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A40. FAST PACKET TRANSPORT SERVICES

A40.1 Frame Relay Service (Obsoleted, See Section A140)

A40.2 Reserved for Future Use

(M)

A40.3 Native Mode LAN Interconnection (NMLI) Service (Obsoleted, See Section A140.3)

(M)

A40.4 (DELETED)

(M)

A40.5 Broadband Line Service

(M)

A40.5.1 General

(M)

- A. Broadband Line Service provides the customer with a local connection to high speed frame or cell-based switched services. (M)
- B. Broadband Line Service is available under options. Rates, charges, terms and conditions specific to these options are in later subsections of this section. The Fast Packet Option is described in A40.5.3. (T)(M)
- C. Network interface specifications for Broadband Line Service are contained in BellSouth Technical Reference 73590. This publication is available from:
 - Documentation Operations (M)
 - 20th Floor (M)
 - 600 North 19th Street (M)
 - Birmingham, AL 35203 (M)
- D. Broadband Line Service, as provided for in this section, is offered for intraLATA use only and may not be utilized to connect to a Class 5 office for use in local exchange service transmissions. (M)
- E. The terms, conditions and rates specified herein are in addition to the applicable terms, conditions and rates specified in other sections of this and other guidebooks of the Company. (M)
- F. The rates and charges set forth for Broadband Line Service provide for the furnishing of service where suitable facilities are available. Where special construction of facilities is necessary, special construction charges may apply as set forth in Section A5. (M)

A40.5.2 Terms and Conditions

(M)

- A. Explanation of Terms
 - 1. Broadband Line

The facility between the customer's premises and the customer's serving wire center.
 - 2. Broadband Line Extension

When a customer's serving wire center is not a Serving Area Point, a Broadband Line Extension is used to connect the serving wire center to the closest Serving Area Point. The Broadband Line Extension is associated with a Broadband Line, or as specified otherwise herein this guidebook.

The Broadband Line Extension is measured on a per mile basis in airline miles from a central office that is not a Serving Area Point to a Serving Area Point.
 - 3. Network Serving Area

Certain Company central offices are designated Serving Area Points. A Network Serving Area is comprised of all the Serving Area Points in a geographic area.
 - 4. Serving Area Point

A Company central office that is designated as a member of the Network Serving Area.
- B. Basis of Offering
 - 1. Detailed monthly billing is not provided. (M)
 - 2. Suspension of service is not allowed. (M)
 - 3. The minimum service period is one month. (M)

Pages 1.1 through 1.4 are hereby deleted in their entirety and removed from this Guidebook

(N)

A40. FAST PACKET TRANSPORT SERVICES

A40.5 Broadband Line Service (Cont'd)

A40.5.2 Terms and Conditions (Cont'd)

C. Connections

The design, maintenance, and operation of Broadband Line Service contemplates data communications originating or terminating at stations of the customer. (M)

1. Obligations of Customer
 - a. When customer provided equipment (CPE) is connected with Broadband Line Service, the customer or authorized user must provide equipment to perform the function of the Digital Terminating Equipment (DTE). The DTE provided by the customer is required at a customer's premises to perform such functions as:
 - Proper termination of service (M)
 - Amplification (M)
 - Signal shaping (M)
 - Remote loopback (M)
 - b. Where Broadband Line Service is available under this Guidebook for use in connection with customer provided equipment (CPE), the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the CPE does not endanger the safety of Company employees or the public; damage, require change in, or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference. (M)
 - c. When CPE is connected to Broadband Line Service, the customer shall be responsible for:
 - (1) Compatibility of the CPE to Broadband Line Service. This includes replacing the DTE due to technological changes in the network, and (M)
 - (2) Testing and sectionalization and clearance of trouble conditions or service difficulties on any CPE which is connected to Broadband Line Service. (M)
 - d. The customer's responsibility shall include cooperative testing with the Company as may be necessary. (M)
2. Responsibility of the Company
 - a. The Company shall not be responsible for installations, operation, or maintenance of any CPE. Where such CPE is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for Broadband Line Service and to the maintenance and operation of such facilities in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for:
 - (1) The through transmission signals generated by such equipment, or for the quality of, or defects in, such transmission, (M)
 - (2) The reception of signals by such equipment, or (M)
 - (3) Damage to CPE provided by a customer to an authorized user during testing. (M)
 - b. The Company shall not be responsible to the customer, if changes in any of the facilities, operations, or procedures of the Company utilized in provisioning of Broadband Line Service render any facilities provided by a customer obsolete or require modifications or alteration of such equipment or otherwise affect its use or performance. (M)
 - c. The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove, or attempt to repair any equipment installed by the Company without prior written consent of the Company. (M)

