreement. The monthly rate for the SuperTrunk Port and Switch Use will not be subject to rate increases for the duration of the service term. If changes are implemented reducing the service term rates, the Company will apply the reduced rates prospectively to all unexpired service term agreements, as appropriate.
- d. If the customer disconnects the SuperTrunk Port and Switch Use service components prior to the expiration of the 12-, 24-, 36-, 48- or 60-month service term^{/1,2/}, the customer shall pay a termination charge for the SuperTrunk Port and the Switch Use service elements disconnected. This charge will be waived if the customer converts to another Company digital service for a service term that equals or exceeds the number of months remaining on the customer's SuperTrunk agreement. This charge will also be waived for SuperTrunk customers who move their service to another Company-served location within Kansas if the service terms are continued at the new location. See paragraph D for regulations that apply to the Digital Transmission Loop Arrangement (DTLA). See paragraph E.12 for regulations that apply to the Transport Element. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge for the SuperTrunk Port and the Switch Use element will be, in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), fifty percent (50%) of all recurring SuperTrunk Port and Switch Use element charges for the remaining months of the customer's service term.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of 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 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/

/3/ Material formerly appeared in Part 6, Section 7, Sheet 11.

DIGITAL LOOP SERVICE (cont'd)

/3/

L. SuperTrunk® Option (cont'd)

2. Regulations (cont'd)

- e. The rules and regulations specified in paragraph E.12 apply to the Digital Transmission Loop Arrangement (DTLA).
- f. 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 term agreement, so that the monthly rate and expiration date specified in the original SuperTrunk term 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 a term agreement are subject to the provisions described in paragraph L.2.d.
- g. Upon expiration of the 12-, 24-, 36-, 48- or 60-month service term^{/1,2/} 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 monthly rate. This monthly rate will be subject to any rate changes implemented.
 - 2. Discontinue the service.
- h. 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.
- i. Touch-tone Calling Service monthly rates for Central Office Trunk, as set forth in Part 4, Section 2 apply per activated channel.
- j. Direct Inward Dial (DID) Numbers may be assigned to SuperTrunk. The rates and charges for DID Numbers are set forth in Part 6, Section 1.
- k. For rules and regulations applying to Optional Features, Moves, Supersedure and Suspension of Service Initiated by the Customer that are associated with the SuperTrunk Option, refer to paragraphs D, F and H.

/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 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/

/3/ Material formerly appeared in Part 6, Section 7, Sheet 12.

DIGITAL LOOP SERVICE (cont'd)**L. SuperTrunk® Option (cont'd)**

3. Rate And Charge Schedule

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
a. SuperTrunk Port, each	/N2Y1X/	\$19,535.00 (I)	\$200.00
Month-to-Month		250.00	
12 Months ^{/1,4/}		230.00	
24 Months ^{/1,2,4/}		220.00	
36 Months ^{/1,2,4/}	/DLS/	210.00	
48 Months ^{/1,2,4/}		200.00	
60 Months ^{/1,2,4/}			
b. Digital Transmission Loop Arrangement, each		/3/	
c. Switch Use			
With DID Per Channel	/TF7CX/		
Month-to-Month		1,125.00 (I)	--
12 Months ^{/4/}		16.00	--
24 Months ^{/2,4/}		16.00	--
36 Months ^{/2,4/}		16.00	--
48 Months ^{/2,4/}		16.00	--
60 Months ^{/2,4/}		16.00	--
Without DID Per Channel	/T2PCX/		
Month-to-Month		1,125.00 (I)	--
12 Months ^{/4/}		16.00	--
24 Months ^{/2,4/}		16.00	--
36 Months ^{/2,4/}		16.00	--
48 Months ^{/2,4/}		16.00	--
60 Months ^{/2,4/}		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. 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 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.

/3/ Rates and Charges are specified in Paragraph K.

