

(D)

(D)

(D)

(D)

(D)

(D)

(D)

(D)

(D)

(D)

(D)

(D)

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE

A. GENERAL

1. Ameritech Central Office Information Manager Service is a Central Office Local Area Network (C.O. LAN) data communications network. This service is an intra customer, intraLATA Central Office network service that provides data switching using standard telephone twisted pair wiring. Centrex Service or Integrated Information Network Service (IIN) provides the voice functionality for Ameritech Central Office Information Manager Service.
2. Ameritech Central Office Information Manager Service can only be provided from Central Offices equipped for this service, subject to the technical limitations of such equipment, and the availability of appropriate facilities.
3. Providing Ameritech Central Office Information Manager Service, and the method of providing Ameritech Central Office Information Manager Service, will be at the option of the Company.

B. DESCRIPTION

1. Ameritech Central Office Information Manager Service is a data communications network service that provides for the interconnection of customer-provided data devices and the transmission of data between such devices. This service will support customer-provided asynchronous and binary synchronous data terminals and host computers and is capable of switching terminal to terminal, terminal to host computers and host computer to host computer data traffic at asynchronous speeds up to 19.2 kilobits per second (kbps) and binary synchronous speeds up to 56 kilobits per second (kbps).
2. Ameritech Central Office Information Manager Service is primarily accessed by means of a customer-provided Data/Voice Multiplexer (DVM) via Centrex/IIN exchange facilities. The DVM provides the connectivity to the customer-provided voice and data terminals and multiplexes their respective signals simultaneously to the compatible DVM, located in the Company's Central Office. This service also provides access to the telecommunications network via an optional data facility pooling arrangement or dedicated communication channels.

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

C. SERVICE ELEMENTS, STANDARD FEATURES, AND OPTIONAL FEATURES

1. Service Elements

Asynchronous Host Port - Data Switch Termination (port), located in the Company's Central Office, including the common equipment associated with the Data Switch, which provides for incoming and outgoing asynchronous data transmission up to 19.2 kbps between the Data Switch and the customer-provided data equipment, e.g., host computers. Each Data Switch Termination (port) requires a Transport Termination and Transport Service.

Asynchronous Terminal Port - Data Switch Termination (port), located in the Company's Central Office, including the common equipment associated with the Data Switch, which may provide for incoming and outgoing asynchronous data transmission up to 19.2 kbps between the Data Switch and customer-provided data terminal equipment primarily designated as peripheral equipment, e.g., data terminals, personal computers, printers. Each Data Switch Termination (port) requires a Transport Termination and Transport Service.

Binary Synchronous Host Port - Data Switch Termination (port), located in the Company's Central Office, including the common equipment associated with the Data Switch, which provides switched Binary Synchronous Communications data transmission between the Data Switch and the customer-provided data equipment, e.g., host computers. Each Data Switch Termination (port) requires a Transport Termination and Transport Service.

Binary Synchronous Terminal Port - Data Switch Termination (port), located in the Company's Central Office, including the common equipment associated with the Data Switch, which provides switched Binary Synchronous Communications data transmission between the Data Switch and customer-provided data equipment, e.g., data terminals, personal computers, printers. Each Data Switch Termination (port) requires a Transport Termination and Transport Service.

Data Facility Pooling - Modem ports located in the Company's Central Office, including common equipment associated with the Data Switch. This arrangement provides the ability to transmit data to and receive data from non-Ameritech Central Office Information Manager Service group destinations via dedicated Central Office based dial-up asynchronous transmission data facility pool connections. Each dial-up modem port in the Central Office requires an exchange facility.

-
5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
C. SERVICE ELEMENTS, STANDARD FEATURES, AND OPTIONAL FEATURES (Cont'd)
1. Service Elements (Cont'd)

Data Switch Termination - Termination interface equipment resident in the Central Office based Data Switch that provides the necessary protocol and functionality to interact with customer-provided data terminal equipment and host computers.

Data/Voice Multiplexer (DVM) - The DVM provides for the simultaneous transmission of both voice and data over a Centrex/IIN exchange line facility.

Dedicated Data Switch Interface Termination (Port) - Trunk module interface termination (port), located and terminated in the Company's Central Office, including the common equipment associated with the Data Switch, which provides for data transmission via communications channel between the Data Switch and another Data Switch located and terminated in the Company's Central Office. Each Dedicated Data Switch Interface Termination (port), requires a Transport Termination and Transport Service.

Transport Service - The communication channel(s) between the Data Switch located in the Company's Central Office and the customer's premises.

Transport Termination - Termination equipment located in the Company's Central Office; Data Voice Multiplexer (DVM), Data Service Unit (DSU) or Modem that provides the transport termination for either binary synchronous or asynchronous data transmission using various speed configurations.

2. Standard Features

Closed User Groups - Customer user terminals groups which have defined access to customer Service Names.

CRT Keyboard Dialing - A menu driven or prompt interface for call access to other data ports. Status messages are provided for each call attempt.

Data Call Disconnect - An arrangement that provides disconnection of a data call after logging out of a far-end session, and returning to the data call command menus.

Dial by Name - An arrangement that provides access to specific computer ports by typing the port name.

-
5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
C. SERVICE ELEMENTS, STANDARD FEATURES, AND OPTIONAL FEATURES (Cont'd)
2. Standard Features (Cont'd)

Disconnect Delay - An arrangement that provides for the delay of the connection of a new user to a computer port to ensure that the former user is completely logged off.

Far End Disconnect Supervision - Automatic disconnect of one end of a data connection when the other end disconnects; specifically used in modem pooling arrangements.

Flow Control Supervision - Configuration of the system to supervise flow control, allowing each device and each direction to the connection to have independently configured flow control.

Hunt Groups - An arrangement that allows for called host or terminal resources to be combined into "hunt groups" that may be given a common service name, e.g., Payroll.

Hunt Groups for Shared Port Access - An automatic search of a group of shared ports to find an available port in response to a connection request.

Service Names - A destination name or number that is entered at a terminal to request a connection to some host or terminal port.

Simultaneous Voice and Data Connection - The capability to simultaneously place a voice call and data call.

3. Optional Features

Alternate Access - An arrangement that allows designation of an alternate host to be used to complete a call in the event the primary host is out of service.

Secured Access - An arrangement that allows asynchronous and binary synchronous hosts to be password protected prior to allowing a user(s) access.

Session-Hold - An arrangement that allows asynchronous and binary synchronous terminals to be simultaneously in session with multiple hosts, but having only one session active at a time (up to four sessions per asynchronous/binary synchronous terminal ports).

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

C. SERVICE ELEMENTS, STANDARD FEATURES, AND OPTIONAL FEATURES (Cont'd)

3. Optional Features (Cont'd)

Terminal Call Answer - Terminal Call Answer enables asynchronous terminals to receive calls from other terminals and hosts.

D. REGULATIONS

1. Provision of Service

- a. Ameritech Central Office Information Manager Service is only offered in association with Centrex Service, IIN Service, and Dedicated Communication Channels.
- b. Ameritech Central Office Information Manager Service requires that the customer provide all modems, Data/Voice Multiplexers (DVM) and/or Digital Service Units (DSU) located at their premises. All customer-provided equipment must also be compatible with the Company provided Central Office equipment.
- c. Central Office loops, extended from the Central Office to the Standard Network Interface (SNI) at the customer's premise, must comply with the technical specifications as noted in the Interface Specifications in 8. following.
- d. Data Facility Pooling numbers or names are dedicated to a specific customer for access by the customer's designees only.
- e. Customer-provided terminals/host and Data Facility Pooling modem ports each require an exchange facility or dedicated communication channel.
- f. Moves of Centrex/IIN Line changes associated with Deluxe Feature Group II (DFG II) Service will affect only the line number and not the data portion of the line.

2. Temporary Suspension of Service

Temporary Suspension of Service is not offered with Ameritech Central Office Information Manager Service.

3. Initial Service Periods

The Initial Service Period is twelve months for customers that elect the one month payment period.

Material formerly appeared in P.S.C. of W. No. 1 in Section 114 on Page 13, Release 1.0

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
D. REGULATIONS (Cont'd)

4. Payment for Service

Optional Term Payment Plan (OTPP)

Ameritech Central Office Information Manager Service is offered under the Optional Term Payment Plan (OTPP) as specified in E. following. Customers may select the one month, thirty-six month, or sixty month optional payment periods.

5. Mileage

Mileage charges are applicable, as specified in Part 15 for Dedicated Communications Services, for dedicated channels required to connect network elements.

6. Cancellation of Service

In the event of a customer initiated cancellation of equipment and facilities before completion, or after installation is complete, but prior to service being established, the loss on equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the Service Establishment Charge, will apply. In addition, Service Connection Charge(s) as specified in Part 3, Section 1, of this guidebook may also be applicable.

7. Access Codes

The customer is responsible for the distribution of access codes, e.g., passwords to authorized users.

5. CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

D. Regulations (Cont'd)

8. Central Office Information Manager Service Interface Specifications

a. Data/Voice Multiplexers (DVM)

The Customer Premises Equipment (CPE) must comply with the specifications contained in Part 68 of the FCC's Rules and Regulations when the FCC adopts registration rules applicable to this service. (C)

(D)

E. Optional Term Payment Plan (OTPP)

1. Description

- a. The Central Office Information Manager is offered under an Optional Term Payment Plan (OTPP).
- b. The OTPP allows a customer to pay a fixed rate over one of several optional payment periods.
- c. A payment period is the period of time selected by the customer from those currently offered by the Company over which a specific rate is paid.
- d. During the effective term of the selected payment period, the contracted for monthly rate on a payment period of longer than one month payment period, is not subject to a rate increase initiated by the Company.