Page 2.1 is hereby deleted in its entirety and removed from this Guidebook

(N)

A40. FAST PACKET TRANSPORT SERVICES

A40.5 Broadband Line Service (Cont'd)

(M)

A40.5.2 Terms and Conditions (Cont'd)

(M)

D. Provision of Service

(M)

1. Rates and charges contained in this Section consist of the following elements:
 - a. Broadband Line
 - b. Broadband Line Extension
 - c. Move Charges
 2. Service connection charges for Broadband Line Service are included in the respective nonrecurring charges specified herein. Service Charges from Section A4 are not applicable. Charges applicable for customer requested change of service installation due date and cancellation of service installation are as specified in A40.9.

(T)(M)
 3. A move involves a change in the physical location of one of the following:
 - the point of interface at the customer's premises
 - the customer's premises
 The charges for the move are dependent upon whether the move is located within the same building or to a different building.

(M)
- a. Moves Within the Same Building
- When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring charge for the affected service termination at the customer's premises. There will be no change in the minimum period requirements.
- (M)
- b. Moves to a Different Building
- Moves to a different building, other than addressed in *paragraph* c, will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established at the new location. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.
- (T)(M)
- c. Moves of Service(s) under Fast Packet SPP
- Customer requests for moves of service under Fast Packet SPP, other than inside moves, will be subject to the conditions stated in A40.10.11.
- (M)

(M)

A40.5.3 Fast Packet Option (FPO)

(M)

A. General

(M)

1. The Fast Packet Option (FPO) of Broadband Line Service is only available when used in conjunction with Frame Relay Service, Asynchronous Transfer Mode (ATM) Service, or BellSouth Video Conferencing Service (BVCS). Specifications for Frame Relay Service are contained in A40.1. ATM Service specifications are contained in A40.8. Specifications for BVCS are contained in A140.11.

(T)(M)
2. The Fast Packet Option is used to connect a customer premises with the Frame Relay, ATM or BVCS Network Serving Area.

(M)

A40. FAST PACKET TRANSPORT SERVICES

A40.5 Broadband Line Service (*Cont'd*)

(T)(M)

A40.5.3 Fast Packet Option (FPO) (*Cont'd*)

(T)(M)

A. General (*Cont'd*)

(T)(M)

3. The Fast Packet Option is designed to transmit digital data signals at speeds of 56 Kbps, 64 Kbps, 128 Kbps¹, 1.536 Mbps, 44.210 Mbps, 149.760 Mbps, or 599.040 Mbps. (M)
- a. Multiples of 1.536 Mbps Broadband Line Service and Broadband Line Extension Service (from 2 through 8) may be used to access ATM Service Customer Connections using Inverse Multiplexing (IMA). (M)

ATM Service IMA Customer Connection Speed	Quantity of 1.536 Mbps Broadband Line Services Required	(M)
3.072 Mbps	2	(M)
4.608 Mbps	3	(M)
6.144 Mbps	4	(M)
7.680 Mbps	5	(M)
9.216 Mbps	6	(M)
10.752 Mbps	7	(M)
12.288 Mbps	8	(M)

- b. Multiples of 1.536 Mbps Broadband Line Service and Broadband Line Extension Service (from 2 through 8) may be used to access Frame Relay Service MultiLink Customer Connections. (M)

Frame Relay Service MultiLink Customer Connection Speed	Quantity of 1.536 Mbps Broadband Line Services Required	(M)
3 Mbps	2	(M)
6 Mbps	4	(M)
9 Mbps	6	(M)
12 Mbps	8	(M)

