

**INTELLINUMBER<sup>SM</sup> /1/****A. General**

IntelliNumber utilizes the Advanced Intelligent Network and provides a single telephone number for business customers with multiple locations. Customers may use this service to provide a single publicized telephone number for incoming calls to their business that is used regardless of the number and/or location of their satellite or branch locations. The incoming calls to the single number are routed to the appropriate customer locations based on the caller's ZIP Code and/or routing option. The customer may select one or more additional routing options, Time-Of-Day/Day-Of-Week Routing, Specific Date Routing, Allocation Routing and Shared Trade Area.

**a. Basic ZIP Code Routing**

This basic routing enables the customer to specify the routing of incoming calls, placed to a specific destination telephone number of the appropriate satellite location based on the ZIP or ZIP+4 Codes as used by the U.S. Post Office. In order to utilize this service, the customer is required to establish a geographic trade area for each of their locations. This trade area will consist of a group of one or more ZIP Codes from which calls will be routed to the same customer location/destination telephone number. One destination telephone number must be specified for each trade area. When incoming calls are made to the IntelliNumber, the Company will determine the calling party's ZIP+4 code and route the call according to pre-established trade area routing information. If the incoming call cannot be routed, it will be routed to a default number provided by the IntelliNumber customer.

**b. Time-Of-Day/Day-Of-Week (TOD/DOW) Routing**

This additional routing option enables the customer to override Basic ZIP Code Routing logic and have their incoming calls routed to alternate satellite locations during pre-established Time-Of-Day/Day-Of-Week combinations. TOD/DOW Routing logic may apply on incoming calls to the IntelliNumber telephone number, each satellite/destination location and default telephone number. Customers may select up to ten (10) TOD/DOW combinations for each IntelliNumber telephone number and each satellite/destination location and default telephone number. All twenty-four (24) hours and seven (7) days of the week must be accounted for by the customer for each IntelliNumber telephone number, each satellite/destination location and default telephone number.

**c. Specific Date Routing**

This additional option routes incoming calls to alternate locations when calls are received on certain dates. Calls received on dates not specified will be routed according to Basic ZIP Code Routing (or TOD/DOW Routing if applicable). Specific Date Routing logic may apply on all incoming calls to the IntelliNumber telephone number, each satellite/destination location and the default telephone number. A maximum of ten (10) specific dates may be established by the customer for each IntelliNumber telephone number, each satellite/destination location and default telephone number.

**d. Allocation Routing**

This additional option is available to customers with TOD/DOW Routing and/or Specific Date Routing. When either of two routing options apply, Allocation Routing may be used to route calls to 2 - 10 (maximum) alternate destination numbers. The calls are routed to multiple alternate destination numbers based on the percentages established by the customer. The customer must select 2 - 10 percentages in whole numbers. The sum of the percentages must equal 100%.

/1/ IntelliNumber<sup>SM</sup> is obsolete except for existing customers at existing locations who subscribed to the service prior to October 15, 2009.

**INTELLINUMBER<sup>SM /1/</sup> (cont'd)****A. General (cont'd)**e. *Shared Trade Areas*

This option allows the IntelliNumber customer to specify multiple locations/destination telephone numbers within a single trade area for the IntelliNumber calls to be routed. When this option is selected, the trade area is referred to as a shared trade area. The IntelliNumber customer will specify the ZIP Codes and locations/destination telephone numbers for the shared trade area.

When a shared trade area is established, percent allocation logic will be used to distribute the incoming IntelliNumber calls to the various locations/destination telephone numbers specified by the customer. A destination telephone number/location can be associated with its own separate trade area as well as be included in a shared trade area. The customer may specify up to a maximum of 100 locations/destination telephone numbers for a given shared trade area, with a percentage specified for each location. Percentages must be in whole numbers and all percentages for a shared trade area must total 100%.

- f. A Trade Area is defined as any subset of a metropolitan area as the area from which the customer wants calls routed. A Trade Area may consist of one or more customer locations.

**B. Regulations**

1. IntelliNumber will not be provided in connection with Residence, Payphone Exchange Access Service or Wireless Services.
2. The IntelliNumber customer is responsible for providing the Company with the necessary customer routing information needed to establish and configure the IntelliNumber service; e.g., Basic ZIP Code Routing data (ZIP Codes and corresponding destination (routed-to) telephone number, default telephone number and additional routing options information (TOD/DOW, Specific Dates, Allocation percentages and alternate destination telephone numbers)). All changes to the customer routing information are the responsibility of the customer.
3. The destination telephone number cannot be the same as the IntelliNumber telephone number.
4. Applicable toll charges will apply for each call routed beyond the local calling area of the dialed telephone number. Toll charges for calls between the IntelliNumber telephone number and the destination telephone number are the responsibility of the IntelliNumber customer. As appropriate, applicable toll charges from the originating telephone number to the IntelliNumber telephone number are applicable to the calling party.
5. The IntelliNumber customer is responsible for the selection of the Primary Interexchange Carrier (PIC) for applicable routed calls.
6. A directory listing for the IntelliNumber telephone number is provided to the customer at no additional charge. Additional listings may be obtained at the appropriate rates outlined in 'Directory Listings' in Part 12, Section 1.

/1/ IntelliNumber<sup>SM</sup> is obsolete except for existing customers at existing locations who subscribed to the service prior to October 15, 2009.

**INTELLINUMBER<sup>SM /1/</sup> (cont'd)****B. Regulations (cont'd)**

7. IntelliNumber offers several feature options as described below:

*Number Prompt* is a play and collect announcement for calls with no Calling Party Number (CPN) that instructs the caller to input a CPN in order that the call may be routed to a location instead of going to the default number.

*Default Announcement* is a customer-specific announcement for the customer's default calls. The availability of the feature is subject to announcement capacity in the central office. This announcement may not be used for advertising or promotion.

8. The Company assumes no liability for the inaccurate routing of telephone calls to destination telephone numbers based on information provided to the Company by the customer.
9. Termination charges will be applicable if the customer disconnects the entire service. The termination charges would be the net present value of the minimum amount for the remaining months on the customer's contract. The termination liability will be billed as one lump sum on the customer's bill. Terms and conditions are included in the customer's contract.

**C. Application of Rates***IntelliNumber*

A monthly rate and a service charge will apply for each telephone number equipped with IntelliNumber.

*IntelliNumber Number Change*

A service charge will apply whenever a telephone number change of the IntelliNumber telephone number is requested by the customer.

*IntelliNumber Per Trade Area*

A monthly rate will apply to each trade area in the customer's data base.

*IntelliNumber Feature Option, Per Telephone Number*

A monthly rate and a service charge will apply for each option per telephone number equipped with IntelliNumber.

*Customer ZIP Code Reload, per Reload*

A service charge will apply whenever there is a customer-initiated change or addition to existing Basic ZIP Code Routing data. The service charge is applied per order.

*Additional Routing Options*

A monthly rate and service charge will be applicable to each routing option. This applies when a routing option is established initially and when the routing option is increased to include logic not previously included.

/1/ IntelliNumber<sup>SM</sup> is obsolete except for existing customers at existing locations who subscribed to the service prior to October 15, 2009.

**INTELLINUMBER<sup>SM</sup> /1/ (cont'd)****C. Application of Rates (cont'd)***Additional Routing Logic Change Charge*

The service charge applies when the customer modifies the additional routing option logic that already exists; e.g., TOD/DOW entry is changed at a satellite location that currently has TOD/DOW routing. Only one service charge will apply if all customer-initiated changes are made on the same order per additional routing option, per occurrence. An occurrence is defined as a change to an existing telephone number, satellite/destination telephone number and/or default telephone number.

The service charge does not apply to a change in the Primary Interexchange Carrier (PIC). A change in the PIC will incur the appropriate charge outlined in the Access Service Tariff, Section 13.3.1.

*ZIP Code Mapping*

The service charge applies per Trade Area to the initial development of the customer's data base of ZIP Codes and customer destination telephone numbers. It applies to all of the customer's locations/trade areas when the customer required ZIP Code routing includes any six-to-nine digit ZIP Codes. This charge is also applicable to all of the customer's trade areas when an existing customer with only five-digit ZIP Code routing changes one or more of their locations to include six-to-nine digit ZIP Codes.