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
E. OPTIONAL TERM PAYMENT PLAN (OTPP) (Cont'd)

2. Regulations

- a. At the time a customer subscribes to OTPP, all Services in the service group must be covered by the same term payment plan.
- b. An existing customer may expand their service and retain the OTPP if existing capacity is available. Such additions will be made at the option of the Company and at the current rates in effect for the one-month payment period.
- c. An OTPP customer that selects a payment period exceeding one month assumes a commitment for the service group that is contracted for at the time OTPP becomes effective. A customer who reduces service and does not disconnect the entire service will continue to pay an amount equal to the contracted rates at the time the customer entered into the OTPP.
- d. When rearrangements of equipment left in service are required as a result of a partial discontinuance, the expense incurred by the Company for such rearrangements will be billed to the customer at cost plus 25 percent contribution or at the option of the customer, termination charges on the entire installation will be billed to the customer and a new contract period for the service as rearranged will commence.
- e. A customer that selects a payment period exceeding one month and disconnects the entire service group will pay an amount determined by the application of the following formula for the service group equipment:

| | | |
|--|--|--|
| Number of Ports/Modems Disconnected Below the Level of Commitment | The Difference Between the Customer's Selected OTPP Monthly Rate and 125% of the One Month Payment Period Monthly Rate | Number of Months from the Time the Customer Entered Into the OTPP |
|--|--|--|

- f. Prior to the completion of the current payment period, any other available payment period at then current guidebook rates may be selected. Except as specified in i. below, the customer will begin paying the new period rates on the day following the expiration of the prior payment period.

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

E. OPTIONAL TERM PAYMENT PLAN (OTPP) (Cont'd)

2. Regulations (Cont'd)

- g. If the customer does not elect an available OTPP period at the completion of the current payment period and does not request discontinuance of service, service will be continued at the then current rates for the one month payment period. The one month payment charges/rates will be subject to rate adjustments.
- h. Temporary suspension of Ameritech Central Office Information Manager Service is not offered with OTPP.
- i. An existing Ameritech Central Office Information Manager Service customer may extend their existing OTPP payment period only once subject to the following conditions:

The duration for the Extended Payment Period Agreement may not be less than 12 months or greater than 60 months following the expiration of the existing OTPP payment period. Extensions are permitted for any of time between 12 months and 60 months.

An existing OTPP customer that elected the 36 Month Optional Payment Period may subscribe to the 60 Month Optional Payment Period only by 60 month Extended Payment Period Agreement.

When an existing OTPP payment period is extended, the lower Monthly Optional Payment Period rates, if applicable, will become effective on the date the Extended Payment Period Agreement is signed. Such rates are not retroactive.

Regulations applicable to the 36 month or 60 month Optional Payment Periods are also applicable to Extended Payment Periods.

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

F. RATES AND CHARGES

1. The following charges and rates are in addition to the rates and charges for any other services to furnish a communications system.
2. Non-recurring Charges
 - a. Service Establishment Charge, Subsequent System Expansion Charge and Port Establishment Charge.

The Service Establishment Charge is applicable at the time service is established. The Subsequent System Expansion Charge is applicable at the time existing service is expanded:

The Port Establishment Charge is applicable at the time a port is established.

| | <u>USOC</u> | <u>NON-RECURRING CHARGE</u> |
|---|-------------|-----------------------------|
| Service Establishment Charge, Per system, per customer | | \$375.00 |
| Subsequent System Expansion Charge, Per customer request | | 215.00 |
| Port Establishment Charge, per port | | 12.00 |

- b. Feature Translation Charge

The Feature Translation Charge is applicable on a per port basis for the translation(s) (software) to provide subsequent service functionality. The Feature Translation Charge is applicable to add service functionality, rearrange service functionality and delete service functionality.

| | <u>USOC</u> | <u>NON-RECURRING CHARGE</u> |
|---|-------------|-----------------------------|
| Feature Translations Charge, Per port, per order | | \$10.00 |

- c. Rearrangement Charge

The Rearrangement Charge is applicable on a per port basis when a port connection is moved from one facility to another. If translations are required, the Feature Translation Charge is also applicable.

| | <u>USOC</u> | <u>NON-RECURRING CHARGE</u> |
|--------------------------------|-------------|-----------------------------|
| Rearrangement Charge, Per port | | \$30.00 |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

F. RATES AND CHARGES

3. Rate Schedule

| | <u>USOC</u> | <u>Install Charge</u> | <u>Optional Payment Periods</u> | | |
|---|-------------|-----------------------|---------------------------------|-----------------|-----------------|
| | | | <u>1 Month</u> | <u>36 Month</u> | <u>60 Month</u> |
| a. <u>Asynchronous Host Service</u> | | | | | |
| 1) Asynchronous Host Port | | | | | |
| a) Data Switch Terminations Up to 9.6 kbps | | | | | |
| 1-30 Terminations, each | LZV1+ | \$ 70.00 | \$18.00 | \$17.00 | \$15.50 |
| 1-75 Terminations, each | LZV2+ | 70.00 | 18.00 | 16.50 | 15.00 |
| Over 75 Terminations, each | LZV3+ | 70.00 | 18.00 | 15.00 | 14.25 |
| 19.2 kbps, each | | | | | |
| 1-30 Terminations, each | LZV1F | 140.00 | 29.00 | 28.00 | 27.00 |
| 1-75 Terminations, each | LZV2F | 140.00 | 29.00 | 27.50 | 26.50 |
| Over 75 Terminations, each | LZV3F | 140.00 | 29.00 | 25.00 | 24.00 |
| 2) Transport Terminations - See g. | | | | | |
| 3) Transport Service - See h. | | | | | |
| 4) Optional Asynchronous Host Features | | | | | |
| a) Alternate Access | NPZAH | No | 3.00 | 3.00 | 3.00 |
| b) Secured Access | NPVAH | No | 2.00 | 2.00 | 2.00 |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
 F. RATES AND CHARGES (Cont'd)
 3. Rate Schedule (Cont'd)

| | <u>USOC</u> | <u>Install Charge</u> | <u>Optional Payment Periods</u> | | |
|---|-------------|-----------------------|---------------------------------|-----------------|-----------------|
| | | | <u>1 Month</u> | <u>36 Month</u> | <u>60 Month</u> |
| a. <u>Asynchronous Host Service</u> | | | | | |
| 1) Asynchronous Host Port | | | | | |
| a) Data Switch Termination Up to 9.6 kbps | | | | | |
| 1-40 Terminations, each | LZT1+ | \$ 60.00 | \$14.00 | \$13.50 | \$12.75 |
| 1-100 Terminations, each | LZT2+ | 60.00 | 14.00 | 13.00 | 12.00 |
| Over 100 Terminations, each | LZT3+ | 60.00 | 14.00 | 12.00 | 10.50 |
| 19.2 kbps, each | | | | | |
| 1-40 Terminations, each | LZT1F | 120.00 | 25.00 | 24.00 | 22.00 |
| 1-100 Terminations, each | LZT2F | 120.00 | 25.00 | 23.50 | 21.50 |
| Over 100 Terminations, each | LZT3F | 120.00 | 25.00 | 22.00 | 20.50 |
| 2) Transport Terminations - See g. | | | | | |
| 3) Transport Service - See h. | | | | | |
| 4) Optional Asynchronous Terminal Features | | | | | |
| a) Session Hold | NPHAT | No | 3.00 | 2.75 | 2.50 |
| b) Terminal Call Answer | NPKAT | No | 4.00 | 3.50 | 2.75 |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
 F. RATES AND CHARGES (Cont'd)
 3. Rate Schedule (Cont'd)

| | <u>USOC</u> | <u>Install Charge</u> | <u>Optional Payment Periods</u> | | |
|--|-------------|-----------------------|---------------------------------|-----------------|-----------------|
| | | | <u>1 Month</u> | <u>36 Month</u> | <u>60 Month</u> |
| c. <u>Binary Synchronous Host Service</u> | | | | | |
| 1) Binary Synchronous Host Port | | | | | |
| a) Data Switch Terminations | | | | | |
| Up to 9.6 kbps | | | | | |
| 1-20 Terminations, each | LZK1+ | \$175.00 | \$65.00 | \$ 63.50 | \$61.00 |
| 1-40 Terminations, each | LZK2+ | 175.00 | 65.00 | 61.50 | 59.00 |
| Over 40 Terminations, each | LZK3+ | 175.00 | 65.00 | 59.00 | 56.00 |
| 19.2 kbps | | | | | |
| 1-20 Terminations, each | LZK1F | 230.00 | 85.00 | 83.00 | 79.50 |
| 1-40 Terminations, each | LZK2F | 230.00 | 85.00 | 80.00 | 77.00 |
| Over 40 Terminations, each | LZK3F | 230.00 | 85.00 | 76.00 | 73.00 |
| 56 kbps | | | | | |
| 1-30 Terminations, each | LZK1G | 875.00 | 260.00 | 257.00 | 245.00 |
| 1-50 Terminations, each | LZK2G | 875.00 | 260.00 | 249.00 | 237.00 |
| Over 50 Terminations, each | LZK3G | 875.00 | 260.00 | 230.00 | 220.00 |
| 2) Transport Terminations - See g. | | | | | |
| 3) Transport Service - See h. | | | | | |
| 4) Optional Binary Synchronous Host Features | | | | | |
| a) Alternate Access | NPZSH | No | 3.00 | 3.00 | 3.00 |
| b) Secured Access | NPVSH | No | 2.00 | 2.00 | 2.00 |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
 F. RATES AND CHARGES (Cont'd)
 3. Rate Schedule (Cont'd)

| | <u>USOC</u> | <u>Install Charge</u> | <u>Optional Payment Periods</u> | | |
|--|-------------|-----------------------|---------------------------------|-----------------|-----------------|
| | | | <u>1 Month</u> | <u>36 Month</u> | <u>60 Month</u> |
| d. <u>Binary Synchronous Terminal Service</u> | | | | | |
| 1) Binary Synchronous Terminal Port | | | | | |
| a) Data Switch Terminations Up to 9.6 kbps | | | | | |
| 1-30 Terminations, each | LZH1+ | \$145.00 | \$55.00 | \$53.50 | \$50.00 |
| 1-50 Terminations, each | LZH2+ | 145.00 | 55.00 | 52.00 | 49.00 |
| Over 50 Terminations, each | LZH3+ | 145.00 | 55.00 | 48.00 | 46.00 |
| 19.2 kbps | | | | | |
| 1-30 Terminations, each | LZH1F | 225.00 | 75.00 | 73.00 | 70.00 |
| 1-50 Terminations, each | LZH2F | 225.00 | 75.00 | 71.00 | 68.00 |
| Over 50 Terminations, each | LZH3F | 225.00 | 75.00 | 67.50 | 65.00 |
| 56 kbps | | | | | |
| 1-30 Terminations, each | LZH1G | 850.00 | 250.00 | 245.00 | 235.00 |
| 1-50 Terminations, each | LZH2G | 850.00 | 250.00 | 237.00 | 227.00 |
| Over 50 Terminations, each | LZH3G | 850.00 | 250.00 | 227.00 | 218.50 |
| 2) Transport Terminations - See g. | | | | | |
| 3) Transport Service - See h. | | | | | |
| 4) Optional Binary Synchronous Terminal Features | | | | | |
| a) Session Hold | NPHSH | No | 3.00 | 2.75 | 2.50 |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
 F. RATES AND CHARGES (Cont'd)
 3. Rate Schedule (Cont'd)