4. The Broadband Line Extension-FPO may be used by the customer for other specific functions besides connecting the customer's serving wire center to a Serving Area Point such as specified in A40.1.2.C.5.a and A40.8.2.C.4.a. Also, when the Fast Packet Option is provided in association with MegaLink channel service to connect customer locations to Frame Relay Service or ATM Structured Circuit Emulation Service, the Broadband Line Extension-FPO may be used. This use occurs if the central office where the channelization is performed for MegaLink channel service is not a Frame Relay Service or ATM Service Serving Area Point, then a Broadband Line Extension-FPO is required to connect the central office where the channelization occurs to the closest Serving Area Point. (M)
5. The Fast Packet Option may be provided in association with MegaLink channel service to connect a customer location to Frame Relay Service. Rates, *terms, conditions* and charges for MegaLink channel service are provided in B7.3 of the Private Line *Guidebook*. DS1 facilities being channelized via MegaLink channel service to be associated with the Fast Packet Option must be provisioned with Bipolar with 8 Zero Substitution (B8ZS) and Extended Superframe (ESF) if such service is to support a customer connection that is 64 Kbps or higher speed that is a multiple of 64 Kbps. (T)(M)
6. The Fast Packet Option operating at a transmission speed of 1.536 Mbps must be provisioned with Bipolar with 8 Zero Substitution (B8ZS) and Extended Superframe (ESF) if such service is to support a customer connection that is 64 Kbps or a higher speed that is a multiple of 64 Kbps. (M)
7. If, prior to fulfilling the period of a contract plan, the customer requests a change in transmission speed on a Fast Packet Option (to a higher or lower speed), a Termination Charge will not be applied, if at the date of termination the applicable conditions set forth in A40.10.4.B are satisfied. (M)
- Prior to fulfilling the period of a contract plan, the customer may request a change 1) to a lower speed ATM IMA Customer Connection, 2) to a lower speed Frame Relay MultiLink Customer Connection or 3) from an ATM IMA or Frame Relay MultiLink Customer Connection to an ATM or Frame Relay Subrate T3 or 44.210 Mbps Customer Connection (all of which will require the disconnect of a quantity of 1.536 Mbps Broadband Line Services). A Termination Liability Charge will not be applicable for such requests, if at the date of termination the applicable conditions set forth in A40.10.4.B are satisfied. (M)
8. One-half of the nonrecurring charge(s) for the applicable rate elements in A40.5.3.B.1 and A40.5.3.B.2 apply if the customer requests a change in transmission speed on a Fast Packet Option (to a higher or lower speed). (T)(M)

Note 1: Effective 12/4/2002, Fast Packet Option 128 kbps (2B1Q) is not available for new installations, moves or changes. (M)

Pages 4.0.0.1 through 4.0.8 are hereby deleted in their entirety and removed from this Guidebook (N)

A40. FAST PACKET TRANSPORT SERVICES

A40.5 Broadband Line Service (Cont'd)

A40.5.3 Fast Packet Option (FPO) (Cont'd)

- A. General (Cont'd) (M)
- 9. Contract Plans (M)
 - a. Contract Plans are available under conditions specified in the Fast Packet Services Payment Plan in A40.10 with contract periods described as follows:
 - (1) Term Payment Plan A - payment periods may be selected from 12 to 36 months. (M)
 - (2) Term Payment Plan B - payment periods may be selected from 37 to 60 months. (M)
- 10. When a customer in the service area of another Local Exchange Company (LEC) connects to a Company Network Serving Area, unless specifically provided for in another LEC's tariff, the interoffice mileage rate and one-half of the interoffice fixed rate for SynchroNet or MegaLink services will apply for the airline mileage between the LEC's serving wire center and the meet point. (M)

For the **Company**'s portion, the per mile rate for the Broadband Line Extension (BBLE)-FPO and the fixed rate specified in B.2.b.(1) (one-half the fixed BBLE rate) will apply for mileage from the nearest **Company** Serving Area Point to the meet point with the LEC. (T)(M)
- 11. The Fast Packet Option may be provided in association with SMARTRing service to connect a customer location to Frame Relay Service or ATM Service. Rates, *terms, conditions* and charges for SMARTRing service are provided in B7.7 of the Private Line *Guidebook*. (T)(M)
- 12. The Fast Packet Option operating at a transmission speed of 149.760 Mbps or 599.040 Mbps is fiber optic based. (M)
- 13. Specifications for the Fast Packet Option operating at a transmission speed of 128 Kbps¹ using 2B1Q technology are contained in the following documents:
 - ANSI T1.601, "Integrated Services Digital Network (ISDN) Basic Access Interface for Use on Metallic Loops for Application on the Network Side of the NT (Layer 1 Specification)". This document may be ordered from:

American National Standards Institute, Inc. (M)
11 W. 42nd Street (M)
New York, New York 10036 (M)
 - Bell Communications Research TR-TSY-000829, "Operations Technology Generic Requirements (OTGR): Generic Operations Interfaces Embedded Operations Channels". This document may be ordered from:

Telcordia - Customer Services (T)(M)
8 Corporate Place - Room 3C183 (M)
Piscataway, New Jersey 08854-4156 (M)
- 14. A 128 Kbps Frame Relay Service Customer Connection may interface with a Fast Packet Option operating at a transmission speed of either 128 Kbps¹ (2B1Q) or 1.536 Mbps. If an Extension capability operating at 128 Kbps¹ is necessary, two 64 Kbps Broadband Line Extensions are required. (M)

Note 1: Effective 12/4/2002, Fast Packet Option 128 Kbps (2B1Q) is not available for new installations, moves or changes. (M)

A40. FAST PACKET TRANSPORT SERVICES

A40.5 Broadband Line Service (Cont'd)

A40.5.3 Fast Packet Option (FPO) (Cont'd)

B. Rates and Charges for the Fast Packet Option

	Nonrecurring Charge	Month To Month	A 12 to 36 Months	B 37 to 60 Months	USOC	(M)
1. Broadband Line-FPO						(M)
(a) 56 Kbps	\$ 450.00	\$ 81.00	\$70.00	\$59.00	FP156	(M)
(b) 64 Kbps	450.00	81.00	70.00	59.00	FP164	(M)
(c) 128 Kbps (2B1Q) (Obsoleted – See Section A140.5)						(M)
(d) 1.536 Mbps	465.00	178.00	168.00	156.00	FP115	(M)
(e) 44.210 Mbps	1,000.00	1,725.00	1,610.00	1,495.00	FP144	(M)
(f) 149.760 Mbps	1,800.00	2,550.00	2,200.00	2,000.00	FP114	(M)
(g) 599.040 Mbps	3,600.00	5,100.00	4,335.00	3,900.00	FP159	(M)
2. Broadband Line Extension-FPO						(M)
a. Fixed rates applicable (fully <i>Company</i> provided)						(T)(M)
(1) Per Extension						(M)
(a) 56 Kbps ¹	75.00	7.00	6.00	4.50	FPOB5	(M)
(b) 64 Kbps ¹	75.00	7.00	6.00	4.50	FPOB6	(M)
(c) 1.536 Mbps ¹	120.00	71.00	66.00	60.00	FPOB1	(M)
(d) 44.210 Mbps ¹	350.00	805.00	748.00	690.00	FPOB4	(M)
(f) 149.760 Mbps ¹	750.00	4,080.00	3,760.00	3,550.00	FPOB7	(M)
(g) 599.040 Mbps ¹	1,500.00	10,230.00	9,430.00	8,900.00	FPOB9	(M)
b. Fixed rates applicable (jointly provided with another LEC)						(M)
(1) Per Extension						(M)
(a) 56 Kbps ²	37.50	3.50	3.00	2.50	FPOJ5	(M)
(b) 64 Kbps ²	37.50	3.50	3.00	2.50	FPOJ6	(M)
(c) 1.536 Mbps ²	60.00	36.00	33.00	30.00	FPOJ11	(M)
(d) 44.210 Mbps ²	175.00	403.00	374.00	345.00	FPOJ4	(M)
(f) 149.760 Mbps ²	375.00	2,040.00	1,880.00	1,775.00	FPOJ7	(M)
(g) 599.040 Mbps ²	750.00	5,115.00	4,715.00	4,450.00	FPOJ9	(M)
c. Each mile or fraction thereof						(M)
(1) Per Extension						(M)
(a) 56 Kbps	-	.70	.45	.35	FPOE5	(M)
(b) 64 Kbps	-	.70	.45	.35	FPOE6	(M)
(c) 1.536 Mbps	-	6.00	4.00	2.50	FPOE1	(M)
(d) 44.210 Mbps	-	52.00	46.00	40.00	FPOE4	(M)
(f) 149.760 Mbps	-	140.00	132.00	130.00	FPOE7	(M)
(g) 599.040 Mbps	-	205.00	195.00	190.00	FPOE9	(M)

Note 1: These fixed rates are only applicable when the entire service is provided within a *Company* service area and are used in lieu of the fixed rates listed in 2.b.(1). (T)(M)

Note 2: These fixed rates are only applicable when the customer location is served by another LEC and are used in lieu of the fixed rates listed in 2.a.(1). (M)

Pages 4.3 through 4.5.4 are hereby deleted in their entirety and removed from this Guidebook

(N)

A40. FAST PACKET TRANSPORT SERVICES

A40.6 Reserved for Future Use

(M)