*ZIP Code Mapping Changes*

The service charge applies per trade area when there is a customer-initiated change or addition to ZIP Codes in the customer data base for an existing customer location/trade area for customers that have ZIP Code routing that includes either 5 or 6 - 9 digit routing.

*ZIP Codes Refresh*

The service charge applies per trade area whenever the customer requests a synchronization of the most recent U.S. Post Office ZIP Codes with the customer database. Refresh charges apply to all existing customer trade areas if the customer chooses to refresh their customer database.

*Charge Per Completed Call Routed*

A usage sensitive charge will apply for each completed call using IntelliNumber. All such calls are billed at the same rate level based on the total number of routed and completed calls billed on one customer's bill during a billing month.

As an option, the customer may elect to pay a discounted rate based on a 1-year, 3-year or 5-year contract term. A minimum billing charge applies each month for a minimum number of completed calls for the duration of the contract term. If the actual number of calls completed for a billing month is below the minimum, the number of completed calls that are billed will be increased to equal the minimum requirements. At the end of the contract, the customer may elect to renew the contract; however, if the customer elects to not renew the contract option, service will continue for the per completed call rate on a month-to-month basis.

/1/ IntelliNumber<sup>SM</sup> is obsolete except for existing customers at existing locations who subscribed to the service prior to October 15, 2009.

**INTELLINUMBER<sup>SM</sup> /1/ (cont'd)**

**D. Rates and Charges**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Charge</u>	
Per IntelliNumber .....	SNR	\$1,236.00 (I)	\$525.00	
Per Trade Area .....	R7ECX	699.00 (I)	N/A	
Per Number Change .....	REANY	N/A	95.00	
 <u>IntelliNumber Feature Options</u>				
Per IntelliNumber				
Number Prompt.....	RZQPN	28.00	115.00	
Default Announcement .....	RZAPN	50.00	355.00	
Announcement Script Change .....	RCHAA	N/A	355.00	
Trade Area Screening .....	RZXPN	75.00	65.00	
Screening Change .....	RCHAN	N/A	65.00	
Customer ZIP Code Reload, per reload <sup>1/</sup> .....	NR9ZA	N/A	25.00	
 <u>Additional Routing Options<sup>2/</sup></u>				
Time-Of-Day/Day-Of-Week Routing, per telephone number .....	RZ9PN	699.00 (I)	12.00	
Specific Date Routing, per telephone number .....	RZ3PN	8.00	12.00	
Allocation Routing, per occurrence .....	RZ5PN	5.00	12.00	
Shared Trade Area, per Shared Trade Area .....	RZ5PA	10.00	25.00	
Additional Routing Logic Change Charge <sup>3/</sup> , per telephone number, occurrence or Shared Trade Area, per routing option .....	NR9EE	N/A	12.00	
 <u>ZIP Code Mapping</u>				
ZIP Code Mapping <sup>4/</sup> per Trade Area .....	ZR9ZB	N/A	75.00	
ZIP Code Mapping Changes, per Trade Area to 9 digit.....	REANZ	N/A	61.00	
digit only .....	REAN1	N/A	20.00	
ZIP Code Refresh, per trade area .....	NR9ZC	N/A	43.00	
 <u>Charge Per Completed Call Routed<sup>5/</sup></u>				
	<u>Month to-Month</u>	<u>1-Year Contract</u>	<u>3-Year Contract</u>	<u>5-Year Contract</u>
1-4,999 completed calls.....	\$.08	\$.0784	\$.0760	\$.0720
5,000-19,999 completed calls.....	.07	.0686	.0665	.0630
20,000-49,999 completed calls.....	.06	.0588	.0570	.0540
50,000 or more completed calls.....	.05	.0490	.0475	.0450

See following page for footnotes

**INTELLINUMBER<sup>SM</sup> (cont'd)**

**D. Rates and Charges (cont'd)**

Footnotes

- /1/ This charge is applicable whenever there is a customer-initiated change or addition to an existing customer's Basic ZIP Code Routing data.
- /2/ A monthly rate and service charge apply to each additional routing option established initially per each IntelliNumber telephone number, each satellite/destination telephone number and default telephone number to which the routing option is applied. These charges also apply whenever there is an additional telephone number added; e.g., satellite telephone number, to an existing routing option such as Specific Date Routing.
- /3/ The service charge applies for customer-initiated subsequent changes to the data for each existing IntelliNumber additional routing option per occurrence, per routing option that is changed. Only one service charge will apply if all customer-initiated changes are made on the same order, per additional routing option, per occurrence. This charge does not apply to changes in the Primary Interexchange Carrier (PIC). PIC changes will incur the appropriate charge outlined in the Access Service Tariff, Section 13.3.1.
- /4/ The ZIP Code Mapping rate applies to new customers who require ZIP Code routing to include six-to-nine digits Zip Codes. This rate also applies to all customers' locations when an existing five-digit only customer changes their customer routing data to include any six-to-nine digit ZIP Codes.
- /5/ All completed calls are billed at the same rate level based on the total number of calls billed on one bill during a billing month, excluding calls routed to the Trade Area Screening generic announcement.

**DIGITAL LOOP SERVICE**

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Digital Loop Service (DLS), including the SuperTrunk option, will no longer be available to new customers (no current contract or service) on or after June 30, 2016. However, the Service will remain available for 9-1-1 Public Safety Answering Point (PSAP) customers that require channelization of their 9-1-1 trunking. It will be available to existing 9-1-1 PSAP users of the Service as well as new 9-1-1 PSAP customers needing the Service. With the noted 9-1-1-PSAP exception, customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to DLS, including the upgrade or downgrade of access/port speed, installation of new service, or moves to different service addresses will not be provisioned.

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**A. General**

1. This Guidebook section contains rules, regulations, terms, conditions and prices uniquely applicable to services furnished or made available by the Company in its authorized territories within the state of Oklahoma.
2. Such rules, regulations, terms, conditions and prices contained herein are in addition to other applicable rules, regulations, terms, conditions and prices specified in other service publications of the Company and are hereby made part of this Guidebook. In the event of conflicting rules, regulations, terms or conditions, those of this Guidebook shall be controlling.

**B. Service Description**

Digital Loop Service provides Intrastate, IntraLATA digital access to and from the Public Switched Telephone Network (PSTN) for circuit-switched voice (CSV) and circuit-switched data (CSD). This service employs a 1.544 Mbps facility capable of delivering up to twenty-four line terminations. This service consists of four service components described herein. Service components are not offered separately or independent of one another.

**C. Standard Service Components**

1. Line Termination  
The serving central office exchange access line equipment necessary for entry into and exit from 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  
A digital, multichannel transmission path between the central office and the demarcation point at the customer's premises, its related transmission equipment and the network interface device. Each arrangement provides two-way transmission with a maximum capacity of twenty-four Line Terminations.
3. Channel Termination  
The central office equipment required to activate one of the twenty-four channels in the Digital Transmission Loop Arrangement.
4. Integrated Service Digital Circuit Switched Data (CSD)/Circuit Switched Voice (CSV) Transport  
Provides for digital CSV/CSD transport through central office switching equipment. CSD/CSV Transport rate elements are charged in lieu of the rates for Local Exchange Service. Each non-additive rate element shall constitute a local exchange access arrangement and, for reporting purposes, shall be counted in combination with those of Part 4. These CSV/CSD local service elements are offered only in connection with Digital Loop Service. They are not offered on a standalone basis.

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

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

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**D. Optional Features**Loop 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 demarcation point that redundancy can be achieved in the event of a transmission failure caused by a single facility break or a single loop electronics failure.
2. 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 demarcation point 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.
3. Loop Protection feature will be provided where fiber optic facilities are available. Special Construction charges may apply when fiber facilities are added or unusual expenditures are involved in making them available to provide this feature.
4. When requested by the customer prior to installation, the special construction charges may be deferred over a period of 12, 24, 36, 48 or 60 months. The deferred monthly value shall be determined by multiplying the special construction charge by the appropriate annuity factor, as found in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts".
5. Should the customer terminate service prior to completing payment of the deferred charge, an amount equal to the remaining payments will be due immediately.