| | <u>USOC</u> | <u>Install Charge</u> | <u>Optional Payment Periods</u> | | |
|--|-------------|-----------------------|---------------------------------|-----------------|-----------------|
| | | | <u>1 Month</u> | <u>36 Month</u> | <u>60 Month</u> |
| e. <u>Data Facility Pooling</u> | | | | | |
| 1) Modem Port Up to 9.6 kbps, each | SHBX+ | \$ 75.00 | \$ 15.00 | \$ 14.50 | \$ 14.00 |
| 2) Transport Terminations - See g. | | | | | |
| 3) Transport Service - See h. | | | | | |
| f. <u>Dedicated Data Switch Interface Service</u> | | | | | |
| 1) Dedicated Data Switch Interface Termination Port | | | | | |
| Up to 56 kbps, each | SHDX+ | 1400.00 | 335.00 | 325.00 | 320.00 |
| 1.544 mbps, each | SHDXH | 750.00 | 235.00 | 225.00 | 220.00 |
| Virtual Logical Channel, each | VL5XX | No | .50 | .45 | .40 |
| 2) Transport Terminations - See g. | | | | | |
| 3) Transport Service - See h. | | | | | |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)
F. RATES AND CHARGES (Cont'd)
3. Rate Schedule (Cont'd)

| | <u>USOC</u> | <u>Install Charge</u> | <u>Optional Payment Periods</u> | | |
|---|-------------|--|---------------------------------|-----------------|-----------------|
| | | | <u>1 Month</u> | <u>36 Month</u> | <u>60 Month</u> |
| g. <u>Transport Terminations for:</u> <u>Asynchronous Service</u> <u>Binary Synchronous Service</u> <u>Data Facility Pooling</u> <u>Dedicated Data Switch</u> <u>Interface Service</u> | | | | | |
| 1) Transport Terminations | | | | | |
| a) Exchange Terminations | | | | | |
| (Termination on DVM) Analog, up to 19.2 kbps, each | VXMAA | \$10.00 | \$ 8.00 | \$ 7.75 | \$ 7.50 |
| (Termination on Dial-up Modem) Analog, up to 9.6 kbps | | See P.S.C. of W.20, Part 6, Section 2, Packet Switched Network | | | |
| b) Dedicated Communication Channel Terminations | | | | | |
| (Termination on Modem) Analog, up to 19.2 kbps | | See P.S.C. of W.20, Part 6, Section 2, Packet Switched Network | | | |
| (Termination on Data Service Unit) Digital, up to 56 kbps | | See P.S.C. of W.20, Part 6, Section 2, Packet Switched Network | | | |
| (Termination on Data Service Unit) Digital, 1.544 mbps, each | VXD15 | 50.00 | 95.00 | 90.00 | 85.00 |

5. OBSOLETE AMERITECH CENTRAL OFFICE INFORMATION MANAGER SERVICE (Cont'd)

F. RATES AND CHARGES (Cont'd)

3. Rate Schedule (Cont'd)

- h. Transport Service for:
 - Asynchronous Service
 - Binary Synchronous Service
 - Data Facility Pooling
 - Dedicated Data Switch
 - Interface Service

1) Transport Service

a) Exchange Service

Analog

See P.S.C. of W. 20, Part 5, Section 2, (IIN Service) and
Part 20, Section 5, (Centrex Service)

Modem Pooling

See P.S.C. of W. 20, Part 4, Section 2, Basic Exchange Service
See P.S.C. of W. 20, Part 5, Section 2, (IIN Service) and
Part 20, Section 5, (Centrex Service)

b) Dedicated Communications Channels

Analog

See P.S.C. of W. 20, Part 15, Section 2, BELL Channel Service,
Type 3060, 3061 or 3062 Channel

Digital

See P.S.C. of W. 20, Part 15, Section 3, Ameritech Base Rate Service

Digital

See P.S.C. of W. 20, Part 15, Section 3, Ameritech DS1 Service

7. DIGITAL TRANSPORT SERVICE (DTS)

A. Service Description

Digital Transport Service (DTS) provides a cost effective method of delivering voice grade service from the serving Central Office to a customer's premises. DTS is provided exclusively with DS1 Service (1.544 Mbps) and the 24 channels may be used for the transport of trunks for termination on customer provided equipment. DTS supports Direct Inward Dialing (DID) Service, Ameritech ValueLink Premier Service, Dedicated Custom 800 Service, and Local Exchange Business Trunks. TOUCH-TONE is a required feature of DTS.

B. Regulations

1. DTS is offered in two serving arrangements, Integrated and Non-Integrated, from Central Offices where the Company has arranged facilities for such service.
 - a. Integrated Service is an arrangement that allows for the direct termination of digital trunks from a digital Central Office to customer provided equipment. This arrangement supports Trunk side features only. The Integrated Arrangement is comprised of three elements: (1) Trunk Terminations; (2) DS1 Distribution Channel; and (3) Digital Interface Termination.
 - b. Non-Integrated Service is an arrangement that allows for the termination of PBX trunks from an Analog or Digital Central Office to customer provided equipment. This arrangement supports Trunk side and Line side features on those trunks. This arrangement is comprised of three elements: (1) Trunk Terminations; (2) DS1 Digital Distribution Channel; and (3) Central Office Multiplexing.
2. Serving arrangements that require a mixture of Integrated and Non-Integrated terminations are provided as Non-Integrated Service.
3. The rate structure for DTS requires charges for Trunk Terminations, a DS1 local distribution channel, DS1 central office multiplexing or Digital Interface Termination (as required) and End User Common Line Charges (EUCL).
4. Additional charges for Central Office services and features such as Direct Inward Dialing (DID) Service, Ameritech ValueLink Premier Service and Dedicated Custom 800 Service are applicable when appropriate, as identified in the guidebooks referenced in D following.

7. DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

B. Regulations (Cont'd)

5. All signals generated by Network Channel Terminating Equipment (NCTE) must comply with the signal and format constraints contained in Telcordia Publication TR-NPL-000054. Performance parameters for DTS can be found in Ameritech Technical Reference manual AM TR-TMO-000101.
6. Availability and functionality of DTS may vary by serving Central Office and switch type. The Company will determine when Integrated or Non-Integrated terminations are required and whether DTS can be provisioned with the customer's service and equipment.
7. If changes in Central Office technology permit the Company to convert a customer's Non-Integrated Termination to an Integrated Termination, the customer's rate will be adjusted to reflect the Integrated Termination rates.
8. Clear Channel Capability is an optional feature of DTS, allowing the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

C. Rates and Charges

1. The rates and charges for the services provisioned on the DTS channels are specified below.
2. Rates and charges for DS1 (1.544 Mbps) Service are specified in Part 15, Section 3, as identified below, and are in addition to the charges specified in this section.
3. Calls will be subject to usage charges for the services provisioned on the DTS channels. Local Message charges apply to Local Service Area calls and Message Telecommunications charges apply to calls outside the Local Service Area.
4. Termination charges are applicable for DS1 Service and Central Office Multiplexing, as specified in Part 15, Section 3.
5. Month-to-month service subscribers are subject to Company initiated rate charges.

7. DIGITAL TRANSPORT SERVICE (DTS) (cont'd)

C. Rates and Charges

| | Nonrecurring Charge | Month- to-Month |
|---|------------------------|--------------------|
| 6. Integrated Service Arrangement Rates | | |
| a. DS1 Facility ^{/1/} | | |
| b. Digital Interface Termination /F12/ | | \$2,770.00 (I) |
| c. Per Trunk Termination | | |
| - PBX Trunk /D5WPP/ | | 60.00 (I) |
| - DID Trunk /D5WPD/ | | 60.00 (I) |
| - Toll Terminal /D5WPT/ | | 6.50 |
| - Dedicated 800 /D5WP1/ | | 5.00 |
| - Ameritech ValueLink Premier Service /D5WPO/ | | 6.50 |
| d. Subsequent Addition/Rearrangement Charge per trunk termination ^{/2/} /NR9DT/ | \$10.00 | |
| 7. Non-Integrated Service Arrangement Rates | | |
| a. DS1 Facility ^{/1/} | | |
| b. Central Office Multiplexing ^{/1/} | | |
| c. Per Trunk Termination | | |
| - PBX Trunk /D5WPP/ | | 60.00 (I) |
| - DID Trunk /D5WPD/ | | 60.00 (I) |
| - Toll Terminal /D5WPT/ | | 6.50 |
| - Dedicated 800 /D5WP1/ | | 5.00 |
| - Ameritech ValueLink Premier Service /D5WPO/ | | 6.50 |
| d. Subsequent Addition/Rearrangement Charge per trunk termination ^{/2/} /NR9DT/ | 10.00 | |

/1/ See tariff reference in Section D following.

/2/ Apply a Service Order Charge as specified in Part 3, Section 1.

7. DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

D. Service References

The rates and charges in C. preceding provide for the Digital transport facility, multiplexing (as required) and the interface connection to the network. The additional rates and charges applicable for the specific services that can be provisioned on DTS channels can be found in the tariff references listed below.

| <u>Service</u> | <u>Tariff Reference</u> |
|--|--|
| DS1 Service | Dedicated Communications Services, Part 15, Section 3 |
| Ameritech ValueLink Premier Service | Part 9 of this Guidebook |
| Central Office Multiplexing | Dedicated Communications Services, Part 15, Section 3 |
| Dedicated Custom 800 Service | Part 10, Section 2, of this Guidebook |
| Direct Inward Dialing (DID) Service | Part 6, Section 1 of this Guidebook |
| End User Common Line Charges | Ameritech Operating Companies Access Services Tariff, F.C.C. No. 2, Section 4.1.7(c) |
| Local Message Charges/Extended Community Calling Charges | Part 4 of this Guidebook |
| Message Telecommunications Service | Part 9 of this Guidebook |

1. PACKET SWITCHED NETWORK ISDN X.25, and DEDICATED X.75

1.1 GENERAL DESCRIPTION

The Packet Switched Network (PSN) combines packet switching technology and digital transmission facilities to provide a switched data carriage service. The PSN is designed to provide economical, usage-sensitive data transmission for a variety of interactive (or bursty) data applications. The PSN provides for simultaneous two-way transmission of data at speeds of up to 64 kilobits per second (Kbps). Customers can choose between the ISDN access arrangement which permits PSN switching to any PSN switch in the LATA and the X.75 ISDN Interface Dedicated Access arrangement whose PSN switching is limited to a single ISDN switch in a LATA.