A40.7 Reserved for Future Use

(M)

A40.8 Asynchronous Transfer Mode (ATM) Service (Obsoleted, See Section A140)

(M)

A40.9 Miscellaneous Charges For Fast Packet Transport Services

A40.9.1 General

- A. The miscellaneous charges provided herein are only applicable to specific Fast Packet Transport Services if so indicated in that service's respective subsection of this *Guidebook* (e.g., the subsections governing Frame Relay Service, Broadband Exchange Line Service and ATM Service specifically indicate charges herein A40.9.1 are applicable). The *terms, conditions* and miscellaneous charges herein apply for customer requested changes of service installation¹ due dates and customer requested cancellation of service installation orders. *Terms, conditions* and miscellaneous charges herein do not apply for customer requested due date changes or cancellation requests which involve only non-design service such as the addition of features to existing service or a change to an existing feature (e.g., DLCIs, CIR, PVCs, SVCs, etc.).

A40.9.2 Due Date Change Charges

- A. Upon customer request, the due date for service installation may be changed after an initial service order is issued.
- B. When the customer requests a new due date for service installation, the customer will not be charged for the first such due date change request. For each subsequent request(s) for the due date to be changed, the customer will be billed a service installation Due Date Change Charge as set forth in D. following (except under the conditions provided in C.(1) following).
- C. When the customer requests a new due date for service installation that is 30 or more calendar days beyond the original due date for installation, the customer has the choice of the following options:
 - (1) The service order is cancelled and charges set forth in A40.9.4 following will apply, or
 - (2) Billing for the service will commence on the 31st day beyond the original service date; if this is a subsequent request for the due date to be changed, the service installation Due Date Change Charge will also apply.
- D. The Due Date Change Charge will apply as specified in B. and C. preceding. The applicable charge is:
 - (1) Due Date Change Charge

	Charge	USOC
	\$ 50.00	FPTDD

A40.9.3 Expedite Request Charges

- A. Upon customer request, the Company will perform the work required to determine if a due date for a service installation can be provided that is in advance of the Company's stated standard installation interval for such service. Such requests shall be referred to as expedite requests, and all such requests shall incur an Expedite Request Charge whether or not the Company can meet the expedited due date desired by the customer. The Expedite Request Charge is in addition to all other applicable nonrecurring charges and applies on a per occurrence basis per service order. The applicable charge is:

- (1) Expedite Request Charge

	Charge	USOC
	\$ 50.00	FPTER

Note 1: The term "service installation" as used herein is defined as a request involving designed service (i.e., a new service installation or a move or physical rearrangement of an existing service).

A40. FAST PACKET TRANSPORT SERVICES

A40.10 Fast Packet Services Payment Plan

A40.10.1 General

- A. The *terms and conditions* specified herein are applicable to specific services as indicated in each service's respective subsection of this Guidebook. All of these services are included in this Section (A40. - Fast Packet Transport Services). (T)
- B. Services furnished under the Fast Packet Services Payment Plan (Fast Packet SPP) are subject to all general *terms and conditions* applicable to the provision of service by the Company as stated elsewhere in this Guidebook except as noted herein. (T)
- C. The Fast Packet SPP is a payment plan which allows customers to pay fixed or variable rates for Fast Packet Transport Services over variable contractual payment periods. A specific monthly rate applies for the duration of each period. Payment periods for each Fast Packet Transport Service will be described in that service's specific guidebook section. The following is an example of the manner in which those payment periods will be described. The following should also be used as a reference for any examples depicted in this Sub-section (A40.10) of this Guidebook.
 - 1. Term Payment Plan A - payment periods may be selected from 12 months to 24 months in length, at 24 month rates and charges.
 - 2. Term Payment Plan B - payment periods may be selected from 25 months to 48 months in length, at 48 month rates and charges.¹
- D. When the customer orders service to be provided under a Fast Packet SPP arrangement, the customer must designate to the Company the payment plan and the service period desired, e.g. Term Payment Plan B and 36 months.