/4/ 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 provides a customer a channelized high capacity (1.544 Mbps) facility between a customer premises and its serving office for connection to other services provided by the Company. These connecting services include Integrated Voice Access Lines and Access Advantage Plus Trunks as described in B, Plexar® services 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. DefinitionsChannelized

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

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)

(D)

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 A.

(D)

(D)

Integrated Voice Access Line

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 Integrated Voice Access Line is available as a single line or in a multi-line version, and only in conjunction with the Access Advantage Plus Transport element.

Access Advantage Plus Trunk

This element is 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 customers to the calling capabilities available for their serving central office as stated in Part 4, Section 1.

ACCESS ADVANTAGE PLUS® (Cont'd)

/1/

C. Regulations

1. The rules and regulations in this section are in addition to other rules and regulations as contained in this and other service publications of the Company.
2. Access Advantage Plus 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 service 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 exchanges 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 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.

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 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.

/1/

/1/ Material formerly appeared in Part 6, Section 7, Sheet 19.

ACCESS ADVANTAGE PLUS® (Cont'd)

/1/

F. Responsibility of the Company (Cont'd)

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 Access Advantage Plus 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 modification or alteration of such equipment or systems, or otherwise affect its use or performance.

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.
 - 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 vertical and horizontal (V&H) distance between the serving offices as specified in NECA Tariff F.C.C. 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 Integrated Voice Access Line and Access Advantage Plus Trunk will consist of only a monthly recurring charge as specified in 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.
5. One End User Common Line (EUCL) charge as specified in Section 4 of Tariff F.C.C. No. 73 will apply for each Integrated Voice Access Line, Access Advantage Plus Trunk, or Plexar service connected to Access Advantage Plus.
6. Rates and charges for Touch-tone apply to each Integrated Voice Access Line and Access Advantage Plus Trunk.
7. The Company will assess a fee to support the Kansas Universal Service Fund in accordance with regulations of the Kansas Corporation Commission.
8. 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.

/1/

/1/ Material formerly appeared in Part 6, Section 7, Sheet 20.

ACCESS ADVANTAGE PLUS® (Cont'd)**H. Term Pricing Plan (TPP)^{/1/}**

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^{/1/-}, or three^{/1/-}-year service period.
- b. TPP rates will be exempt from Company initiated rate increases throughout the selected service period. Should the Company increase its rates during the selected service period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under TPP.
- c. Any decrease in TPP monthly recurring rates will be passed on to customers who participate in an applicable TPP.

2. Terms and Conditions

- a. The customer must specify the length of the service period at the time service is ordered.
- b. Integrated Voice Access Lines 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.

3. Changes to TPPs

- a. Prior to the expiration of the service period or extended service period, as described in H.4. (Renewal), the customer may convert existing TPP services to a new TPP service period without incurring termination charges, provided the new service period is equal to or greater than the original service period.

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 new connect of service, and termination charges will apply.

(D)
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(D)

/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.

ACCESS ADVANTAGE PLUS® (Cont'd)

/2/

H. Term Pricing Plan (TPP)^{/1/} (Cont'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 initial service period. (C)
- b. If the customer elects not to renew the TPP or does not notify the Company of its intent to renew, the service will then automatically be billed under the month-to-month rates in effect at the time the TPP service period expires. (C)

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 the new service arrangement is provided to the same customer at the same location as the discontinued service, and the customer's request for disconnection of the existing service and request for new service are received at the same time.
- b. If the order to upgrade service does not meet the conditions above, it will be treated as a discontinuance of the existing service and establishment of a new service. All termination charges will then apply.
- c. The monthly rates for the new service will be those in effect at the time the service is changed and applicable nonrecurring charges will apply to the new service.

6. Moves to a New Location

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

7. Nonrecurring Charges

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

/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/

/2/ Material formerly appeared in Part 6, Section 7, Sheet 22.