With packet switching technology, data streams are packetized and then moved through the network to their destinations. The packet network examines, routes and transports packets individually without maintaining a physical path between bursts of data. In this way, greater volumes can be transported through shared network transmission facilities and individual data packets can be sent on alternate routes as the need arises, resulting in better system performance and higher network availability. The reduction in network facilities results in a more economical form of data transmission for interactive applications.

The PSN will support communication between data terminal equipment (DTE) with like protocols.

PSN Service is only available where facilities and equipment permit.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.2 GENERAL DEFINITIONS

Call Acceptance Packet - Packet sent from terminating NTN in response to call setup packet, indicating terminating NTN is ready to accept data transfer from the originating NTN.

Call Clear Packet - Packet used to terminate a call. This packet may be initiated by either the originating or terminating NTN, or by the network.

Call Origination - The point when network resources are initially allocated to the establishment of a specific switched virtual call.

Call Setup Packet - The first packet in each session containing the call request and call answer information. Call setup may consist of negotiated flow control parameters, the NUI code, terminating network address, reverse billing indicator and up to 12 data octets.

Call Termination - The point when network resources allocated to a specific switched virtual call are released for reuse by the network.

CCITT - International Telegraphy and Telephone Consultative Committee.

Customer Premises Equipment (CPE) - Communications devices, apparatus and their associated wiring, provided by a customer or user, which do not constitute a regulated communications system.

Data Circuit Terminating Equipment (DCE) - A modem or any other device used to convert digital signals to a format which can be transmitted over a given transmission medium.

Data Terminating Equipment (DTE) - Devices (such as terminals, clusters of terminals or a host computer) on the customer's premises, which transmit or receive asynchronous, synchronous, character or bit-oriented data messages.

Dedicated Access - A permanent connection to a port on the PSN.

Exchange Termination - A PSN network component linking the access line and the port termination.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
- 1.2 GENERAL DEFINITIONS (Cont'd)

Fast Select - Allows for call setup, transmission of data and call clearing in a single exchange of packets. Each packet may contain up to 124 data octets, in addition to the call setup information.

Network Terminal Number (NTN) - Numeric character sequence used to identify the originating and terminating locations of each user's DTE.

Network User Identification (NUI) Code - A character string, with structure defined by the Company, used as a log-on ID.

Octet - Eight bits of information.

Packet - A continuous sequence of binary digits of information which is switched through the network as an integral unit.

Packet Assembler/Disassembler (PAD) - A component of the PSN that receives the transmissions from the customer's equipment, packetizes the information, concentrates the traffic and routes it to the PSN for delivery to a specified NTN. The PAD also receives information from the PSN and disassembles the packet before delivery to the terminating NTN.

Port Termination - An interface on the PAD or packet switch that provides an entry point into the PSN.

Segment - A continuous sequence of octets of information contained within a packet. A segment has a billable length of 64 octets of customer information.

Synchronous - A data transmission method where sending and receiving devices operate continuously in step with each other and are maintained by means of correction, if necessary, in a desired timing.

Virtual Circuit - A logical connection established as a result of call origination between two NTNs, that exists for a period of time until either DTE initiates the call termination.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.3 REGULATIONS

In addition to the regulations set forth elsewhere in Company Guidebooks, the following regulations apply to Packet Switched Network Service.

1. Network User Identification (NUI) codes are assigned by the Telephone Company. One NUI code is provided per Network Terminal Number (NTN) when available upon request. Charges apply for each additional NUI code.
2. Idle time in excess of 20 minutes may generate a disconnect on all switched calls except Permanent Virtual Circuit Calls
3. ISDN access users may require conditioning of their exchange service facility as provided in other sections of this company's Guidebooks.
4. All charges for customer traffic originating or terminating on an X.75 port will be billed to that port. The X.75 customer will be responsible for billing the appropriate user.
5. If it becomes necessary to disrupt service for scheduled maintenance reasons, the disruption will occur between the hours of 2:00 a.m. to 6:00 a.m. on Sunday. The disruption period will be only for the amount of time necessary to complete the maintenance and in all cases will be held to a minimum. Except for this scheduled service interruption, a credit allowance for interruptions to service will be given in accordance with Part 15, Section 1, of this Guidebook.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
1.3 Regulations (Cont'd)

6. The PSN requires the use of Customer Provided Equipment (CPE). This equipment, used in conjunction with the PSN port terminations, is subject to the limitations specified in the following Technical References:

| <u>Protocol</u> | <u>Technical References</u> | <u>Sources</u> |
|-----------------|-----------------------------|----------------|
| X.75 | AM-TR-NPL-000016 | SBC |
| ISDN | AM-TR-OAT-000068 | SBC |

CPE used in association with the PSN is, in addition, subject to the limitations of the Technical References for Exchange Terminations. The following is a list of the Exchange Terminations available and their corresponding Technical References:

| <u>Type Termination</u> | <u>Transmission Capability</u> | <u>Technical Reference</u> | <u>Source</u> |
|-------------------------|--------------------------------|----------------------------|---------------|
| Digital | Up to 56 Kbps | AM-TR-NPL-000007 | SBC |
| ISDN | Up to 64 Kbps | AM-TR-NPL-000068 | SBC |

Technical References may be obtained from:

APEX Support Team
(734) 523-7348

7. The 50% Evening, Weekend, and Holiday Discount is available in all comparably equipped central offices.
8. Verification of customer provided PADs and computer equipment may be required by the Company for PSN compatibility.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.4 PSN ACCESS ARRANGEMENTS

Customers may gain access to the PSN by using the following options:

- ISDN (X.25)
- Dedicated (X.75)

A. ISDN

ISDN provides access to the PSN via the customer's 16 Kbps D channel or 64 Kbps B channel. All applicable ISDN exchange charges are billed to the ISDN customer's exchange service. Collect calls are not accepted by the PSN.

ISDN uses the following protocol:

- X.25

The applicable PSN elements are:

- Optional Features

The applicable PSN usage charges are:

- Data Transport Minutes of Use
- Data Transport Kilosegments
- Fast Select (if appropriate)

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
- 1.4 PSN ACCESS ARRANGEMENTS (Cont'd)

B. DEDICATED

Dedicated Access provides a permanent connection to the PSN via a dedicated private line channel (available from appropriate Tariffs).

The following private line facilities are supported for Dedicated Access:

- Digital - Requires a Company-provided Base Rate Service (as found in Part 15, Section 3, of this Guidebook) or a Direct Digital Service (DDS) Channel used for digital transmission (as found in Part 15, Section 1, of this Guidebook).

Dedicated Access provides call origination and termination capabilities at speeds up to 56 Kbps.

Dedicated Access provides the capability of transmitting data using the following communication protocols:

- X.75

The applicable PSN elements are:

- Exchange Termination
- Port Termination
- Fast Select (if appropriate)

The applicable PSN usage charges are:

- ISDN Interface Minutes of Use
- ISDN Interface Kilosegments
- Fast Select (if appropriate)

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.5 PSN RATE ELEMENTS

A. EXCHANGE TERMINATIONS

Exchange Terminations are determined by the type of facility used to access the PSN. The exchange termination provides a Data Service Unit/Channel Service Unit function for digital access lines.

B. PORT TERMINATIONS

Port Terminations provide the communications interface for users accessing the PSN. They are protocol and speed specific. A NTN is provided at no charge with each Port Termination. The NTN assignment is independent of the customer's voice telephone number.

C. OPTIONAL FEATURES

Certain optional features and functions are available depending on the serving packet switch.

1. Call Redirection - Automatically redirects calls addressed to a primary DTE, to a secondary DTE when the primary DTE is not in service, busy or designated for call redirection due to network operator request. Call redirecting ends automatically when access to the primary DTE is again possible.
2. Closed User Group (CUG) - A private group of users that limits communications to members within the group. The CUG allows its members to transmit and receive calls, service type permitting, to and from other members within the CUG.
3. Direct Call - Enables a user to automatically establish a virtual call to a predetermined NTN.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.5 PSN RATE ELEMENTS (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

4. Fast Select Acceptance - Allows the customer to terminate fast select calls that originated from an end user's DTE. The fast select data is delivered to the terminating customer in the user data field of an incoming call packet. The terminating DTE then responds with either a call accepted packet or a call clear indication.
5. Hunt Group- An association of ports with a single or multiple NTN(s). Two features are available. The homing feature allows terminating calls to be distributed sequentially over the ports. Non-homing allows terminating calls to be distributed equally over the ports.
6. Multiple Network Terminal Numbers - Permits the user to have additional DTE addresses per port, thereby permitting incoming logical transmissions to be routed by the PSN to the appropriate DTE. The available quantity of this feature may be limited by the Company.
7. Network User Identification (NUI) - A numeric character string, defined by the Company, used as a log-on ID. In the case of dedicated access, the NUI may correspond to the network address.
8. Permanent Virtual Circuit - Establishes a logical channel between two NTNs and remains indefinitely in the data transfer mode.
9. Reverse Charging Acceptance - Authorizes the terminating NTN to accept PSN usage and holding time charges from an originating NTN.

1.6 USAGE CHARGES

A. FAST SELECT

Fast Select allows for a call request, the transmission of data and call clearing in a single exchange of packets. These packets may contain up to 128 data octets in addition to the call request information.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
- 1.6 USAGE CHARGES (Cont'd)

B. DATA TRANSPORT

Data Transport usage charges apply for ISDN Access Arrangements whose PSN switch can connect to any PSN switch in a LATA. ISDN Interface usage charges apply for X.75 Dedicated Access Arrangements where PSN switching is limited to a single ISDN switch in a LATA.