**E. Regulations**

1. Use of Service and Facilities  
Digital Loop Service as provided per this Guidebook, is furnished pursuant to Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts" and is subject to all the rules and regulations therein.
2. Availability  
All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available and do not create an obligation for the Company to construct such facilities or equipment especially for the provisioning of these services.

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



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

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**E. Regulations (cont'd)**3. Unique Service Arrangements

Unique requests for special or modified service arrangements will be accepted, whenever possible, if not detrimental to these or other services of the Company. Such requests are accepted pursuant to Part 2, Section 7, "Special Service Arrangements", and will be based upon costs.

4. Other Guidebook or Service Publication Offerings

a. Other ancillary Guidebook or service publications offerings requested by the customer, which are compatible with and not detrimental to Digital Loop Service, may be furnished in accordance with the regulations and at rates and charges specified in the applicable paragraph in this Guidebook or other service publications of the Company.

b. For the purpose of Digital Loop Service, where such other rates and regulations apply on a "per line" basis, they shall be interpreted in this instance, on a "per channel or line termination" basis.

5. Digital Loop Service is furnished subject to the availability of facilities and only within a Local Access Transport Area (LATA).

6. Digital Loop Service is offered only for use with compatibly equipped FCC Part 68 equipment.

7. Each Digital Transmission Loop Arrangement may contain both 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 described herein.

8. Construction charges as stated in Part 2, Section 5, "Construction Charges" may apply 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 High Capacity Service Channel Mileage, MegaLink Custom (DS3) Service, or other suitable Company services. This arrangement is only available within areas where the Company is the incumbent.

9. The minimum service period is thirty days.

10. 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. Service Charges and Installation Charges are applicable.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 3.

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

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

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 service within the area served by the PBX in accordance with the provisions of Part 8, Section 3, "911 Emergency Number Service".
12. Liability
  - a. The liability of the Company regarding Digital Loop Service is stated in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts", and is subject to all the rules and regulations therein.
  - b. The customer assumes all risks in mistakes, omissions, interruptions, delays, errors or defects in transmission, delivery, interpretation, routing or transliteration, if Digital Loop Service is used to originate a call to 911 Emergency Number Services. No liability in any case shall attach to the Company for any mistake, omission, interruption, delay, error or defect in transmission, delivery, interpretation, routing or transliteration, if the customer uses DigiLine Service to originate a call to 911 Emergency Number Services.
13. Supersedure

Digital Loop Service may be transferred to a new customer at the same premises upon written concurrence of the Company. The customer to whom service is transferred will be subject to all past indebtedness, liabilities, minimum term provisions and equipment configurations currently in effect for the previous customer. A service charge, as specified in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts", will be applicable in addition to rules therein.
14. Customer-Initiated Suspension of Service

Temporary suspension of service initiated by the customer, as provided in Part 2, Section 4, "Suspension and Restoration of Service", is not applicable to Digital Loop Service.
15. Payment for Service
  - a. Rules, regulations, and amounts pertaining to advance payments, deposits, guaranty contracts and payments for service are found in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts".
  - b. 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.
  - c. Additions of service can be made by the payment of rates and charges effective at the time of the additions for such service.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 4.

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

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

16. The customer shall select a service term<sup>/1,2/</sup> for each Digital Transmission Loop Arrangement. For the purpose of determining the applicable monthly rates, the service term for the Line Termination service components must be the same as for their associated Digital Transmission Loop Arrangement.
- a. If the customer selects a service term other than month-to-month, the customer will be required to sign an agreement. The service term cannot be changed for the duration of this agreement. The monthly rate for the Digital Transmission Loop Arrangement and Line Terminations will not be subject to rate increases for the duration of the service term. If changes are implemented lowering the service term rates, the Company will apply the new lowered rates prospectively to all unexpired service term agreements.
  - b. If the customer terminates the Digital Transmission Loop Arrangement agreement prior to the expiration of the 12-, 24-, 36-, 48- or 60-month service term, the customer shall pay a termination charge for each Digital Transmission Loop Arrangement disconnected. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge shall be all unpaid nonrecurring charges (excluding any waived charges), plus fifty percent (50%) of all recurring charges for the remaining months of the customer's term.
    1. This charge will be waived if the customer converts the arrangement to another digital service provided by the Company, for a service term that equals or exceeds the number of months remaining on the customer's Digital Loop Service agreement. Appropriate nonrecurring charges for installation will apply when the customer converts to another digital service provided by the Company.
    2. The termination charge for disconnecting Line Terminations will be waived if a Digital Loop Service customer upgrades to SuperTrunk for a service term equal to or greater than the months remaining on the Digital Loop Service arrangement. The service term agreement for the Digital Transmission Loop Arrangement will then continue in addition to the SuperTrunk agreement. If a SuperTrunk customer disconnects the Digital Transmission Loop Arrangement prior to the expiration of the service term, the customer shall pay a termination charge as stated above.
    3. This charge will also be waived for Digital Loop Service Customers who move their service to another Company served location within Oklahoma if the service terms are continued at the new location.

/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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**E. Regulations (cont'd)**

## 16. (cont'd)

- c. If additional Digital Transmission Loop Arrangements or Line Terminations are ordered at a location where the customer has an existing Digital Loop Service term pricing agreement, the additional service(s) may be added to that agreement, so that the monthly rate and expiration date specified in the original agreement apply. As an alternative, the customer may choose the month-to-month payment option or a different term option for the service additions. Note that additions to an agreement are subject to the provisions described in 16.b.
- d. Upon expiration of the 12-, 24-, 36-, 48- or 60-month service term<sup>/1,2/</sup>, the customer may:
  1. Continue service without establishing a new service term. Service will be provided on a month-to-month basis at the then current rate. This monthly rate will be subject to rate changes.
  2. *Reserved for future use*
  3. Discontinue the service
- e. If a service term agreement expires and the customer has not notified the Company regarding which option he elects, service will continue at the monthly rate in effect at that time for the month-to-month option.

**F. Technical Specifications**

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

1. TA-NPL-000436; Digital Synchronization Network Plan
2. ANSI T1.101-1987; Synchronization Interface Standards for Digital Networks
3. TR-NPL-000275; Synchronization of the IntraLATA Digital Network

/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 6.

/3/

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

171

**G. Rates and Charges**

1. Component Rates and Charges

	<u>USOC</u>	Monthly <u>Rate</u>	Installation Charge <u>Initial Unit</u>	<u>Additional Unit<sup>1/</sup></u>
a. Line Termination <sup>2,3/</sup>				
Inbound, Non-DID	/DLT1X/			
Inbound, DID	/DQT1X/			
Month-to-Month <sup>4/</sup>		\$3.75	---	---
12 Month Term <sup>6/</sup>		3.60	---	---
24 Month Term <sup>5,6/</sup>		3.40	---	---
36 Month Term <sup>5,6/</sup>		3.20	---	---
48 Month Term <sup>5,6/</sup>		3.00	---	---
60 Month Term <sup>5,6/</sup>		2.80	---	---
Outbound	/DLTOX/			
Inbound/Outbound	/DLTCX/			
Special Hotel/Motel	/DHT/			
Month-to-Month <sup>4/</sup>		5.85	---	---
12 Month Term		5.55	---	---
24 Month Term		5.25	---	---
36 Month Term		5.00	---	---
48 Month Term		4.70	---	---
60 Month Term		4.40	---	---
Per Line Termination and Channel Location Changed or Rearranged	/MVM/	---	\$150.00	\$100.00

/1/ Additional Unit Charge applies only when an additional unit of the same type is ordered and installed with the initial unit per customer, per request, per due date.

/2/ Service Charges apply as stated in Part 4.

/3/ Charges do not apply to SuperTrunk customers.

/4/ See Part 20, Section 4, "CompleteLink", for additional discount information.

/5/ 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.