ACCESS ADVANTAGE PLUS® (Cont'd)

/2/

H. Term Pricing Plan (TPP)^{/1/} (Cont'd)**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), fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term
- c. If special construction was applied to the service being terminated, any termination charges associated with the special construction will also apply.

/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/

/2/ Material formerly appeared in Part 6, Section 7, Sheet 23.

ACCESS ADVANTAGE PLUS® (Cont'd)**I. Rates and Charges**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1. Access Advantage Plus Cross-Connect, each				(C)
a. Same Serving Office	/EMZCX/	\$ 10.00	\$ 175.00	
b. Different Serving Offices				
Fixed	/EMZCF/	25.00	350.00	
Per Mile	/1LNOX/	2.00	None	
2. Access Advantage Plus Transport	/EMZDX/			(C)
Month-to-Month		400.00	2,500.00	
One Year		400.00	1,000.00	
Two Years ^{/1/}		375.00	500.00	(C)
Three Years ^{/1/}		330.00	None	(C)
3. Integrated Voice Access Line				
a. Single Line	/1F7/			
Month-to-Month		16.00	None	
One Year		15.20	None	
Two Years ^{/1/}		9.00	None	(C)
Three Years ^{/1/}		8.60	None	(C)
b. Multi-Line	/1D8/			
Month-to-Month		25.00	None	
One Year		19.00	None	
Two Years ^{/1/}		14.00	None	(C)
Three Years ^{/1/}		13.60	None	(C)
4. Access Advantage Plus Trunk	/P1+++/			
Month-to-Month		25.00	None	
One Year		19.00	None	
Two Years ^{/1/}		14.00	None	(C)
Three Years ^{/1/}		13.60	None	(C)
5. DS3 Port Charge	/EMZP1/			
Month-to-Month		350.00	1,500.00	
One Year		225.00	750.00	
Two Years ^{/1/}		205.00	250.00	(C)
Three Years ^{/1/}		185.00	0.00	(C)

(D)
(D)
(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.

ACCESS ADVANTAGE PLUS® (Cont'd)

/2/

J. Access Advantage Plus Options^{/1/}

Access Advantage Plus Options allows business customers to purchase a plan designed to provide discounted optional services and a reduced Integrated Voice Access Line (IVAL) over a reduced Access Advantage Plus Transport on a three-year Term Pricing Plan.

1. Access Advantage Plus Options Components

- a. Access Advantage Plus Transport
- b. One Integrated Voice Access Line
- c. At least one of the following Optional Services:

Custom Calling Services:

- 1. Caller ID (Name and Number)
- 2. Call Transfer Disconnect and/or
- 3. Call Forwarding

2. Term Pricing Plan (TPP) -- General

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

/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 25.

/2/

ACCESS ADVANTAGE PLUS® (Cont'd)

/3/

J. Access Advantage Plus Options^{/2/} (Cont'd)

4. Termination Charges

Customers requesting to discontinue services provided under the Term Pricing Plan (TPP), agreement or contract, prior to the expiration of the agreement may be subject to termination charges. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge will be, in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term

5. Rates and Charges

	<u>USOC</u>	<u>Monthly Discount</u>
Access Advantage Plus Transport	/RCRAH/	\$(50.00)
Integrated Voice Access Line (IVAL)		
Three Year TPP ^{/2/}		
Single-line	/RCRAC/	(2.60)
Multi-line	/RCRAD/	(7.60)
Call Transfer Disconnect ^{/1/}	/RCRAE/	(7.50)
Call Forwarding ^{/1/}	/RCRAF/	(4.25)
Caller ID (Name and Number) ^{/1/}	/RCRAG/	(8.75)

/1/ See Part 7 for rates prior to application of discount.

/2/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Options service, and existing term plans may not be renewed or extended.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 26.

/3/

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.

(N)

(N)

A. General Description

/2/

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^{/1/}.

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.

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. The additional charge will be assessed per block of 151-200 addresses. See *Rates and Charges* following.

/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.