A40.10.2 Application of Rates and Charges

- A. Rates stabilized under a Fast Packet SPP arrangement are exempt from Company initiated increases, however, decreases to any rate element will automatically flow through to the customer.
- B. Termination Charge
 - 1. In the event that all or any part of a service is disconnected at customer request prior to expiration of any selected payment period of greater than one month's duration, the customer will be required to pay a Termination Charge unless specifically stated otherwise in that service's guidebook.
 - 2. The Termination Charge is determined by multiplying the number of months remaining in the contract payment period by the contracted monthly rate by 50 percent.
 - a. For example, a customer subscribes to a Fast Packet Transport Service using Term Payment Plan B and selects the 30 month payment period. After 12 months the customer chooses to terminate service. The Termination Charge is calculated by multiplying 18 months (30 months - 12 months) by the monthly rate by 50 percent.
- C. When customers renew or change the length of their payment period, the rates applicable for the new period are those currently in effect at the time of the renewal or change in the length of the payment period. A Service Charge will not be applicable for such renewals or changes to the payment period.
- D. Customer requests for inside moves of service will not affect the contract period.
- E. A change in jurisdiction will not constitute a disconnect of service provided the new Fast Packet SPP arrangement is at least the minimum number of months allowable under Term Payment Plan A (as defined in the Fast Packet Transport Service's specific guidebook section) or equals/exceeds the remaining service period, whichever is greater, provided the new Fast Packet SPP arrangement is for the same customer at the same location for the same capacity service.

A40.10.3 Additions

- A. Additions of services or rate elements - e.g., Ports - must be under a new Fast Packet SPP arrangement at rates and charges as specified in A40.10.2 g.
- B. Termination charges for premature disconnection of added contractual services will apply as set forth under Disconnects in A40.10.4.
- C. Additions under Fast Packet SPP are exempt from Company-initiated rate changes for all payment periods longer than one month. However, decreases for any rate element will automatically flow through to the customer.
- D. Installation, Service Charges, service establishment, and any other nonrecurring charges, as specified in this Guidebook, will apply to the added services.

Note 1: Effective November 15, 2013, customers may not establish new term plans greater than 36 months for BellSouth Metro Ethernet Service described in A40.13, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

A40. FAST PACKET TRANSPORT SERVICES

A40.10 Fast Packet Services Payment Plan (Cont'd)

A40.10.4 Disconnects

- A. When a service or rate element, included under a Fast Packet SPP arrangement, is disconnected prior to expiration of the selected service period, Termination Charges may apply as set forth in A40.10.2. Remaining services or rate elements will not be affected by such disconnections. (T)
- B. When a service under a Fast Packet SPP arrangement is disconnected prior to the expiration of a selected service period as a result of a customer requested change of a FastPacket Transport Service which is specifically allowed without Termination Liability Charge as set forth in that service's *guidebook*, Termination Charges will not apply when:
 - the completed service period is at least the minimum number of months allowable under the specific service's Term Payment Plan A or twenty-five percent of the length of the originally selected Fast Packet SPP service period, whichever is greater, and
 - the service period of the new Fast Packet SPP arrangement is at least the minimum number of months allowable under Term Payment Plan A (as defined in the service's specific *guidebook* section) or equals/exceeds the remaining service period of the disconnected arrangement, whichever is greater, and
 - the service orders to install the new service and disconnect the old service are related together and there is no lapse in service between installation of the new service and disconnection of the existing, and
 - the service orders are for the same customer at the same location.(T)

A40.10.5 Requests for Changes in Length of Optional Payment Period

- A. Subsequent to the establishment of a contract with a Fast Packet SPP period, and prior to the completion of that period, the existing payment period may be replaced by:
 1. A currently offered payment period at the current rates, with a length equal to or longer than the time remaining in the existing service agreement, subject to the following conditions:
 - a. No credit will be given for payments made during the formerly selected period.
 - b. The new payment period begins with the new Fast Packet SPP effective date.
 - c. No termination charge applies for the remaining portion of the former payment period.
 - d. Nonrecurring charges will not be reapplied.
 - e. A service charge will not apply.
 2. A currently offered payment period at the current rates, with a length shorter than the time remaining in the existing service agreement, subject to the following conditions:
 - a. No credit will be given for payments made during the formerly selected period.
 - b. The new payment period begins with the new Fast Packet SPP effective date.
 - c. A Termination Charge applies for the remaining portion of the former payment period.
 - d. Nonrecurring charges will not be reapplied.
 - e. A service charge will not apply.