/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 7.

171

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

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

1. Component Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge Initial Unit</u>	<u>Additional Unit<sup>/1/</sup></u>
b. Digital Transmission Loop Arrangement	/DLS/			
Month-to-Month <sup>/2/</sup>		\$12,245.00 (I)	\$900.00	\$775.00
12-Month Term <sup>/3,4,5,8/</sup>		220.00	810.00	720.00
24-Month Term <sup>/5,6,8/</sup>		200.00	675.00	600.00
36-Month Term <sup>/5,6,8/</sup>		190.00	450.00	400.00
48-Month Term <sup>/5,6,8/</sup>		180.00	225.00	200.00
60-Month Term <sup>/5,6,8/</sup>		169.00	0.00	0.00
c. Channel Termination <sup>/2,7/</sup>				
Non-DID Type	/DZA1X/	7.00	105.00	55.00
DID Type	/DZADX/	7.00	105.00	55.00

/1/ Additional Unit Charge applies only when an additional unit of the same type is ordered and installed with the initial unit per customer, per request, per due date.

/2/ See Part 20, Section 8, "CompleteLink", for additional discount information.

/3/ No installation charge to Digital Loop Service customers applies because this 12-month service term is only offered as a renewal service term option for Digital Loop Service customers who have already completed at least one 24-, 36-, 48- or 60-month service term.

/4/ Installation charges for the 12-month term agreement will apply for SuperTrunk customers.

/5/ Business customers who currently have service with another carrier, and who now establish Digital Loop Service with the Company will receive a waiver of all Installation Charges, Service Connection Charges and Conversion Charges. This waiver applies to the Digital Transmission Loop Arrangement. Eligibility for the waiver requires a 12-, 24-, 36-, 48- or 60-month service term agreement. The customer must not currently have any past-due bills for regulated service owed to the Company, except in those cases where the customer and the Company have established mutually acceptable payment arrangements for collection of past due amounts. This offer cannot be combined with any other nonrecurring and/or conversion charge credits or waiver offers.

/6/ 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.

/7/ Charges do not apply to SuperTrunk customers.

/8/ 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)**

/5/

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

1. Component Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge Initial Unit</u>	<u>Additional Unit<sup>/1/</sup></u>
d. Integrated Services Digital CSV/CSD Transport, Business Trunk Equivalent, Digital Loop Service compatible, each channel/line termination, Flat Monthly Rate <sup>/2,3/</sup>	/T151X, T15OX/ /T15CX, NF8/ /NF9/			
Rate Group 1		\$ 5.42	-	-
Rate Group 2		7.87	-	-
Rate Group 3		12.99	-	-
Rate Group 4		15.78	-	-
Rate Group 5		16.51	-	-
Rate Group 6		23.15	-	-
Rate Group 7		26.52	-	-

2. Optional Feature Rates and Charges  
    Loop Protection<sup>/4/</sup>

/SB31X/	140.00	\$260.00	\$260.00
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/1/ Additional Unit Charge applies only when an additional unit of the same type ordered and installed with the initial unit per customer, per request, per due date.

/2/ See Part 20, Section 8, "CompleteLink", for additional discount information.

/3/ Charges do not apply to SuperTrunk customers.

/4/ Loop Protection Feature will be provided where fiber optic facilities are available. Special Construction Charges may apply when fiber facilities are added where not available or unusual expenditures are involved in making them available to provide this feature.

/5/ Material formerly appeared in Part 6, Section 7, Sheet 9.

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

/3/

**H. SuperTrunk® Service**

## 1. Service Description

SuperTrunk Service offers a direct digital connection from the digital central office to the customer's premises as an option of Digital Loop Service. Each SuperTrunk Service provides 24 exchange channels and will provide two-way digital capability. It is available in digital offices where facilities permit and requires touch-tone on all stations. Line side features such as Custom Calling Services are not available with SuperTrunk Service. Direct Inward Dial (DID) numbers may or may not be assigned to these trunk groups. See Part 6, Section 1, "Miscellaneous Service Offerings," for applicable DID rates. This service consists of three service components described herein. Service components are not offered separately or independent of one another.

## 2. Standard Service Components

a. SuperTrunk Port

A direct T1 termination on the digital switch that provides 24 exchange channels. The port will provide incoming and outgoing digital connectivity to the switch network.

b. Transport Element

A Digital Transmission Loop Arrangement will connect the SuperTrunk termination to the customer's premises. Each arrangement provides two-way transmission with a maximum capacity of 24 line terminations. See Paragraph E for regulations and rules applying to the Digital Transmission Loop Arrangement.

c. Switch Use

Includes the use of the Public Switched Telephone Network (PSTN).

## 3. Regulations

- a. The customer shall select a service term<sup>1,2/</sup> for each SuperTrunk Port of either month-to-month or 12 consecutive months.
- b. If the customer selects a 12-month service term, the customer will be required to sign an agreement. The service term cannot be changed for the duration of this agreement. The monthly rate for the service elements will not be subject to company-initiated rate increases for the duration of the service term. If Guidebook changes are implemented lowering the service term rates, the Company will apply the new lowered rates prospectively to all unexpired service term agreements. The SuperTrunk service term agreement will be in addition to the Digital Transmission Loop Arrangement service agreement.

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

/3/



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

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**H. SuperTrunk® Service (cont'd)**

## 3. Regulations (cont'd)

- c. If the customer terminates the SuperTrunk Service agreement prior to the expiration of the 12-, 24-, 36-, 48- or 60-month service term, the customer shall pay a termination charge for each SuperTrunk Port and Switch Use Element disconnected. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge shall be all unpaid nonrecurring charges (excluding any waived charges); plus fifty percent (50%) of all recurring charges for the remaining months of the customer's term. Regulations for the termination of the Digital Transmission Loop Arrangement also apply (see Paragraph E).
  1. These charges will be waived if the customer converts the arrangement to another digital service provided by the Company for a service term that equals or exceeds the number of months remaining on the customer's SuperTrunk agreement. Appropriate nonrecurring charges for installation will apply when the customer converts to another digital service provided by the Company.
  2. These charges will also be waived for SuperTrunk customers who move their service to another Company served location within Oklahoma if the service terms are continued at the new location.
- d. If additional SuperTrunk Ports are ordered at a location where the customer has an existing SuperTrunk Port term pricing agreement, the additional service(s) may be added to that agreement, so that the monthly rate and expiration day 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 disconnect provisions described above.
- e. Upon expiration of the 12-, 24-, 36-, 48- or 60-month 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 rate. This monthly rate will be subject rate changes.
  2. *Reserved for future use*
  3. Discontinue the service
- f. If a service term agreement expires and the customer has not notified the Company regarding which option they elect, service will continue at the monthly rate in effect at that time for the month-to-month option.

/1/

/1/ Material formerly appeared in Part 6, Section 7, Sheet 11.

**DIGITAL LOOP SERVICE (cont'd)****H. SuperTrunk® Service (cont'd)**

## 4. Rates and Charges

Component Rates and Charges	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
1. SuperTrunk Port	/N2Y1X/		
Month-to-Month <sup>/1,5/</sup>		\$13,015.00 (I)	\$200.00
12-Month Term <sup>/2,3,5/</sup>		250.00	--
24-Month Term <sup>/2,3,5/</sup>		230.00	--
36-Month Term <sup>/2,3,5/</sup>		220.00	--
48-Month Term <sup>/2,3,5/</sup>		210.00	--
60-Month Term <sup>/2,3,5/</sup>		200.00	--
2. Transport Element <sup>/1/</sup>	/DLS/	/4/	/4/
3. Switch Use <sup>/1/</sup>			
With DID (per channel)	/TF7CX/	795.00 (I)	--
Without DID (per channel)	/T2PCX/	795.00 (I)	--

/1/ See Part 20, Section 8, "CompleteLink", for additional discount information.

/2/ Business customers who currently have service with another carrier, and who 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. Eligibility for the waiver requires a 12-, 24-, 36-, 48- or 60-month service term agreement. The customer must not currently have any past-due bills for regulated service owed to the Company, except in those cases where the customer and the Company have established mutually acceptable payment arrangements for collection of past due amounts. This offer cannot be combined with any other nonrecurring and/or conversion charge credits or waiver offers.