/2/ Material formerly appeared in Part 6, Section 9, Sheet 18.

/2/

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE

/1/

B. Regulations (cont'd)

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. /1/
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. /2/
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 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.
10. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable, see *Rates and Charges* following.
11. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100 Base T connection.
12. 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. /2/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 18.

/2/ Material formerly appeared in Part 6, Section 9, Sheet 19.

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

/1/

B. Regulations (cont'd)

12. Allowance for Interruption (cont'd)

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.

13. 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.

14. 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.

15. 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).

C. Technical Specifications Packages

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

Ethernet Standards
Network Equipment Design Requirements

SBC TP-76412-000
SBC TP-76200MP

These publications may be obtained from:

APEX Support Team
(734) 523-7348

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 20.

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

/1/

D. Service Components

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

1. 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.

2. 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. The additional charge will be assessed per block of 151-200 addresses.

3. 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.

4. 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.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 21.

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

/2/

D. Service Components (cont'd)

5. 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.

E. Rates and Charges

There are two types of rates and charges for CSME Service: Nonrecurring Charges and Recurring Charges.

1. Nonrecurring Charges are one-time charges that apply for specific work activity related to the provisioning of CSME Service.
2. Recurring Charges are flat recurring rates that apply each month or fraction thereof that the service is provided. Recurring rates may be applied only over a 36 or 60^{/1/} month period under the terms and conditions of the Term Pricing Plan (TPP), described in paragraph F. – *Term Payment Plans (TPP)* following. Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase CSME Service on a month-to-month basis prior to the completion of a TPP.

/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 22.

/2/

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

/4/

E. Rates and Charges (cont'd)

		Monthly Payment Term Payment Plans		
<u>Description</u>	<u>Nonrecurring Charge</u>	<u>36 Months</u>	<u>60^{/3/} Months</u>	<u>Monthly Extension</u>
<i>Standard Charges</i>				
Usage, Port, Transport, Interface				
- each customer location				
10 Mbps /P9FYX/				
1 to 9 Connections	\$1,600.00	\$1,170.00	\$1,100.00	\$1,550.00
10 plus Connections	1,600.00	1,170.00	1,100.00	1,550.00
Subsequent 10 Mbps ^{/2/}				
/P9FZX/				
1 to 9 Connections	1,150.00	950.00	800.00	1,200.00
10 plus Connections	1,150.00	855.00	720.00	1,080.00
100 Mbps /P9FKX/				
1 to 9 Connections	1,925.00	1,665.00	1,600.00	2,500.00
10 plus Connections	1,925.00 ^{/1/}	1,500.00	1,200.00	2,500.00
Subsequent 100 Mbps ^{/2/}				
/P9FPX/				
1 to 9 Connections	1,200.00	1,200.00	1,050.00	1,500.00
10 plus Connections	1,200.00	950.00	900.00	1,100.00
1 Gbps /P9FLX/				
1 to 9 Connections	2,500.00	3,220.00	3,080.00	3,900.00
10 plus Connections	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

/1/ The Nonrecurring Charge will only be waived for those customers selecting the 60-Month^{3/} Term Payment Plan for the 100 Mbps, 10 plus Connections service element.

/2/ Any Subsequent 10 Mbps or 100 Mbps Connections must terminate at the same locations as the original 10 Mbps or 100 Mbps Connections.

/3/ 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.

/4/ Material formerly appeared in Part 6, Section 9, Sheet 23.

/4/

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

/3/

E. Rates and Charges (cont'd)

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>		
<i>Optional Charges (cont'd)</i>				
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	---		
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		
	Monthly Payment			
	<i>Term Payment Plans</i>			
	36	60^{2/}		
<u>Description</u>	<u>Nonrecurring Charge^{1/}</u>	<u>Months</u>	<u>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

/1/ Nonrecurring charges will be waived for those customers selecting the 36 or 60^{2/} 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 24.