Customers who transmit an average of 2.0 kilosegments or less of data per logical session per minute can choose between minutes of use (MOU) and kilosegment billing. Customers who transmit greater than an average of 2.0 kilosegments per logical session per minute will be billed for kilosegments transmitted. The average kilosegments per minute will be calculated for the billing period for rating purposes.

The measurement of a MOU session begins upon receipt of the call acceptance packet and ends upon receipt of the call clear packet. The minimum initial MOU session is 7 tenths of a minute and additional usage is measured in tenths of minutes. MOUs will be accumulated for the billing period for rating purposes.

Kilosegment measurement counts the number of segments transmitted. A kilosegment is 1000 segments. A segment has a billable length of 64 octets of customer information. The minimum initial session is 40 segments and additional usage is measured in segments. Segments are totaled at the end of the billing period and rounded to the next whole kilosegment for rating purposes.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
1.6. USAGE CHARGES (Cont'd)

C. ISDN INTERFACE

The ISDN Interface is for the purpose of allowing other networks to terminate directly onto an ISDN Integrated Packet Handler (IPH). This will give the other network access to the ISDN lines served by that IPH and only that IPH. They must connect on an X.75 port connection in addition to the digital private line.

D. EVENING, WEEKEND AND HOLIDAY DISCOUNTS

An evening, weekend and holiday 50% discount in rates will apply on the following:

- Data Transport Charge
- ISDN Interface Charge
- Fast Select (if appropriate)

The evening discount will apply for any portion of a call occurring Monday through Friday during the period from 4:00 P.M. up to but not including 7:00 A.M.

The weekend and Holiday 50% discount will apply for any portion of a call through the entire day¹.

1.7. NONRECURRING CHARGES

Nonrecurring Charges (NRCs) for Service Order, PSN Access facility, Exchange Termination and Optional Feature(s) apply for the installation of PSN Service.

Standard channel rearrangement charges apply for the rearrangement of PSN Access facilities. For other PSN service rearrangements, a Service Order charge and the NRC of the modified Exchange Termination and/or the added and/or modified Optional Feature(s) apply.

NOTE 1: The observed holidays are New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.8 STANDARD FEATURE DEFINITIONS

Additional Logical Channels - A capability which enables one or more calls to be set up on a single facility. A PSN customer may subscribe to more than one logical channel per single facility to allow two or more simultaneous calls to take place.

- One-Way Logical Channel Incoming
Logical channel capable of receiving calls only.
- One-Way Logical Channel Outgoing
Logical channel capable of transmitting calls only.
- Two-Way Logical Channel
Logical channel capable of transmitting and receiving calls.

Auto Call - Enables a user to automatically establish a virtual call to a predetermined NTN. The user generates a preprogrammed call setup packet by merely powering up the DTE.

Default Throughput Class Assignment - Allows the selection of the default throughput class of 75, 150, 300, 600, 1200, 2400, 4800, 9600, 19200, 48000/56000 bps (largest class less than, or equal to, user line speed). This default value applies to all virtual calls and permanent virtual circuits at the DTE/DCE interface which do not perform per-call throughput class negotiation.

Flow Control Parameter Negotiation - Permits negotiation on a per-call basis, of the flow control parameters (packet size and window size for each direction of data transfer). This facility applies only to switched virtual calls.

- Packet Size Negotiation
Allows for negotiation of various packet sizes.
- Window Size Negotiation
Allows for window sizes of 1 to 7.

Incoming Calls Barred - Prohibits incoming virtual calls.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
- 1.8. STANDARD FEATURE DEFINITIONS (Cont'd)

Non-standard Default Packet Size - Allows the selection of a default size, instead of the standard default packet size. The default value applies to all permanent virtual circuits and those virtual calls at the DTE/DCE interface which do not perform per-call flow control parameter (packet size) negotiation.

Non-standard Default Window Size - Allows the selection of the default size of 1 through 7, instead of the standard default window size of 2. This default value applies to all permanent virtual circuits and those virtual calls at the DTE/DCE interface which do not perform per-call flow control parameter (window size) negotiation.

Outgoing Calls Barred - Prohibits outgoing virtual calls.

Reverse Charging - Allows the originating NTN's PSN usage charges to be billed to the terminating NTN on a per session basis. Only if the terminating NTN is configured to accept charges will the call be set up.

Throughput Class Negotiation - Permits negotiation on a per-call basis, of the throughput class for each direction of data transfer associated with a virtual call. The network will allow a DTE to request a throughput class of 75, 150, 300, 600, 1200, 2400, 4800, 9600, 19200, 48000/56000 bps (largest class less than, or equal to, user line speed). If the requested throughput is not one of the specified values, the call will be cleared.

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)

1.9. RATES AND CHARGES

A. EXCHANGE TERMINATIONS

| | <u>USOC</u> | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|------------|-------------|--------------------------------|-------------------------|
| 1. Digital | | | |
| - 9.6 Kbps | VXDD9 | \$30.00 | \$30.00 |
| - 56 Kbps | VXD56 | 30.00 | 30.00 |

B. PORT TERMINATIONS

| | | | |
|------------------|-------|-----|-------|
| 1. x.75 Protocol | | | |
| - 2.4 Kbps | LHT7C | --- | 25.00 |
| - 4.8 Kbps | LHT7D | --- | 25.00 |
| - 9.6 Kbps | LHT7E | --- | 25.00 |
| - 19.2 Kbps | LHT7F | --- | 25.00 |
| - 56 Kbps | LHT7G | --- | 25.00 |

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
1.9. RATES AND CHARGES (Cont'd)

C. OPTIONAL FEATURES

| | <u>USOC</u> | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|-------------|--------------------------------|-------------------------|
| 1. Additional NUI, - each | LOGAX | \$ 5.00 | --- |
| 2. Call Redirection, - per port | LRD | 10.00 | \$1.00 |
| 3. Closed User Group - per group | LDJ | 15.00 | --- |
| - per member | LGJ | 5.00 | --- |
| 4. Direct Call, - per port | LJD | 10.00 | --- |
| 5. Fast Select Acceptance, - per port | LD5FS | 10.00 | --- |
| 6. Hunt Group, - per group | LDM | 15.00 | 3.00 |
| 7. Additional NTN, - each | LDQ | 10.00 | --- |
| 8. Permanent Virtual Circuit, - each end | LDV | 15.00 | --- |
| 9. Reverse Charging Acceptance, - per port | LD4 | 10.00 | --- |

1. PACKET SWITCHED NETWORK - ISDN X.25, and DEDICATED X.75 (Cont'd)
1.9. RATES AND CHARGES (Cont'd)

D. USAGE

| | <u>USOC</u> | <u>RATE</u> |
|---|-------------|-------------|
| 1. Fast Select per Request | | \$.01 |
| 2. Data Transport Charge per 1/10 minute, or fraction thereof | HRBM1 | .0015 |
| 3. ISDN Interface Charge per 1/10 minute, or fraction thereof | HRBMG | .0005 |
| 4. Data Transport Charge per Kilosegment | HRBKX | .24 |
| 5. ISDN Transport Charge per Kilosegment | HRBKG | .08 |

E. NON-RECURRING CHARGES

Non-recurring charges for Packet Switched Network services are applied on a per design order basis. Multi-element service connection charges contained in Part 3, Section 1, do not apply to these services.

The design order charge applies once per occasion of a customer's request for packet services of the same type at the same location.

| | <u>Nonrecurring Charge</u> |
|---|--------------------------------|
| - Subsequent changes (such as: addition or change of standard or optional features, activation of network addresses, addition or change of NUI codes, etc.), per location | \$65.00 |
| Technical Assistance (such as verification of the customer's PAD or computer equipment for compatibility with the Packet Switched Network) | |
| - First hour | 52.00 |
| - Each additional quarter hour, or fraction thereof | 13.00 |

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E)

Digital Transport Service-Enhanced (DTS-E) 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 DTS-E, including the upgrade or downgrade of access/port speed, installation of new service, or moves to different service addresses will not be provisioned.

A. DESCRIPTION

Digital Transport Service - Enhanced (DTS-E) delivers voice grade service from a Company serving central office to a customer's premises. DTS-E is available in three serving arrangements, also known as Modules (see Paragraph D. in this guidebook). DTS-E Modules 1, 2, and 3 are provided in conjunction with DS1 Service (1.544 Mbps). The 24 channels may be used for the transport of services for termination on customer provided equipment.

B. DEFINITIONS

DS1 Service

DS1 Service denotes the channelized 1.544 Mbps DS1 facility between a customer premises and the serving central office for that location. This element is used in conjunction with Modules 1, 2, and 3, and is purchased from Part 15, Section 3 of this guidebook.

(D)
—
(D)

(D)
—
(D)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)**B. DEFINITIONS (Cont'd)**

(D)

Term Payment Plan^{/1,2/}

A period of time selected by the customer from among those currently offered by the Company, over which the customer agrees to pay a specified price for a product/service.

(D)

C. TERMS AND CONDITIONS

1. Digital Transport Service - Enhanced is offered from central offices where the Company has arranged for facilities for such service. At the request of the customer and at the discretion of the Company, DTS-E may be extended to central offices within the same Local Access Transport Area (LATA) through the application of DS1, DS3 Service, OC-*n* Point-to-Point Service, OC-*n* Dedicated Ring Service or other suitable Company services. This arrangement is not available in Independent Telephone Company serving areas.
2. The availability, functionality and capabilities of DTS-E features may vary based on the serving central office.

/1/ Effective August 31, 2011, 3-Year and 5-Year Term Payment Plans are no longer available for new installations or renewals of DTS-E Modules 1, 2 and 3. DTS-E Module 1, 2 or 3 customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 1-Year TPP agreement at the then current applicable 1-Year TPP rates. If the customer does not enter into a new 1-Year TPP agreement, or request discontinuance of the service, the month-to-month guidebook rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Term Payment Plans (TPP) of any length for DTS-E Modules 1, 2 or 3, and existing TPPs may not be renewed. For new service, or for existing service after any TPP expires, service will be provided only on a month-to-month basis.