/3/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/4/ Rates and charges are found in Paragraph G.

/5/ 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® SERVICE**

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. General**

1. This Guidebook section contains rules, regulations, terms, conditions and prices uniquely applicable to services furnished or made available by the Company in its authorized territories within the state of Oklahoma.
2. Such rules, regulations, terms, conditions and prices contained herein are in addition to other applicable rules, regulations, terms, conditions and prices specified in other service publications of the Company and are hereby made part of this Guidebook. In the event of conflicting rules, regulations, terms or conditions, those of this Guidebook shall be controlling.

**B. Service Description**

Access Advantage Plus Service provides 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 as described herein, Plexar Services and Private Line Services. Access Advantage Plus Service allows a customer to integrate voice and data services on a single 1.544 Mbps. facility.

**C. Standard Service Components**

Access Advantage Plus Transport

Provides a channelized 1.544 Mbps. facility between a customer premise and the serving office for that location. The 1.544 Mbps facility is multiplexed into 24 voice grade channels for connection to other services. This element is available for use only with Company connecting services as specified in Paragraph B.

(D)  
|  
(D)

**D. Optional Components**

1. Access Advantage Plus Cross-Connect  
Provides the DS0 connection between two or more Access Advantage Plus Services in the same or different serving offices.

(D)  
|  
(D)

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

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**D. Optional Components (cont'd)**2. Integrated Voice Access Line

Provides the serving office switching and trunking equipment needed to connect the serving office with the Access Advantage Plus Transport. In addition, it provides PBX customers with digital or analog access to the public switched network through 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 offering selected by the customer. The Integrated Voice Access Line is available only in conjunction with the Access Advantage Plus Transport element.

All optional features and calling plans contained in other Company Guidebooks and service publications which are available with Business Access lines, may also be provided with Integrated Voice Access Lines. Applicable Local Extended Area Service (EAS) rate additives and fees, as specified in Part 4, Section 2, apply in addition to the Integrated Voice Access Line.

**E. Regulations**1. Use of Service and Facilities

Access Advantage Plus service as provided per this Guidebook, is furnished pursuant to Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts" and is subject to all the rules and regulations therein.

2. Availability

All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available and do not create an obligation for the Company to construct such facilities or equipment especially for the provisioning of these services.

3. Unique Service Arrangements

Unique requests for special or modified service arrangements will be accepted, whenever possible, if not detrimental to these or other services of the Company. Such requests are accepted pursuant to Part 2, Section 7, "Special Service Arrangements", and will be based upon costs.

4. Other Guidebook or Service Publication Offerings

- a. Other ancillary Guidebook or service publications offerings requested by the customer, which are compatible with and not detrimental to Access Advantage Plus Service, may be furnished in accordance with the regulations and at rates and charges specified in the applicable paragraph in this Guidebook or other service publications of the Company.
- b. For the purpose of Access Advantage Plus Service, where such other rates and regulations apply on a "per line" basis, they shall be interpreted in this instance, on a "per channel or line termination" basis.

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

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

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

5. The rules and regulations in this section are in addition to other rules and regulations as contained in this and other Company service publications.
6. Access Advantage Plus Service is intended for use by a specific customer at a designated location only.
7. 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.
8. Provision of this service or of any specific element associated with this Guidebook is subject to the availability and operational limitations of the equipment and associated facilities.
9. 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.
10. Access Advantage Plus Service is available on a statewide basis subject to the availability of facilities, to customers in Local Access and Transport Areas (LATAs) served by the Company.
11. Responsibility of the Customer
  - a. 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.
  - b. 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.
  - c. The customer shall be responsible for the payment of a Maintenance of Service Charge, as found in Part 3, Section 1, "Service Charges-Connections, Moves and Changes", for each repair visit to the premises of a customer where the service trouble results from the use of equipment or systems provided by the customer.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 15.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/1/

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

## 12. Responsibility of the Company

- a. The responsibility of the Company in the provisioning of Access Advantage Plus Service shall be in accordance with Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts".
- b. 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.
- c. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications systems provided by a customer. The Company is not responsible for adapting this service to the technical requirements of any specific customer-provided equipment or systems.
- d. The Company shall not be responsible to the customer if changes in any of the equipment, operations, or procedures of the Company used in the provision of this service render any customer-provided equipment or systems obsolete, or require modifications or alteration of such equipment or systems, or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements.

## 13. Liability

- a. The liability of the Company regarding Access Advantage Plus Service is stated in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts", and is subject to all the rules and regulations therein.
- b. The customer assumes all risks in mistakes, omissions, interruptions, delays, errors or defects in transmission, delivery, interpretation, routing or transliteration, if Access Advantage Plus Service is used to originate a call to 911 Emergency Number Services. No liability in any case shall attach to the Company for any mistake, omission, interruption, delay, error or defect in transmission, delivery, interpretation, routing or transliteration, if the customer uses DigiLine Service to originate a call to 911 Emergency Number Services.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 16.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/2/

**E. Regulations (cont'd)**14. Service Term<sup>/1/</sup>

- a. Access Advantage Plus Service may be ordered on a month-to-month basis or under a Service Term agreement. The Service Term provides the customer the option of choosing either a 12-, 24- or 36-month service period for the Access Advantage Plus Transport and Integrated Voice Access Line if applicable. The Access Advantage Plus Service Term agreement does not include other connecting services.
- b. Service Term 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 a Service Term agreement.
- c. Any decrease in monthly recurring rates will be passed on to customers who participate in an applicable Service Term agreement.
- d. The customer must specify the length of the service period at the time service is ordered.
- e. Integrated Voice Access Line must have the same service period as the associated Access Advantage Plus Transport elements. For example, if a customer has selected a 24-month Service Term for the Access Advantage Plus Transport, then associated Integrated Voice Access Lines must also be under the same 24-month Service Term.
- f. Connecting services to the Access Advantage Plus Transport may have different service periods even when ordered at the same time by the same customer.
- g. Changes to Service Term Agreements
  1. Customers selecting the Month-to-Month option may convert to the 12-month Service Term at current rates. (C)
  2. Customers converting to a new Service Term will be required to sign a new contract. (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.

/2/ Material formerly appeared in Part 6, Section 7, Sheet 17.

/2/

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

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

14. Service Term<sup>/1/</sup> (cont'd)

g. (cont'd)

4. Conversion from a 36-, 24- or 12-month Service Term other than as described above will be considered a disconnection of service prior to the expiration and subject to charges, including termination charges, as described herein.

(D)

h. Renewal

1. The customer must provide the Company with a written notice of intent to renew an existing service period no later than 90 days prior to the expiration of the service period.
2. If the customer elects not to renew the Service Term agreement 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 service period expires.

(D)

i. Upgrade in Service

1. A customer may upgrade a Service Term agreement (add additional Access Advantage Plus Service components) without incurring termination charges provided the new service arrangement is provided to the same customer at the same location as the discontinued service arrangement, and the customer's request for discontinuance of the existing service arrangement and request for the new service arrangement are received at the same time.

/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® SERVICE (cont'd)**

/2/

**E. Regulations (cont'd)**14. Service Term<sup>/1/</sup> (cont'd)

## i. (cont'd)

2. If the order to upgrade service does not meet the conditions above, it will be treated as a disconnection of the existing service and establishment of a new service. All termination charges will then apply.
3. 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.

## j. Moves to a New Location

A customer with an existing Service Term agreement may request a move of the service to a new location, or a move and an upgrade, or a move and change of Service Term Agreement. Termination charges will not apply except as specified elsewhere in this section.

## 15. Suspension and Restoral of Service

a. Initiated by the Company

When service is suspended by the Company, the business restoration charge listed in Part 2, Section 4, "Suspension and Restoral of Service", applies per Access Advantage Plus Transport element.

b. Initiated by the Customer

Not offered for Access Advantage Plus Service.