/3/

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

/1/

E. Rates and Charges (cont'd)

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
<u>Optional Charges (cont'd)</u>	
Meet-Point Billing Options (cont'd)	
- GigE ICO Trunking Arrangement (cont'd)	
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/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 25.

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

/2/

F. Term Pricing Plan (TPP)

1. The TPP provides for 36- or 60-month^{/1/} 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.
2. The customer may choose to terminate an existing TPP before the end of the 36- or 60-month^{/1/} period and negotiate a new 36- or 60-month^{/1/} TPP. The new TPP must be based upon the rates that are currently in effect and available to all customers.
3. 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-month^{/1/} TPP. Nonrecurring charges will be waived at the time of conversion.
4. Any Special Construction charges incurred for services billed under a TPP will be applicable as provided for in paragraph D.4. in Part 15, Section 1.
5. 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
6. 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 26.

/2/

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

/1/

F. Term Pricing Plan (TPP)

7. 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 with 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.
 - 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 current number of CSME locations.
 - For customers upgrading from CSME to OPT-E-MAN Service, a minimum of 50% of the connection speed for each individual connection must be maintained.
 - If customer has a 1 Gbps CSME connection, then customer must purchase a minimum 500 Mbps OPT-E-MAN connection.
 - If customer has a 100 Mbps CSME connection, then customer must purchase a minimum 50 Mbps OPT-E-MAN connection.
 - If customer has a 10 Mbps CSME connection, then customer must purchase a minimum 5 Mbps OPT-E-MAN connection.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 27.

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

/1/

F. Term Pricing Plan (TPP)**8. 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 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.

SM AT&T Switched Ethernet Service is a service mark of AT&T Intellectual Property.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 28.

OPT-E-MAN® SERVICE

/3/

Service Availability

(N)

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

(N)

A. General Description

/3/

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

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

- 10/100BaseT (100 Mbps)
- Gigabit Ethernet (1000BaseSX, 1000BaseLX/LH or 1000BaseZX)^{/1/}

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

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

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

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

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

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

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

/3/

OPT-E-MAN® SERVICE (cont'd)

/1/

A. General Description (cont'd)

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

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

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

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

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

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

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

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

Jitter is limited to less than 12 ms one-way end-to-end within the Company's network. /1/

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

OPT-E-MAN® SERVICE (cont'd)

/1/

B. Regulations

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

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

/1/

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

OPT-E-MAN® SERVICE (cont'd)

/1/

B. Regulations (cont'd)

11. The CIR selected by the customer must be committed to for a 30 day period before an increase in CIR can be requested.
12. OPT-E-MAN Service may be available in a meet-point billing arrangement involving another Incumbent Local Exchange Carrier (ILEC) (sometimes also referred to as Independent Company or ICO), where suitable facilities exist and where appropriate procedures for such arrangements have been put in place between the Company and the other ILEC. When the Company and another ILEC jointly provision OPT-E-MAN Service with the other ILEC's service, the ILEC involved shall bill the customer at that ILEC's applicable rates for their portion of the service located in their operating territory. Ordering and provisioning procedures may vary, and therefore Meet-Point rate elements and charges may not be applicable, when the other ILEC involved in the Meet-Point arrangement is an AT&T ILEC.
13. A Letter of Authorization (LOA) will need to be established if customers want to purchase a logical connection via an Ethernet Virtual Connection (EVC) to another customer in order to ensure security and accuracy in the connection.
14. Allowance for Interruption

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

The Company's failure to provide or maintain services under this guidebook shall be excused by 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.

/1/

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

OPT-E-MAN® SERVICE (cont'd)

/1/

B. Regulations (cont'd)

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

Network Availability

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

Network Availability =

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

- As noted in the above formula, all ports included in a customer's network are utilized in calculating *Network Availability*.
- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below the committed level, and (2) requesting a service credit.
- Upon verification by the Company that the actual service performance for that parameter was less than the committed level, the customer will be provided a service credit equal to 10% of the monthly recurring charge for that service parameter for all affected ports.