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

/1/

C. TERMS AND CONDITIONS (Cont'd)

3. The Company reserves the right to determine when trunk-side or line-side terminations are required and whether or not DTS-E may be provisioned with the customer's service and equipment. Internet providers subscribing to DTS-E will be provisioned via trunk-side terminations only.
4. Clear Channel capability is an optional DS1 feature that may be used in conjunction with DTS-E. Clear Channel allows the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on the quantity or bit sequence. Clear Channel nonrecurring charges, as noted elsewhere in this guidebook, are applicable only when Clear Channel is ordered subsequent to initial installation of this service.
5. When a DTS-E subscriber is also the customer of record for the Company's high speed transport services, the DTS-E customer may request provisioning of DTS-E over their high speed transport service's vacant bandwidth.
6. The same customer of record is required for both DTS-E and the associated Company DS1 facility. Sharing of common transport or DTS-E arrangements between multiple customers is not permitted.
7. Base Rate non-switched 56 Kbps service may be limited by certain combinations of switch type, signaling and frame format, to a maximum of twelve channels per DTS-E DS-1 facility.

/1/

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

(N)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)**D. FEATURES**

DTS-E is available in four serving arrangements and is furnished where facilities permit. Availability and functionality of DTS-E and its features may vary by serving central office and switch type.

Module 1

Module 1 is an arrangement that supports Business Trunk Services (e.g., 1-Way In non-DID, 2-Way Combination, toll terminals, Custom Dedicated 800 Service, and Foreign Exchange Service). Toll billing exclusion service and 900-976 Call Blocking are also available with Module 1.

Module 2

Module 2 supports all services provided in Module 1 plus Direct Inward Dialing (DID) Service.

Module 3

In addition to services supported in Module 1 and Module 2, Module 3 supports the following: Business Basic Exchange Service; Base Rate non-switched 56 Kbps Service; Direct Inward Dialing with Call Transfer Service; and Off Premise Extension Service. Call Waiting, Call Forwarding Variable, and Three-Way Calling are available with Business Basic Exchange Service.

(D)

(D)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

/1/

E. Technical References

Customer Provided Equipment (CPE) compatibility requirements are listed in Company Technical References. All Customer Provided Equipment used to interface with Digital Transport Service - Enhanced is required to conform with the Technical Reference specifications as used by the Company.

SubjectTechnical Reference

Network Channel Terminating Equipment
Digital Transport Service

TR-NPL-000054
AM-TR-TMO-000101

The Technical Reference can be obtained from:

APEX Support Team
(734) 523-7348

/1/

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

/1/

F. PRICES

The following prices are applicable to standard installations of Digital Transport Service - Enhanced and are in addition to all other charges for associated services and equipment necessary to provide telecommunications service.

Refer to *Other Applicable Charges and Payments* section of this guidebook for additional charges associated with the provision of Digital Transport Service - Enhanced.

The prices for Digital Transport Service - Enhanced in this guidebook will be utilized unless market demands require rates and charges to be negotiated with the customer on an individual case basis (ICB).

This guidebook is filed with Sec. 196,194, Wis. Stats. Therefore, any contract or amendment to such contract shall be compensatory as determined under Sec. 196.204 (5) and (6) Wis. Stats. Within 20 days after a contract or an amendment to such a contract has been executed, the Company shall submit to the Commission written notice of the general nature of the contract and the parties of the contract.

The receipt of notification of any contract or amendment to a contract established under this guidebook shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the guidebook service is offered, and to take any necessary action pursuant to such investigation including issuing orders.

/1/

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

(N)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)**F. PRICES (Cont'd)**

1. Service Elements

| <u>Description /Billing Code/</u> | <u>Install Charge</u> | <u>Month-to- Month</u> | <u>Monthly Payment Term Payment Plans^{2,3/}</u> | | |
|---|---------------------------|----------------------------|--|---------------|---------------|
| | | | <u>1-Year</u> | <u>3-Year</u> | <u>5-Year</u> |
| DS1 Facility per module (see guidebook reference in F.2 following) | | | | | |
| Module 1 ¹ Per DS1 equipped /EMZ1X/ | \$240.00 | \$39,555.00(l) | \$565.00 | \$530.00 | \$470.00 |
| Module 2 ¹ Per DS1 equipped /EMZ2X/ | 280.00 | 49,345.00(l) | 720.00 | 655.00 | 595.00 |
| Module 3 ¹ Per DS1 equipped /EMZ3X/ | 300.00 | 51,800.00(l) | 780.00 | 720.00 | 655.00 |

/1/ Rates for Modules 1, 2 and 3 include services and features supported by Modules 1, 2 and 3 as described in Paragraph 1.D. However, other charges may be applicable as noted in Paragraph 1.F.

/2/ Effective August 31, 2011, 3-Year and 5-Year Term Payment Plans are no longer available for new installations or renewals of DTS-E Modules 1, 2 and 3. DTS-E Module 1, 2 or 3 customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 1-Year TPP agreement at the then current applicable 1-Year TPP rates. If the customer does not enter into a new 1-Year TPP agreement, or request discontinuance of the service, the month-to-month guidebook rates in effect at such time will automatically apply.

/3/ Effective December 1, 2015, customers may not establish new Term Payment Plans (TPP) of any length for DTS-E Modules 1, 2 or 3, and existing TPPs may not be renewed. For new service, or for existing service after any TPP expires, service will be provided only on a month-to-month basis.

(D)

(D)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

F. PRICES (Cont'd)

Service Elements (Cont'd)

| Description <u>/Billing Code/</u> | Install <u>Charge</u> | <u>Month-to-Month</u> | Monthly Payment <u>Term Payment Plans</u> ^{/1,2,/} | | |
|---|--------------------------|-----------------------|--|--------------------|--------------------|
| | | | <u>1- Year</u> | <u>3- Year</u> | <u>5- Year</u> |
| Additional Equipment Charge | | | | | |
| - Module 1, 2, 3 /FD5EX/ | \$240.00 | \$8,955.00(I) | \$110.00 | \$110.00 | \$110.00 |
| Subsequent Addition/ Rearrangement Charge: | | | | | |
| - Modules, 1, 2, 3 Per Channel /NR9DT/ | 10.00 | - | - | - | - |

/1/ Effective August 31, 2011, 3-Year and 5-Year Term Payment Plans are no longer available for new installations or renewals of DTS-E Modules 1, 2 and 3. DTS-E Module 1, 2 or 3 customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 1-Year TPP agreement at the then current applicable 1-Year TPP rates. If the customer does not enter into a new 1-Year TPP agreement, or request discontinuance of the service, the month-to-month guidebook rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Term Payment Plans (TPP) of any length for DTS-E Modules 1, 2 or 3, and existing TPPs may not be renewed. For new service, or for existing service after any TPP expires, service will be provided only on a month-to-month basis.

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

/3/

F. PRICES (Cont'd)

2. Other Applicable Charges and Payments

1. In addition to the DTS-E rates and charges noted above, the following rates and charges as specified elsewhere in this guidebook may also apply:
 - Base Rate channel mileage, channel mileage termination charges, and local distribution channel charges for the terminating equipment
 - Custom 800 Service usage charges
 - DS1 recurring and nonrecurring charges
 - DS1 Clear Channel nonrecurring charge
 - Caller ID recurring Charge
 - DID Station Number recurring and nonrecurring charges
 - Foreign Exchange channel mileage charges
 - Off Premise Extension channel mileage charges
 - Centrex Service recurring and nonrecurring charges
 - Primary Interexchange Carrier Charge (PICC)¹
 - End-User Common Line charges²
2. Where both a trunk-side and line-side connection is requested, an *Additional Equipment Charge* as noted in *PRICES F.1* is applicable.
3. The *Per Channel Subsequent Addition/Rearrangement Charge* as noted in *PRICES F.1*, in addition to any applicable service connection charges normally associated with the installation or rearrangement of module services or features.
4. Local or Message Toll Service calls established through the use of DTS-E Service will be charged for at the rates specified elsewhere in this guidebook.
5. A Business Service Ordering Charge as specified in Part 3, Section 1 of this guidebook is applicable in addition to the Module Installation Charge.

/1/ See AT&T Tariff F.C.C. No. 2, Section 3.

/2/ See AT&T F.C.C. No. 2, Section 4.

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

/3/
(N)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

F. PRICES (Cont'd)

2. Other Applicable Charges and Payments (Cont'd)

References:

The rates and charges in *PRICES F.1* are for Digital Transport Service - Enhanced. Additional applicable rates and charges for services specified in *PRICES F.2* can be found in the references listed below.

| <u>Service</u> | <u>Reference</u> | (D) |
|---------------------------------------|---|-----|
| Base Rate Service | Part 15, Section 3 | |
| Business Basic Exchange Usage Service | Part 4, Section 2 | |
| Caller ID | Part 7, Section 2 | |
| Custom 800 Service | Part 10, Section 2 | |
| Direct Inward Dialing (DID) Service | Part 6, Section 1 | |
| DS1 Service | Part 15, Section 3 | |
| End-User Common Line Charges | AT&T Operating Companies Tariff, F.C.C. No. 2, Section 4.1.7(c) | |
| Foreign Exchange Service | Part 15, Section 2 | |
| Message Telecommunication Service | Part 9, Section 1 | |
| Off Premise Extension Service | Part 15, Section 2 | |

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)**F. PRICES (Cont'd)****3. Payment Plans**

- **Month to Month**

The minimum period is one month, unless specified otherwise.

- **Term Payment Plans**^{/1,2/}

The Term Payment Plan (TPP) is a plan which allows customers to pay a fixed price for equipment and service over optional periods. A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period. The same payment plan must apply to all services and features.

DTS-E Module 1, 2, and 3 Term Payment Plans are available for 1, 3 or 5 years.

(D)

(D)

During the effective term period, the monthly price is not subject to Company-initiated changes for payment periods longer than one month.

/1/ Effective August 31, 2011, 3-Year and 5-Year Term Payment Plans are no longer available for new installations or renewals of DTS-E Modules 1, 2 and 3. DTS-E Module 1, 2 or 3 customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 1-Year TPP agreement at the then current applicable 1-Year TPP rates. If the customer does not enter into a new 1-Year TPP agreement, or request discontinuance of the service, the month-to-month guidebook rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Term Payment Plans (TPP) of any length for DTS-E Modules 1, 2 or 3, and existing TPPs may not be renewed. For new service, or for existing service after any TPP expires, service will be provided only on a month-to-month basis.

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)

/3/

F. PRICES (Cont'd)**4. Termination Charges^{/1,2/}**

Customers subscribing to DTS-E under the Term Payment Plan (TPP) requesting termination of service prior to the expiration date of the TPP term will be liable for a termination charge, which shall, upon any such termination, immediately become due and payable in its entirety.