## 16. Supersedure

A service may be transferred to a new customer at the same premises upon written concurrence of the Company. The customer to whom service is transferred will be subject to all past indebtedness, liabilities, minimum term provisions and equipment configurations currently in effect for the previous customer. A service charge, as specified in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts", will be applicable in addition to rules therein.

## 17. Technical Specifications

Technical specifications for Access Advantage Plus are set forth in Technical Reference Publication LO780059-PB/NB.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

/2/ Material formerly appeared in Part 6, Section 7, Sheet 19.

/2/

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/2/

**F. Application of Rates and Charges**

1. Payment for Service
  - a. Rules, regulations, and amounts pertaining to advance payments, deposits, guaranty contracts and payments for service are found in Part 2, Section 2, "Rules and Regulations Applying to All Customers' Contracts".
  - b. 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.
  - c. Additions of service can be made by the payment of rates and charges effective at the time of the additions for such service.
2. Nonrecurring Charges
  - a. The nonrecurring charges as found herein will apply for new service ordered under a Service Term<sup>/1/</sup> agreement.
  - b. If the customer chooses to convert existing Access Advantage Plus Service provided on a monthly rate basis to a Service Term<sup>/1/</sup> agreement, no nonrecurring charges will apply.
  - c. If the customer chooses to convert existing Access Advantage Plus Service provided under a Service Term<sup>/1/</sup> agreement to a monthly rate basis or to another Service Term<sup>/1/</sup> with a service period less than the original service period, no nonrecurring charges will apply and termination charges will apply as defined herein.
3. Termination Charges
  - a. Customers requesting to discontinue services provided under a Service Term<sup>/1/</sup> prior to the expiration of the Service Period will be required to pay a termination charge for each Access Advantage Plus disconnected. Payment of the termination charge for the Access Advantage Plus Service does not release the customer from other previous amounts owed to the Company.
  - b. The termination charge for shall be all unpaid nonrecurring charges (excluding any waived charges), plus fifty percent (50%) of all recurring charges for the remaining months of the customer's 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/ Material formerly appeared in Part 6, Section 7, Sheet 20.

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**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

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**G. 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 for the following conditions:
  - a. Where the customer premises are served by the same serving office, a fixed monthly charge and a nonrecurring charge will apply.
  - b. Where the customer premises are served by different serving offices, a fixed monthly recurring charge, an interoffice mileage charge and a nonrecurring charge will apply. Interoffice mileage charges are based on the V&H distance between the serving offices as specified in 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 will consist of only a monthly recurring charge.
4. Rates and charges for the other services to be connected to Access Advantage Plus Service 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 or as applicable for any connecting service connected to Access Advantage Plus Service.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 21.

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

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

6. Component Rates and Charges

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	
a. Access Advantage Plus Transport	/EMZDX/			(C)
Month-to-Month		\$500.00	\$2,500.00	
12-month Service Term		500.00	1,000.00	
24-month Service Term <sup>/3/</sup>		425.00	500.00	(C)
36-month Service Term <sup>/3/</sup>		375.00 <sup>/2/</sup>	None	(C)
b. Access Advantage Plus Cross-Connect, each				(C)
Same Serving Office	/EMZCX/	10.00	175.00	
Different Serving Offices				
Fixed	/EMZCF/	25.00	350.00	
Per Mile	/1LNOX/	2.00	None	
c. Integrated Voice Access Line	/1F7,1D8,P1++/			
Month-to-Month <sup>/2/</sup>		25.00	None	(C)
12-month Service Term		19.00	None	
24-month Service Term <sup>/3/</sup>		14.00	None	(C)
36-month Service Term <sup>/3/</sup>		13.60 <sup>/1/</sup>	None	(C)

(D)  
(D)  
(C)

/1/ The discount applied to this 36-month service term rate for customers subscribing to the Access Advantage Plus Options package is found in Paragraph H, "Access Advantage Plus Options Package".

/2/ See Part 20, Section 8, "CompleteLink", for additional discount information. (C)

/3/ 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. (C)

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/2/

**H. Access Advantage Plus Options Package<sup>/1/</sup>**

The Access Advantage Plus Options Package permits business customers to purchase a predefined group of services under a 36-month service term agreement and receive a discount on their total monthly recurring bill.

1. The Access Advantage Plus Options Package is composed of Access Advantage Plus service with the following:
  - a. At least one (1) Access Advantage Plus Transport
  - b. At least one (1) Integrated Voice Access Line (IVAL)
  - c. At least one (1) of the following optional services:
    - Custom Calling Services:
      - Caller ID (Name and Number),
      - Call Forwarding
      - Optional Toll Calling Plan (OTCP): 1 + Saver 1 Hour Block of Time
2. Service Term Agreement Terms and Conditions
  - a. The Access Advantage Plus Options Package is only available under a 36-month Service Term Agreement.
  - b. Monthly rates for the Access Advantage Plus Options package will not be subject to Company initiated rate increases during the service term. Any decrease in the monthly rates for the services comprising the Access Advantage Plus Options Package will be passed on to customers who participate in an applicable Service Term Agreement.
  - c. The nonrecurring charges for the Custom Calling Services included in this package will be waived when installed as a part of the Access Advantage Plus Options Package.
  - d. Customers may add additional package components listed above to their existing Access Advantage Plus Options term agreement at the same discounts for the duration of the service term
  - e. The 1+Saver 1 Hour Block of Time plan rates apply to intraLATA toll usage accumulated from all lines/channels on the customer's account.
  - f. Access Advantage Plus Options Package usage and discount rates may not be combined with any other existing or new offering.

/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 23.

/2/

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/2/

**H. Access Advantage Plus Options Package<sup>/1/</sup> (cont'd)**

(C)

3. Termination Charges

- a. Customers requesting to discontinue any component services or the entire service package provided under the Service Term Agreement, prior to the expiration of the agreement will be required to pay a termination charge for each Access Advantage Plus Options Package disconnected. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.
- b. The termination charge shall be all unpaid nonrecurring charges (excluding any waived charges), plus fifty percent (50%) of all recurring charges for the remaining months of the customer's term.
- c. Any existing toll plan contract with the Company of not more than 12 months that the customer cancels to sign this agreement will have no termination liabilities.
- d. Existing customers who currently have Access Advantage Plus and want to end their existing contract to sign the new three year Access Advantage Plus Options contract will have no termination liabilities.

/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 24.

/2/

**ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**

/2/

**H. Access Advantage Plus Options Package<sup>/1/</sup> (cont'd)**

4. Rates and Charges

The rates and charges for individual features apply as appropriate. In addition the package discounts listed below are applied as a credit to the customer's account.

	<u>USOC</u>	<u>Monthly Discount</u>
a. Access Advantage Plus Transport 36-Month Service Term	/RCRAH/	(\$50.00)
b. Integrated Voice Access Line 36-Month Service Term	/RCRAC, RCRAD/	(7.60)
c. Call Forwarding	/RCRAF/	(2.40)
d. Caller ID (Name and Number)	/RCRAG/	(4.50)
e. Optional Calling Plan 1 Hr. Block of Time Additional Per Minute of Use at \$.15	/RCRAJ/	(4.80)

(C)

/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/

**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)

**A. General Description**

(N)

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 (Metropolitan Area Network) over fiber facilities. CSME Service provides bandwidth of either 10 Mbps, 100 Mbps or 1 Gbps<sup>/1/</sup>.

/2/

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.

/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 21.

/2/



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

/1/

**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 Paragraph C, *Technical References* following.
3. CSME Service supports full duplex communication.
4. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See Paragraph E, *Rates and Charges* following.
5. CSME Service is distance limited, based on circuit configuration as determined by the Company. A repeater may be used to extend the transmission of CSME Service. See Repeater under Paragraph D, *Service Components* following for further definition. See Paragraph E, *Rates and Charges* following.
6. Should the customer wish to segregate traffic, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100 Base T connection. A total of 64 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more than 64 EVCs.
7. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See Paragraph E, *Rates and Charges* following.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 22.