/1/

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

OPT-E-MAN® SERVICE (cont'd)

/1/

B. Regulations (cont'd)

16. Grade of Service SLAs are provided for OPT-E-MAN Service for the Bronze and Silver Grades of Service. If the Company fails to meet service parameters defined for the Bronze or Silver Grades of Service, service credits will be offered to the customer given certain conditions are met:

- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below (or above) the committed level, and (2) requesting a service credit.
- Upon notification by the customer that the actual service performance for that parameter was less than the committed level, the Company has 30 days to correct the problem.
- If after 30 days, the service performance for that parameter is still less than the committed level, the customer will be provided a service credit equal to 25% of the monthly recurring charge for that service parameter for all affected ports for the month in which the service parameters fall below (or above) the committed level.
- Packet Delivery Rate, Latency and Jitter calculations will be measured only when the OPT-E-MAN network is available.

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

The Company will be excluded from providing Service Level Agreements credits and Grade of Service credits for the Bronze and Silver Grades for Service 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.
- All SLAs are offered across the Company's network. The failure of any components beyond the local facility, including the Network Interface (NI), are excluded from the SLA calculation.
- Data loss during the Company's scheduled maintenance window.
- Data exceeding subscribed Usage.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.
- Any type of Customer Network Management functionality is not included in SLAs.

/1/

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

OPT-E-MAN® SERVICE (cont'd)

/4/

B. Regulations (cont'd)

18. For Basic and Basic Plus point-to-point and point-to-multipoint service, the Company will use controls to limit the amount of broadcast traffic to protect the OPT-E-MAN network against broadcast storms. The maximum throughput of broadcast traffic will be set at 10 Mbps per customer port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for broadcast traffic within the customer network(s).^{/1/}
19. For Basic Plus multipoint-to-multipoint service, the Company will use controls to limit the amount of multicast and broadcast traffic to protect the OPT-E-MAN network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s).
20. Data exiting the network through the customer ports are excluded from SLA calculations to the extent that it exceeds the CIR for those ports.
21. The responsibility of the Company shall be limited to furnishing the OPT-E-MAN network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting OPT-E-MAN to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of OPT-E-MAN render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.
22. Customers will be permitted to move from a 10/100BaseT to a Gigabit Ethernet interface option where facilities and equipment permit (staying within the Basic or Basic Plus Connection or moving from the Basic to the Basic Plus Connection), however, the Nonrecurring Charge associated with the new Gigabit Ethernet Connection will apply. However, should a customer simply wish to move from Basic to Basic Plus (without any change to the interface option; for example, retaining the 10/100BaseT interface), only the Service Order Change Charge will apply. See *Rates and Charges* following.
23. The aggregate assigned Committed Information Rate (CIR) across all Ethernet Virtual Connections (EVCs) between any two customer connections cannot exceed 600 Mbps per Basic or Basic Plus connection.^{/2/}

The aggregate assigned Committed Information Rate (CIR) across all ICO trunk connections (EVCs) between any two customer connections utilizing a meet-point GigE ICO Trunk Arrangement between the Company and an ILEC (ICO) cannot exceed 600 Mbps per Basic or Basic Plus connection.^{/3/}

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

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

/3/ This provisioning requirement will only apply to new service installed after March 31, 2009.