1. The termination charge for all TPP terms will be calculated as follows:

For service term agreements which become effective on or after May 3, 2004:

- in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of DTS-E Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term

For service term agreements in effect prior to May 3, 2004:

- The dollar difference between the current monthly TPP price for the TPP term that could have been completed during the time the service was actually in service and the customer's current TPP price for each month the service was provided.

Example:

A customer subscribes to a 60-month TPP and discontinues service during the 37th month. This customer's termination charge would be:

$$(36 \text{ month TPP} - 60 \text{ month TPP}) \times 37 \text{ months} = \text{Termination Charge}$$

The 36-month TPP term could have been completed during the months the service was actually in service.

2. Termination charges are not applicable to changes in the physical location of the customer's DTS-E services as long as the service originates in the same serving central office.
3. All termination charges will be based on the TPP prices in effect at the time of termination. Termination charges are applicable for DS1 Service used in conjunction with DTS-E Service Modules 1, 2, and 3 as specified in Part 15, Section 3 of this guidebook.

/1/: Effective August 31, 2011, 3-Year and 5-Year Term Payment Plans are no longer available for new installations or renewals of DTS-E Modules 1, 2 and 3. DTS-E Module 1, 2 or 3 customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 1-Year TPP agreement at the then current applicable 1-Year TPP rates. If the customer does not enter into a new 1-Year TPP agreement, or request discontinuance of the service, the month-to-month guidebook rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Term Payment Plans (TPP) of any length for DTS-E Modules 1, 2 or 3, and existing TPPs may not be renewed. For new service, or for existing service after any TPP expires, service will be provided only on a month-to-month basis.

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

/3/
(N)

1. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (Cont'd)**F. PRICES (Cont'd)****4. Termination Charges (Cont'd)**

4. Termination charges are not applicable if the customer converts their DTS-E Module 1, 2, or 3 service to another Company provided business exchange voice service that utilizes a Company provided DS1 or DS1 equivalent transport service as part of the service offering. The following terms and conditions apply to this termination charge waiver:

- the customer must agree to a TPP that equals or exceeds the number of months remaining on the existing DTS-E Module 1, 2, or 3 TPP
- the number of circuits on the new TPP must be equivalent to or exceed the number of circuits under the existing TPP
- the new TPP shall begin immediately upon conversion from the existing TPP
- the new service must be provided between the same customer locations and with the same customer of record as the disconnected service
- non-recurring charges for the new service will apply.

(D)

(D)

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE

/2/

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

(N)

(N)

A. Description

/2/

Customized Switched Metro Ethernet (CSME) Service is a switched Layer 2 Ethernet network allowing for basic metropolitan Ethernet connectivity. CSME Service allows businesses to interconnect multiple customer locations within a LATA as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber facilities. CSME Service provides bandwidth of either 10 Mbps, 100 Mbps or 1 Gbps^{/1/}.

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

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

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

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

/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 33.

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

B. Terms and Conditions

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

1. CSME Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
2. The customer provided equipment (CPE) must deliver the data signal for the CSME transport within the industry specification for the subscribed data service. See *Technical References* following.
3. CSME Service supports full duplex communication.
4. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See *PRICES* 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 *Features (Optional)* following for further definition. See *Prices* 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 *Prices* following.

/1/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 34.

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

B. Terms and Conditions (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 *Prices* 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. See *Prices* following.
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 *Prices* following.
15. The Company will use controls to limit the amount of multicast and broadcast traffic to protect the CSME network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s).

/1/

/2/

/2/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 35.

/2/ Material formerly appeared in Part 6, Section 9, Sheet 36.

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

C. Features

1. Standard Features

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).

2. Optional Features

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 (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 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/

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 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.

/2/

/1/ Material formerly appeared in Part 6, Section 9, Sheet 37.

/2/ Material formerly appeared in Part 6, Section 9, Sheet 38.

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

D. Technical References

The customer interface to CSME Service is as specified in:

Subject

Technical Reference

Ethernet Standards
Network Equipment Design Requirements

SBC TP-76412
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 39.

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/3/

E. Prices

1. Service Elements

| <u>Description</u> | <u>Nonrecurring Charge</u> | <u>Monthly Payment Term Payment Plans</u> | | <u>Monthly Extension</u> |
|---|----------------------------|---|-------------------------------|--------------------------|
| | | <u>36 Months</u> | <u>60^{2/} Months</u> | |
| Usage, Port, Transport, Interface, each customer location | | | | |
| 10 Mbps Connection /P9FYX/ | \$1,600.00 | \$1,170.00 | \$1,100.00 | \$1,550.00 |
| - Subsequent 10 Mbps Connection ^{1/} /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 ^{1/} /P9FPX/ | 1,200.00 | 1,200.00 | 1,025.00 | 1,560.00 |
| 1 Gbps /P9FLX/ | 2,500.00 | 3,220.00 | 3,080.00 | 3,900.00 |

/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 a term greater than 36 months.

/3/ Material formerly appeared in Part 6, Section 9, Sheet 40.

/3/

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

/2/

E. Prices (cont'd)

1. Service Elements (cont'd)

| <u>Description</u> | <u>Nonrecurring Charge</u> | <u>Monthly Payment Term Payment Plans</u> | | <u>Monthly Extension</u> |
|-----------------------------------|----------------------------|---|--------------------------------|--------------------------|
| | | <u>36 Months</u> | <u>60^{/1/} Months</u> | |
| <i>Optional Charges</i> | | | | |
| Repeater | | | | |
| - each /VU4/ | \$250.00 | \$400.00 | \$375.00 | \$475.00 |
| <u>Description</u> | | <u>Nonrecurring Charge</u> | | <u>Monthly Price</u> |
| Ethernet Virtual Connection (EVC) | | | | |
| - per connection /EVNDE/ | | \$70.00 | | \$25.00 |
| Additional MAC Addresses | | | | |
| - 151-200 MAC addresses /M2CAX/ | | 70.00 | | 5.00 |

/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 41.

/2/

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

E. Prices (Cont'd)

1. Service Elements (Cont'd)

| <u>Description</u> | <u>Nonrecurring Charge</u> |
|---|----------------------------|
| <i>Optional Charges (Cont'd)</i> | |
| 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 on Part 6, Section 9, Sheet 42.

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

/3/

E. Prices (cont'd)

1. Service Elements (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 |
| | Monthly Payment | |
| | <i>Term Payment Plans</i> | |
| | 36 | 60 ^{/2/} |
| | <u>Months</u> | <u>Months</u> |
| | | <u>Monthly Extension</u> |
| - GigE ICO Trunking Arrangement | | |
| ICO Trunk Connection Charge, per EVC | | |
| 10 Mbps | \$525.00 | \$420.00 \$360.00 \$660.00 |
| 100 Mbps | 800.00 | 840.00 720.00 1,290.00 |
| 1 Gbps | 1,100.00 | 4,830.00 4,100.00 7,360.00 |

/1/ Nonrecurring charges will be waived for those customers selecting the 36 or 60^{/2/} month Term Payment Plan (TPP) period for new service.

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

/3/ Material formerly appeared on Part 6, Section 9, Sheet 43.

/3/

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

E. Prices (Cont'd)

1. Service Elements (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 | |
| 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 44.

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

/2/

E. Prices (cont'd)

2. Payment Plans

• Term Payment Plans

CSME Service is only available under the Term Payment Plan (TPP) whereby customers must select either a 36 or 60^{/1/} month period. Decreases in CSME monthly recurring charges will be passed onto customers who participate in a TPP. After the selected Term Payment Plan period is satisfied, the Monthly Extension Price in effect at the time of contract expiration will apply unless a new TPP is selected. Refer to *Term Payment Plans* in Part 2, Section 3.

• Single Payment Option (SPO)

A single payment option is available for this service. Refer to *Term Payment Plans* in Part 2, Section 3 for calculating Single Payment Options.

3. Termination Charges

Termination Charges will apply to service terminated prior to the contracted period. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

- 50 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 on Part 6, Section 9, Sheet 45.

/2/

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

E. Prices (Cont'd)**3. Termination Charges (Cont'd)**

Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:

- The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
- During the TPP, a customer may move a CSME Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
- The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
- Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable;
- If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

/1/

/1/ Material formerly appeared on Part 6, Section 9, Sheet 46.

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

E. Prices (Cont'd)**3. Termination Charges (Cont'd)**

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. Termination Charges for CSME 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 CSME contract.
- The existing CSME Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.
- For customers upgrading from CSME to OPT-E-MAN® Service, the customer's network configuration must remain the same (i.e. multipoint CSME to multipoint OPT-E-MAN). The number of OPT-E-MAN locations must be greater than or equal to the current number of CSME locations.
- For customers upgrading from CSME to OPT-E-MAN Service, a minimum of 50% of the connection speed for each individual connection must be maintained:
 - If customer has a 1 Gbps CSME connection, then customer must purchase a minimum 500 Mbps OPT-E-MAN connection.
 - If customer has a 100 Mbps CSME connection, then customer must purchase a minimum 50 Mbps OPT-E-MAN connection.
 - If customer has a 10 Mbps CSME connection, then customer must purchase a minimum 5 Mbps OPT-E-MAN connection.

/1/

/1/ Material formerly appeared on Part 6, Section 9, Sheet 47.

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

/1/

E. Prices (cont'd)

3. Termination Charges (cont'd)

Migration to AT&T Switched Ethernet ServiceSM

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

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

SM AT&T Switched Ethernet Service is a service mark of AT&T Intellectual Property
/1/ Material formerly appeared on Part 6, Section 9, Sheet 47.1.

/1/

3. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (Cont'd)

/1/

E. Prices (Cont'd)**4. Credit Allowance**

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 a Credit Allowance 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.

/1/

/1/ Material formerly appeared on Part 6, Section 9, Sheet 48.

OPT-E-MAN® SERVICE

/3/

Service Availability

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)

(N)

A. Description

/3/

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

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

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

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

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

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

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

® OPT-E-MAN is a registered trademark of AT&T Intellectual Property.