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

/1/

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

8. If the customer cancels service prior to installation being completed, a Service Order Cancellation charge (per port, per location) will apply. See Paragraph E, *Rates and Charges* following. The customer's intent to cancel service must be made in writing.
9. CSME Service may be available in a meet-point billing arrangement involving another Incumbent Local Exchange Carrier (ILEC) (sometimes also referred to as an Independent Company or ICO), where suitable facilities exist and where appropriate procedures for such arrangements have been put in place between the Company and the other ILEC. When the Company and another ILEC jointly provision CSME Service with the other ILEC's service, the ILEC involved shall bill the customer at that ILEC's applicable rates for their portion of the service located in their operating territory. Ordering and provisioning procedures may vary, and therefore Meet-Point rate elements and charges may not be applicable, when the other ILEC involved in the Meet-Point arrangement is an AT&T ILEC.
10. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable.
11. Reserved for future use.
12. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100 Base T connection.
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 Paragraph E, *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 overload (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).

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 23.

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

/1/

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

## 16. Allowance for Interruption

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

The Company will be excluded from providing an Allowance for Interruption should any of the following conditions occur:

- Force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
- The failures of any components beyond the local facility including the Network Interface (NI), the CSU/DSU/Channel band/Extended Demarcation are excluded from the service outage calculation.
- Data loss during the Company's scheduled maintenance window.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.

**C. Technical References**

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

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

These publications may be obtained from:

APEX Support Team  
734-523-7348

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 24.

**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.

Usage, Port, Transport and Interface

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

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

Additional MAC Addresses

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

Ethernet Virtual Connections (EVCs)

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the network to terminate at the demarcation point at the second customer location. Customers use EVCs if they desire traffic segregation, but EVCs will not provide for traffic prioritization. EVCs may be ordered to establish additional virtual connections over the same physical connection. When EVCs are ordered, the customer must designate the amount of bandwidth to be assigned to each EVC. EVCs can be set in 1 Mbps increments from 5 Mbps to 1 Gbps.

Repeater

For those customers who are located outside normal transmission parameters, service can be provided using a repeater to be placed in Company wire centers. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of CSME Service is subject to the availability and operational limitations of the equipment and associated facilities.

/1/

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

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

/1/

**D. Service Components**

In addition, there are optional rate elements ... (cont'd)

Meet-Point Billing Options

Meet-Point is available in two configurations:

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

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

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 26.

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

/3/

**E. Rates and Charges**

<u>Description</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>	Monthly Payment		<u>Monthly Extension</u>
			<u>36 Months</u>	<u>60 Months</u> <sup>/2/</sup>	
<i>Standard Charges</i>					
<b>Usage, Port, Transport, Interface</b> , each customer location					
10 Mbps Connection	P9FYX	\$1,600.00	\$1,170.00	\$1,100.00	\$1,550.00
- Subsequent 10 Mbps Connection <sup>/1/</sup>	P9FZX	1,150.00	950.00	800.00	1,200.00
100 Mbps Connection	P9FKX	1,925.00	1,665.00	1,600.00	2,500.00
- Subsequent 100 Mbps Connection <sup>/1/</sup>	P9FPX	1,200.00	1,200.00	1,025.00	1,560.00
1 Gbps Connection	P9FLX	2,500.00	3,220.00	3,080.00	3,900.00
<i>Optional Charges</i>					
<b>Repeater</b> , each	VU4	250.00	400.00	375.00	475.00

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

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

/3/ Material formerly appeared in Part 6, Section 9, Sheet 27.

/3/

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

/1/

**E. Rates and Charges (cont'd)**

<u>Description</u>	<u>USOC</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	--

/1/

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

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

/3/

**E. Rates and Charges (cont'd)**

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Meet-Point Billing Options		
- Direct LEC Connection, Mileage		
Above 0 and inclusive of 10 miles	\$1,200.00	\$500.00
Above 10 and inclusive of 25 miles	1,200.00	1,000.00
Above 25 and inclusive of 35 miles	1,200.00	1,500.00
Above 35 and inclusive of 50 miles	1,200.00	2,500.00

<u>Description</u>	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>Monthly Payment Term Payment Plans</u>		<u>Monthly Extension</u>
		<u>36 Months</u>	<u>60 Months<sup>/2/</sup></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<sup>/2/</sup> 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 29.

/3/



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

/1/

**E. Rates and Charges (cont'd)**

<u>Description</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 30.

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

/2/

**F. Term Pricing Plan**

1. Recurring rates may be applied only over a 36 or 60<sup>/1/</sup> month period under the terms and conditions of the Term Pricing Plan (TPP). Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase CSME Service on a month-to-month basis prior to the completion of a TPP.
2. The TPP provides for 36 or 60<sup>/1/</sup> month rate stabilization. Decreases in term monthly recurring rates will be passed on to customers who participate in a TPP. Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the TPP.
3. The customer may choose to terminate an existing TPP before the end of the 36 or 60<sup>/1/</sup> month period and negotiate a new 36 or 60<sup>/1/</sup> month TPP. The new TPP must be based upon the rates that are currently in effect and available to all customers.
4. The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the monthly extension rates in effect at the time that TPP expires. Subsequently, customers under the monthly extension rates may convert their existing service to either a 36 or 60<sup>/1/</sup> month TPP. Nonrecurring charges will be waived at the time of conversion.
5. Any Special Construction charges incurred for services billed under a TPP will be applicable as provided for in Section 14 of the Access and Related Interconnection Services Guidebook.
6. If the customer terminates the TPP agreement prior to the expiration of the service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid 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

/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 31.

/2/

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

/1/

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

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

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 32.

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

/1/

**F. Term Pricing Plan (cont'd)**9. Migration to AT&T Switched Ethernet Service<sup>SM</sup>

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

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

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

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 33.

**OPT-E-MAN SERVICE**

/2/

**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**

/2/

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)<sup>/1/</sup>

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

/2/



**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.

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





**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.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 3.



**OPT-E-MAN SERVICE (cont'd)**

/1/

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

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.
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 an Independent Company or ICO), where suitable facilities exist and where appropriate procedures for such arrangements have been put in place between the Company and the other ILEC. When the Company and another ILEC jointly provision 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.

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



**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 =

[24 hours x days in month x 60 minutes x number of customer sites] – network outage time  
(measured in minutes)

-----  
[24 hours x days in month x 60 minutes x 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.
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 Grade 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.

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



**OPT-E-MAN SERVICE (cont'd)**

/1/

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

## 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 of 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 failures 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.

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 traffic overload (traffic 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).

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





**OPT-E-MAN SERVICE (cont'd)**

/2/

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

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.

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.<sup>/1/</sup>

/1/ This provisioning requirement will only apply to new service installed after March 31, 2009.

/2/ Material formerly appeared in Part 6, Section 9, Sheet 7.

/2/



**OPT-E-MAN SERVICE (cont'd)**

/1/

**C. Definitions**Jitter

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.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 8.



**OPT-E-MAN SERVICE (cont'd)**

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**D. Technical Specifications Packages**

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

<u>Subject</u>	<u>Technical Reference</u>
Ethernet Standards	SBC TP-76412
Network Equipment Design Requirements	SBC TP-76200MP

These publications may be obtained from:

APEX Support Team  
734-523-7348

**E. Service Components**

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

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).

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.