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

/4/

OPT-E-MAN® SERVICE (cont'd)

/1/

C. DefinitionsJitter

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

Latency

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

Media Access Control (MAC) Addresses

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

Packet Delivery Rate (PDR)

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

D. Technical Specifications Packages

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

SubjectTechnical Reference

Ethernet Standards
Network Equipment Design Requirements

SBC TP-76412-000
SBC TP-76200MP

These publications may be obtained from:

APEX Support Team
734-523-7348

/1/

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

OPT-E-MAN® SERVICE (cont'd)

/2/

E. Service Components

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

1. Connection

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

2. Committed Information Rate (CIR)

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

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

3. Repeater

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

4. Ethernet Virtual Connections (EVC)

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

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

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

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

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

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

/2/

OPT-E-MAN® SERVICE (cont'd)

/2/

E. Service Components (cont'd)

5. Additional MAC Addresses

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

6. Meet-Point Billing Options

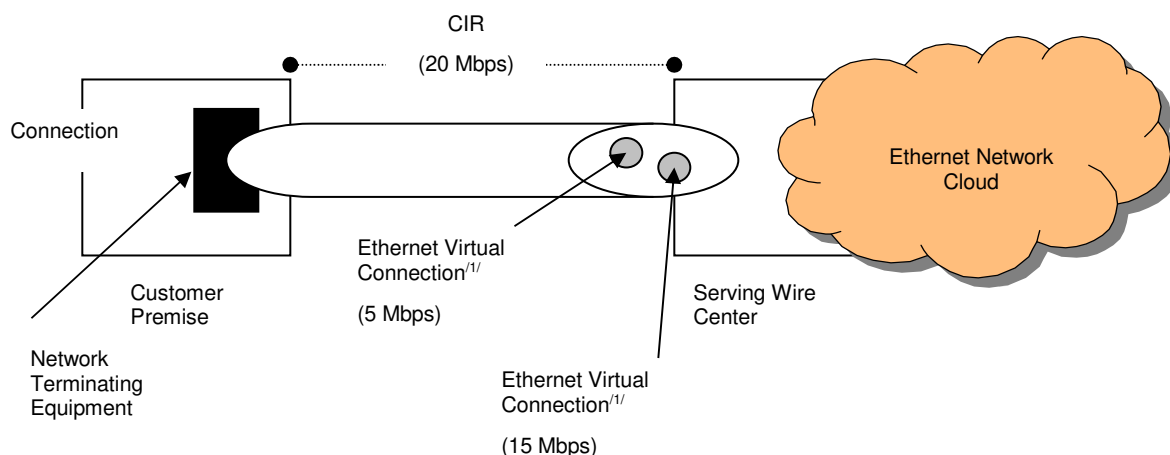
Meet-Point is available in two configurations:

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

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

F. Service Configurations

The following diagram describes a standard service configuration:



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

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

/2/

OPT-E-MAN SERVICE (cont'd)**G. Rates and Charges**

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

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

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

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60^{/2/} 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 OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

OPT-E-MAN SERVICE (cont'd)**G. Rates and Charges (cont'd)**

		Monthly Price Grade of Service		
<u>Description</u>	<u>Nonrecurring Charge</u> ^{/1/}	<u>Best Effort</u>	<u>Bronze</u>	<u>Silver</u>
<i>Standard Charges (cont'd)</i>				
Committed Information Rate (CIR)				
(Mbps)				
per port				
2	\$75.00	\$464.74(I)	\$546.75(I)	\$911.25(I)
4	75.00	537.64(I)	637.88(I)	1,002.38(I)
5	75.00	N/A	820.13(I)	1,184.63(I)
8	75.00	847.46(I)	1,002.38(I)	1,366.88(I)
10	75.00	N/A	1,184.63(I)	1,549.13(I)
20	75.00	N/A	1,640.25(I)	2,004.75(I)
50	75.00	N/A	1,868.06(I)	2,232.56(I)
100	75.00	N/A	2,187.00(I)	2,551.50(I)
150	75.00	N/A	2,505.94(I)	3,234.94(I)
250	75.00	N/A	2,870.44(I)	3,599.44(I)
500	75.00	N/A	3,462.75(I)	4,191.75(I)
600	75.00	N/A	4,055.06(I)	4,784.06(I)
1000	75.00	N/A	4,692.94(I)	5,421.94(I)
<i>Optional Charges</i>				
Ethernet Virtual Connection				
(EVC) ^{/2/}				
- per connection	0.00	0.00	0.00	0.00

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36-, or 60-month^{/3/} Term Payment Plan (TPP) period for new service.