(M)

A40. FAST PACKET TRANSPORT SERVICES

A40.10 Fast Packet Services Payment Plan (Cont'd)

A40.10.6 Renewal Options

- A. The customer has the following renewal options:
 - 1. Prior to completion of the current payment period, any period available under the Fast Packet SPP may be selected at the rates in effect for new customers at the time of the renewal. The customer will be charged at the current rate for the newly selected payment period, commencing the day following completion of the prior payment period. (T)
 - 2. Service may be continued on a month-to-month basis at the current rate for the one-month payment period, unless otherwise specified in this Guidebook. The customer has no additional service commitment and, consequently, when service is terminated will not be subject to any termination charge. The one-month service will be subject to Company-initiated rate adjustments. (M1)
 - 3. If the customer does not elect an additional payment period or does not request discontinuance of service, service will be continued at a monthly rate currently in effect for the month-to-month payment rate under the terms specified in A.2. (T)
 - 4. Letters of Election executed on or after October 1, 2012, shall automatically renew for an additional one-year term under the same rates, terms and conditions in effect under the original Letter of Election, unless the Subscriber or the Company provides written notice of its intent not to renew the Letter of Election at least sixty (60) days prior to the expiration of the initial term or any subsequent additional one-year term. (T)
- B. Service Charges are not applicable for rate elements renewed under the Fast Packet SPP. Any new rate elements added at the time of renewal will be subject to all appropriate Service Charges and other nonrecurring charges.
- C. The Company may discontinue or change any or all renewal options.
- D. When a customer renews a Fast Packet SPP arrangement, the rates and charges in effect on the first day of service of the renewal will apply.
- E. Recognition of previous service will be given to customers who renew an existing Fast Packet SPP arrangement, for all associated rate elements at the same location(s), provided that the length of the new Fast Packet SPP arrangement is at least the minimum number of months allowable under Term Payment Plan A (as defined in the Fast Packet Transport Service's specific *guidebook* section) or equals/exceeds the remaining service period of the original Fast Packet SPP arrangement. (T)
- F. Recognition of previous service will be given to month-to-month customers with a service date of March 8, 1995 or later who convert to a Fast Packet SPP arrangement, provided the minimum service period has been met. For customers whose service date is March 8, 1995 or earlier, recognition will be given for the previous service back to March 8, 1995. For customers whose service date is later than March 8, 1995, recognition for the previous service will be given back to the actual service date. (T)
- G. To determine the appropriate Fast Packet SPP for the renewed arrangement, recognition of service will consist of the sum of months in service of the completed service arrangement and the sum of the months of the proposed service period of the Fast Packet SPP arrangement. For example, a Fast Packet SPP arrangement for a 24 month service period under Term Payment Plan A is renewed for 16 months with no changes at the end of the 24 month period. The sum of months for the completed and proposed service periods would equal 40 months and would be billed under Term Payment Plan B. (T)

A40.10.7 Transfer of Service

- A. Service may be transferred to a new customer at the same location upon prior written concurrence by the new customer as specified in this Guidebook. This does not constitute a disconnection of service or a discontinuance of an existing Fast Packet SPP arrangement. The new customer will be subject to all provisions and equipment configurations currently in effect for the previous customer. **Terms and conditions** concerning transfer of service between subscribers as stated in other sections also apply under Fast Packet SPP. (M2)

A40. FAST PACKET TRANSPORT SERVICES

A40.10 Fast Packet Services Payment Plan (Cont'd)

- A40.10.8 Deferred Payment** (T)
- A. Payment of nonrecurring charges for Fast Packet services with contract payment plans may be deferred over the length of the customer's payment period or a shorter period (in annual increments) subject to the conditions specified below: (T)(M)
1. The charge to be deferred must be among the following types - Nonrecurring Charges, Service Establishment. (M)
 2. The customer must select a payment period longer than one month. (M)
 3. The total amount of nonrecurring charges as defined in A.1 may be deferred. (T)(M)
 4. The minimum amount deferrable per Fast Packet SPP arrangement is \$2000.00.
 5. Interest on deferred amounts will be calculated at the rate set forth in the deferred payment agreement executed by the customer. The interest rate to be charged on deferred payments will be the same as stated in A2.4.10.J.d. If, in the judgment of the Company, this interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option, the Company will suspend the availability of said option until such time as the costs of providing said option can be recovered through the application of this interest rate. Suspension of the deferred payment option will not affect customers who have executed a deferred payment agreement prior to the effective date of such suspension. (T)
 6. The deferred charges (including interest) will be prorated on a monthly basis over the selected deferral period length.
 7. All deferred charges must be paid in full when the customer:
 - Selects a payment period with an expiration date prior to the expiration date of the deferral period.
 - Disconnects service prior to expiration of the selected deferral period.
 - Fails to pay a monthly amount within thirty days of its due date.
 - Moves a service under Fast Packet SPP to another location in Company territory within the same state and jurisdiction, with the exception of an inside move.
 8. The customer may prepay only the total outstanding deferred charges at any time during the selected deferral period. The customer will be given a credit for the amount of unearned interest. The customer may not prepay less than the total of the outstanding deferred charges.