/1/

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



**OPT-E-MAN SERVICE (cont'd)**

/1/

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

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

**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.

**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. 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.

**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.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 10.





**OPT-E-MAN SERVICE (cont'd)**

/2/

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

In addition, there are optional rate elements ... (cont'd)

Meet-Point Billing Options

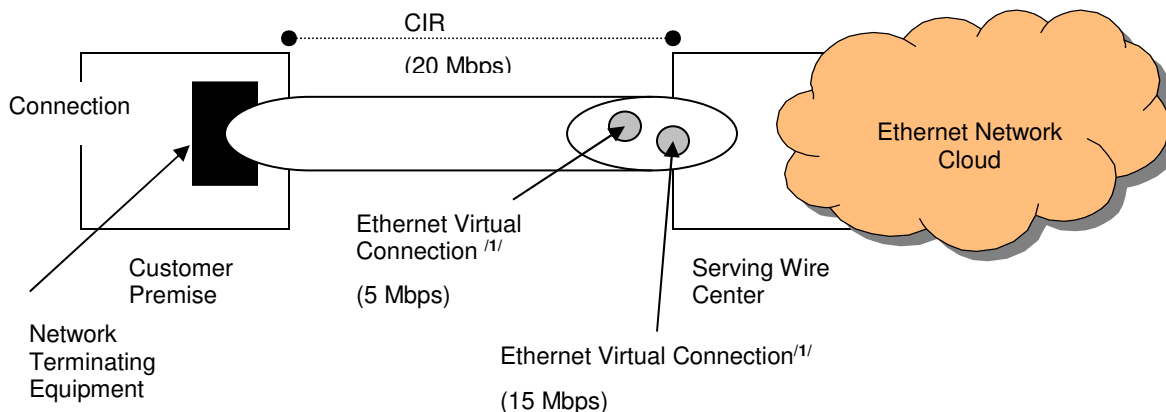
Meet-Point is available in two configurations:

**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, Sheet 11.

/2/



**OPT-E-MAN SERVICE (cont'd)**

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**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<sup>/2/</sup> 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>	<u>Nonrecurring Charge</u> <sup>/1/</sup>	<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 Months</u> <sup>/2/</sup>	
<i>Standard Charges</i>						
Connection, each customer location						
<u>Basic Service</u>						
10/100BaseT	\$1,925.00	\$780.00	\$750.00	\$650.00	\$575.00	\$925.00
Gigabit Ethernet	2,100.00	1,200.00	1,150.00	1,000.00	850.00	1,400.00
<u>Basic Plus Service</u>						
10/100BaseT	\$1,925.00	\$780.00	\$750.00	\$650.00	\$575.00	\$925.00
Gigabit Ethernet	2,100.00	1,200.00	1,150.00	1,000.00	850.00	1,400.00

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60<sup>/2/</sup> 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.

/3/ Material formerly appeared on Part 6, Section 9, Sheet 12.

/3/



**OPT-E-MAN SERVICE (cont'd)**

/3/

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

<u>Description</u>	<u>Nonrecurring Charge</u> <sup>/1/</sup>	<u>Monthly Price</u>		
		<u>Best Effort</u>	<u>Grade of Service</u>	
		<u>Bronze</u>	<u>Silver</u>	
<i>Standard Charges (cont'd)</i>				
Committed Information Rate (CIR) (Mbps)				
- per port				
2	\$75.00	\$255.00	\$300.00	\$500.00
4	75.00	295.00	350.00	550.00
5	75.00	N/A	450.00	650.00
8	75.00	465.00	550.00	750.00
10	75.00	N/A	650.00	850.00
20	75.00	N/A	900.00	1,100.00
50	75.00	N/A	1,025.00	1,225.00
100	75.00	N/A	1,200.00	1,400.00
150	75.00	N/A	1,375.00	1,775.00
250	75.00	N/A	1,575.00	1,975.00
500	75.00	N/A	1,900.00	2,300.00
600	75.00	N/A	2,225.00	2,625.00
1000	75.00	N/A	2,575.00	2,975.00

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60<sup>/2/</sup> 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.

/3/ Material formerly appeared in Part 6, Section 9, Sheet 13.

/3/



**OPT-E-MAN SERVICE (cont'd)**

/4/

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

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>		
		<u>Best Effort</u>	<u>Bronze</u>	<u>Silver</u>
<i>Optional Charges</i>				
Ethernet Virtual Connection (EVC) <sup>/1/</sup> - per connection	\$0.00	\$0.00	\$0.00	\$0.00

<u>Description</u>	<u>Nonrecurring Charge</u> <sup>/2/</sup>	<u>Monthly Payment Term Payment Plans</u>				<u>Monthly Extension</u>
		<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u> <sup>/3/</sup>	
Repeater, each	\$250.00	\$400.00	\$375.00	\$325.00	\$300.00	\$475.00

/1/ Ethernet Virtual Connections (EVCs) are required for provisioning purposes only, and as such will not have a charge associated with them.

/2/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60<sup>/3/</sup> month Term Payment Plan (TPP) period for new service.

/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.

/4/ Material formerly appeared in Part 6, Section 9, Sheet 14.

/4/





**OPT-E-MAN SERVICE (cont'd)**

/3/

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

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Additional MAC Addresses <sup>/1/</sup>		
- 51-100 MAC Addresses	\$70.00	\$5.00
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	---

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60<sup>/2/</sup> 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.

/3/ Material formerly appeared in Part 6, Section 9, Sheet 15.

/3/



**OPT-E-MAN SERVICE (cont'd)**

/3/

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

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Meet-Point Billing Options		
- Direct LEC Connection, Mileage		
Above 0 and inclusive of 10 miles	\$1,200.00	\$500.00
Above 10 and inclusive of 25 miles	1,200.00	1,000.00
Above 25 and inclusive of 35 miles	1,200.00	1,500.00
Above 35 and inclusive of 50 miles	1,200.00	2,500.00

<u>Description</u>	<u>Nonrecurring Charge</u> <sup>/1/</sup>	<u>Monthly Payment Term Payment Plans</u>				<u>Monthly Extension</u>
		<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u> <sup>/2/</sup>	
- GigE ICO Trunking Arrangement						
ICO Trunk Connection Charge, per EVC						
2 Mbps	\$300.00	\$340.00	\$290.00	\$250.00	\$220.00	\$400.00
4 Mbps	345.00	380.00	330.00	285.00	250.00	440.00
5 Mbps	400.00	430.00	370.00	315.00	270.00	500.00
8 Mbps	460.00	490.00	420.00	360.00	310.00	570.00
10 Mbps	525.00	570.00	490.00	420.00	360.00	660.00
20 Mbps	600.00	670.00	580.00	504.00	430.00	780.00
50 Mbps	700.00	840.00	730.00	630.00	540.00	970.00
100 Mbps	800.00	1,120.00	970.00	840.00	720.00	1,290.00
150 Mbps	925.00	1,670.00	1,450.00	1,260.00	1,080.00	1,930.00
250 Mbps	1,100.00	2,160.00	1,870.00	1,620.00	1,380.00	2,490.00
500 Mbps	1,100.00	4,640.00	4,030.00	3,500.00	2,980.00	5,340.00
600 Mbps	1,100.00	5,560.00	4,830.00	4,200.00	3,570.00	6,400.00
1 Gbps	1,100.00	6,390.00	5,500.00	4,830.00	4,100.00	7,360.00

/1/ Nonrecurring charges will be waived for those customers selecting the 24, 36 or 60<sup>/2/</sup> 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.

/3/ Material formerly appeared in Part 6, Section 9, Sheet 16.

/3/



**OPT-E-MAN SERVICE (cont'd)**

/1/

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

<u>Description</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>	
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	
2 Mbps to 20 Mbps	\$170.00
50 Mbps to 150 Mbps	375.00
250 Mbps to 1 Gbps	1,500.00
Above 25 and inclusive of 35 miles	
2 Mbps to 20 Mbps	270.00
50 Mbps to 150 Mbps	675.00
250 Mbps to 1 Gbps	1,750.00
Above 35 and inclusive of 50 miles	
2 Mbps to 20 Mbps	410.00
50 Mbps to 150 Mbps	1,100.00
250 Mbps to 1 Gbps	2,000.00

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 17.



**OPT-E-MAN SERVICE (cont'd)**

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**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<sup>/1/</sup> year 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<sup>/1/</sup> month period and negotiate a new 12, 24, 36 or 60<sup>/1/</sup> month 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<sup>/1/</sup> month TPP. Nonrecurring charges will be waived at the time of conversion.
5. Any special construction charges incurred for services billed under a TPP will be applicable as provided for in Section 14 of the Access and Related Interconnection Services Guidebook.
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 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, Sheet 18.

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**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. 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, Sheet 19.



**OPT-E-MAN SERVICE (cont'd)**

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**H. Term Pricing Plan (cont'd)**10. Migration to AT&T Switched Ethernet Service<sup>SM</sup>

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

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