/2/ Ethernet Virtual Connections (EVCs) are required for provisioning purposes only, and as such will not have a charge associated with them.

/3/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

OPT-E-MAN SERVICE (cont'd)**G. Rates and Charges (cont'd)**

<u>Description</u>	<u>Nonrecurring Charge</u> ^{/1/}	<u>12 Months</u>	<u>Monthly Payment Term Payment Plans</u>			<u>60</u> ^{/2/} <u>Months</u>	<u>Monthly Extension</u>
			<u>24 Months</u>	<u>36 Months</u>			
<i>Optional Charges (cont'd)</i>							
Repeater, each	\$250.00	\$400.00	\$375.00	\$325.00	\$300.00		\$865.69(I)
					<u>Nonrecurring Charge</u>		<u>Monthly Price</u>
Additional MAC Addresses ^{/1/}							
- 51-100 MAC addresses					\$70.00		\$9.11(I)
Service Order Cancellation							
- per location					200.00		---
Expedite Order Charge							
- per location					300.00		---
Service Order Change Charge							
- applies to CIR Changes, EVC Changes and Configuration Changes, per location					75.00		---
Meet-Point Billing Options							
- Direct LEC Connection, Mileage							
Above 0 and inclusive of 10 miles					1,200.00		911.25(I)
Above 10 and inclusive of 25 miles					1,200.00		1,822.50(I)
Above 25 and inclusive of 35 miles					1,200.00		2,733.75(I)
Above 35 and inclusive of 50 miles					1,200.00		4,556.25(I)

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60^{/2/}-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 OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

OPT-E-MAN SERVICE (cont'd)**G. Rates and Charges (cont'd)**

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

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

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60^{/2/} 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 OPT-E-MAN Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

OPT-E-MAN® SERVICE (cont'd)

/2/

H. Term Pricing Plan

1. The Term Pricing Plan provides the customer with rate stabilization and discounted rates. The Term Pricing Plan provides for one, two, three or five year^{/1/} rate stabilization. Decreases in Term monthly recurring rates will be passed on to customers who participate in a Term Pricing Plan.
2. Should the Company increase its rates during the Term Pricing Plan period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the Term Pricing Plan.
3. The customer may choose to terminate an existing TPP before the end of the 12-, 24-, 36- or 60^{/1/}-month period and negotiate a new 12-, 24-, 36- or 60-month^{/1/} TPP only when the new TPP period is longer than the remaining period currently in effect. The new TPP must be based upon the rates that are currently in effect and available to all customers.
4. The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the monthly extension rates in effect at the time that TPP expires. Subsequently, customers under the monthly extension rates may convert their existing service to either a 12-, 24-, 36- or 60-month^{/1/} 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 paragraph D.4. in Part 15, Section 1.
6. If the customer terminates the TPP agreement prior to the expiration of the 12-, 24-, 36- or 60-month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

Fifty percent (50%) of all recurring charges for the remaining months of the customer's term
7. Customers may upgrade their CIR to a higher speed without incurring Termination Charges, depending on facilities used. The Company will determine whether such an upgrade is permissible based on the type of facilities currently used to provide the service. In addition, customers may upgrade their Grade of Service without incurring Termination Charges provided the upgrade does not include any reduction in the customer's existing CIR.

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

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

/2/

OPT-E-MAN® SERVICE (cont'd)

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H. Term Pricing Plan (cont'd)

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

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

OPT-E-MAN® SERVICE (cont'd)

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H. Term Pricing Plan (cont'd)10. Migration to AT&T Switched Ethernet ServiceSM

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

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

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SM AT&T Switched Ethernet Service is a service mark of AT&T Intellectual Property.

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

**ADVANCED INTELLIGENT NETWORK SERVICES
DISASTER ROUTING SERVICE (DRS)**

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