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

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

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

/3/

OPT-E-MAN® SERVICE (Cont'd)

/1/

A. Description (Cont'd)

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

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

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

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

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

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

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

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

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

/1/

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

OPT-E-MAN® SERVICE (Cont'd)

/1/

B. DefinitionsJitter

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

Latency

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

Media Access Control (MAC) Addresses

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

Packet Delivery Rate (PDR)

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

/1/

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

OPT-E-MAN® SERVICE (Cont'd)

/1/

C. Terms and Conditions

In addition to regulations set forth elsewhere in this guidebook, the following regulations apply to OPT-E-MAN Service:

1. 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.
2. 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 Paragraph E. – *Technical References*.
3. OPT-E-MAN Service supports full duplex communication.
4. 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.
5. 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 *Prices* following.
6. 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 *Prices* following.
7. 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.
8. 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 *Prices* below.
9. If the customer cancels service prior to installation being completed, a Service Order Cancellation Charge (per port, per location) will apply. See *Prices* below. The customer's intent to cancel service must be made in writing.
10. The CIR selected by the customer must be committed to for a 30 day period before an increase in CIR can be requested.

/1/

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

OPT-E-MAN® SERVICE (Cont'd)

/1/

C. Terms and Conditions (Cont'd)

11. 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.
12. 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.
13. 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:

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

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

/1/

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

OPT-E-MAN® SERVICE (Cont'd)

/1/

C. Terms and Conditions (Cont'd)

14. Grade of Service SLAs are provided for OPT-E-MAN Service for the Bronze and Silver Grades of Service. If the Company fails to meet service parameters defined for the Bronze or Silver Grades of Service, a service credit 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.

15. 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 major 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. Loss or damage resulting from any cause beyond the Company's reasonable control such as acts of war, civil disturbances, acts of civil or military authorities or public enemy.
- All SLAs are offered across the Company's network. The failure of any components beyond the local facility, including the Network Interface (NI), are excluded from the SLA calculation.
- Data loss during the Company's scheduled maintenance window.
- Data exceeding subscribed Usage.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.
- Any type of Customer Network Management functionality is not included in SLAs.

16. 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).

/1/

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

OPT-E-MAN® SERVICE (Cont'd)

/4/

C. Terms and Conditions (Cont'd)

17. For Basic and Basic Plus point-to-point and point-to-multipoint service, the Company will use controls to limit the amount of broadcast traffic to protect the OPT-E-MAN network against broadcast storms. The maximum throughput of broadcast traffic will be set at 10 Mbps per customer port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for broadcast traffic within the customer network(s).^{/1/}
18. Data exiting the network through the customer ports are excluded from SLA calculations to the extent that it exceeds the CIR for those ports.
19. 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.
20. 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 *Prices* following.
21. The aggregate assigned Committed Information Rate (CIR) across all Ethernet Virtual Connections (EVCs) between any two customer connections cannot exceed 600 Mbps per Basic or Basic Plus connection.^{/2/}

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

/1/ This provisioning requirement will only apply to new service installed after April 30, 2007.

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

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

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

/4/

OPT-E-MAN® SERVICE (Cont'd)

/2/

D. Features

1. Standard Features

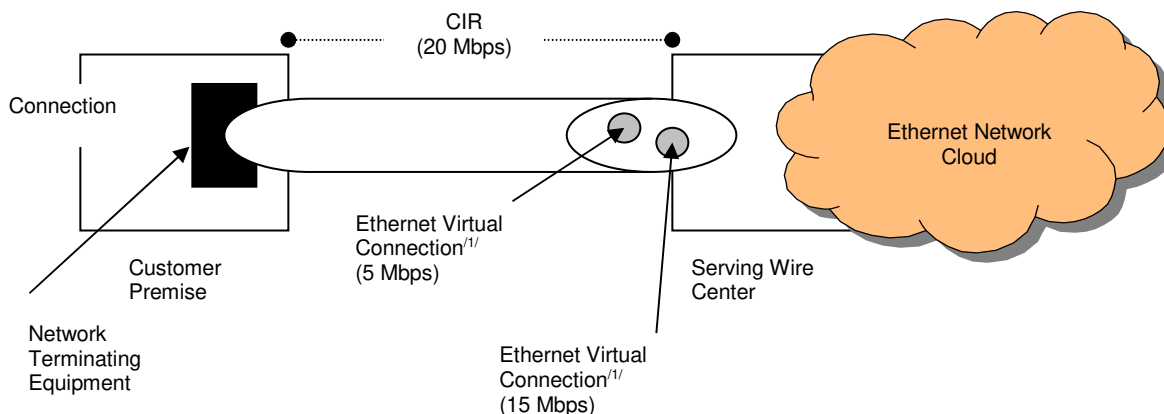
Committed Information Rate (CIR)

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.

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).

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 Committed Information Rate (CIR) service element assigned to it.

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

/2/

OPT-E-MAN® SERVICE (Cont'd)

/2/

D. Features (Cont'd)

2. Optional Features

Ethernet Virtual Connections (EVC)

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

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

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

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

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.

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

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

/2/

OPT-E-MAN® SERVICE (Cont'd)

/1/

D. Features (Cont'd)

2. Optional Features

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.

E. Technical References

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

/1/

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

OPT-E-MAN® SERVICE (Cont'd)

/3/

F. Prices

1. Service Elements

| <u>Description</u> | <u>Nonrecurring Charge</u> ^{/1/} | <u>12 Months</u> | <u>Monthly Payment Term Payment Plans</u> | | | <u>60</u> ^{/2/} <u>Months</u> | <u>Monthly Extension</u> |
|------------------------------------|---|------------------|---|------------------|----------|---|--------------------------|
| | | | <u>24 Months</u> | <u>36 Months</u> | | | |
| Connection, each customer location | | | | | | | |
| <i>Basic Service</i> | | | | | | | |
| 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 | |
| <i>Basic Plus Service</i> | | | | | | | |
| 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^{/2/}-month Term Payment Plan (TPP) period for new service.

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

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

/3/

OPT-E-MAN® SERVICE (Cont'd)

/3/

F. Prices (Cont'd)

1. Service Elements (Cont'd)

| <u>Description</u> | <u>Nonrecurring Charge</u> ^{/1/} | <u>Monthly Price</u> <i>Grade of Service</i> | | |
|---|---|---|---------------|---------------|
| | | <u>Best Effort</u> | <u>Bronze</u> | <u>Silver</u> |
| 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^{/2/}-month Term Payment Plan (TPP) period for new service.

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

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

/3/

OPT-E-MAN® SERVICE (Cont'd)

/4/

F. Prices (Cont'd)

1. Service Elements (Cont'd)

| <u>Description</u> | <u>Nonrecurring Charge</u> | <u>Monthly Price</u> <i>Grade of Service</i> | | | | |
|--|--|---|------------------|------------------|--------------------------------|--------------------------|
| | | <u>Best Effort</u> | <u>Bronze</u> | <u>Silver</u> | | |
| <i>Optional Charges</i> | | | | | | |
| Ethernet Virtual Connection (EVC) ^{/1/} | | | | | | |
| - per connection | \$0.00 | \$0.00 | \$0.00 | \$0.00 | | |
| <i>Monthly Payment Term Payment Plans</i> | | | | | | |
| <u>Description</u> | <u>Nonrecurring Charge^{/2/}</u> | <u>12 Months</u> | <u>24 Months</u> | <u>36 Months</u> | <u>60^{/3/} Months</u> | <u>Monthly Extension</u> |
| 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^{/3/}-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.

/4/

OPT-E-MAN® SERVICE (Cont'd)

/3/

F. Prices (Cont'd)

1. Service Elements (Cont'd)

| <u>Description</u> | <u>Nonrecurring Charge</u> | <u>Monthly Price</u> |
|---|----------------------------|----------------------|
| <i>Optional Charges (Cont'd)</i> | | |
| Additional MAC Addresses - 51-100 MAC addresses | \$70.00 ^{/1/} | \$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^{/2/} month Term Payment Plan (TPP) period for new service.

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

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

/3/

OPT-E-MAN® SERVICE (Cont'd)

/3/

F. Prices (Cont'd)

1. Service Elements (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> ^{/1/} | <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</u> ^{/2/} | |
| - 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^{/2/} month Term Payment Plan (TPP) period for new service.

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

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

/3/

OPT-E-MAN® SERVICE (Cont'd)

/1/

F. Prices (Cont'd)

1. Service Elements (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 |

/1/

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

OPT-E-MAN® SERVICE (cont'd)

/2/

F. Prices (cont'd)

2. Payment Plans

• Term Payment Plans

OPT-E-MAN Service is only available under the Term Payment Plan (TPP) whereby customers must select either a 12, 24, 36 or 60^{1/} month period. Decreases in OPT-E-MAN monthly recurring charges will be passed onto customers who participate in a TPP. After the selected Term Payment Plan period is satisfied, the Monthly Extension Price in effect at the time of contract expiration will apply unless a new TPP is selected. Refer to *Term Payment Plans* in Part 2, Section 3.

• Single Payment Option (SPO)

A single payment option is available for this service. Refer to *Term Payment Plans* in Part 2, Section 3 for calculating Single Payment Options.

3. Termination Charges

Termination Charges will apply to service terminated prior to the contracted period. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

- 50 percent (50%) of all recurring charges for the remaining months of the customer's term

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.

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.

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

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

/2/

OPT-E-MAN® SERVICE (Cont'd)

/1/

F. Prices (Cont'd)

3. Termination Charges (Cont'd)

For service installed after July 10, 2007, customers will be permitted to upgrade to a higher-speed service provided by the Company, without incurring Termination Charges, given all of the following conditions are met:

- An upgrade is considered an increase in speed or capacity when comparing OPT-E-MAN Service to the new service.
- The customer must issue a disconnect order for the existing OPT-E-MAN Service and place a service order for the new higher-speed service at the same locations such that there is no more than 90 days overlap in service. Termination Charges for OPT-E-MAN Service at the current locations will be waived.
- The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing OPT-E-MAN contract.
- The existing OPT-E-MAN Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.
- For customers upgrading from OPT-E-MAN to Customized Switched Metro Ethernet (CSME) Service, the number of CSME locations must be greater than or equal to the current number of OPT-E-MAN locations.

Migration to AT&T Switched Ethernet ServiceSM

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

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

/1/

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

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

OPT-E-MAN® SERVICE (Cont'd)

/1/

F. Prices (Cont'd)

4. Credit Allowance

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 labor difficulties, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.

/1/

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