A40.10.9 Prepayment

- A. For payment period longer than one month, the customer may prepay the total outstanding recurring monthly rates. The prepayment of monthly rates in no way constitutes a purchase and the Company retains full ownership of all services covered by the prepayment. The following conditions apply:
1. Customers who prepay six months or more will have an allowance applied. The prepayment interest rate will be the same as stated in A2.4.10.K.1.
 2. Monthly rates for all services covered by a single Letter of Election must be prepaid. Monthly rates must be prepaid for services added subsequently and placed on the same Letter of Election (i.e., customer-elected coterminous option) with a prepaid system.
 3. Customers who change the length of a prepaid payment period will be credited any unused portion of the prepayment, subject to termination charges as specified in A40.10.4.
 4. Customers who prematurely disconnect will have termination charges deducted from the prepaid amount and any balance credited to their bill. (T)

A40. FAST PACKET TRANSPORT SERVICES

A40.10 Fast Packet Services Payment Plan (Cont'd)

A40.10.10 Moves of Service(s) Under Fast Packet SPP

- A. Termination Charges will not apply to customer requests for moves of service under Fast Packet SPP from one location to another location subject to the following:
 - 1. The original and new premises locations must be in Company territory within the same state.
 - 2. The move from the original location to the new location must be completed within thirty days of the original premises disconnect date.
 - 3. No lapse in billing will occur for moves of service under Fast Packet SPP.
 - 4. Orders to disconnect the existing service and re-establish it at the new location must be related.
 - 5. Any rate elements - such as, Ports - from the original location that are not re-established at the new location will be subject to applicable Termination Charges.
 - 6. Any additions made at the new location will be treated as coterminous additions in accordance with A40.10.3 preceding.
 - 7. All **terms, conditions** and charges for changes made to the service coincident to that move shall apply. (T)
 - 8. All appropriate nonrecurring charges for moves of service as specified in this **Guidebook** will apply. (T)
 - 9. Moves of service that involve a change of jurisdiction, e.g., intraLATA to intrastate, intrastate to interstate, etc., will not be treated as a disconnect of service with regard to Termination Charge application. The customer must subscribe to a payment arrangement offered in the appropriate interstate tariff which is at least the minimum number of months allowable under Term Payment Plan A (as defined in the Fast Packet Transport Service's specific **guidebook** section) or equals/exceed the remaining contract period, whichever is greater. (T)

A40.11 BellSouth Video Conferencing Service (Obsoleted, See Section A140)

A40.12 Customer Network Management (Obsoleted See Section A140)

A40.13 BellSouth Metro Ethernet Service

A40.13.1 General

- A. BellSouth Metro Ethernet Service is a high-speed packet transport that is based on Ethernet transmission parameters. (M)
- B. BellSouth Metro Ethernet Service provides various transport capabilities that range from 2 Mbps through 1 Gbps with capabilities for basic, premium and virtual arrangements that may be used to meet individual customer needs. (M)
- C. BellSouth Metro Ethernet Service signals meet IEEE 802.3, 802.3u, or 802.3z standards. BellSouth Metro Ethernet Service also uses 802.1Q VLAN tagging and stacking for certain service configurations contained herein. Technical requirements for interfaces with customer premises equipment (CPE) are contained in ANSI/IEEE 802.3 Specifications. These technical documents may be ordered from:

American National Standards Institute
11 West 42nd Street
New York, New York 10036

- D. Technical Reference TR-73632 - Metro Ethernet Interface Specifications may be ordered from:
 - Documentation Service Center
3535 Colonnade Parkway – NW5B
Birmingham, AL 35243

Technical limitations associated with provisioning 2 Mbps, 4 Mbps and 8 Mbps BellSouth Metro Ethernet Connections based upon distance from the customer's premises to serving wire center and equipment configurations exist and are also set forth in TR-73632. (M)

- E. BellSouth Metro Ethernet Service, as provided under the provisions of this section, is offered for intraLATA use only. (M)
- F. The terms, conditions and rates specified herein are in addition to the applicable terms, conditions and rates specified in other sections of this and other Guidebooks of the Company. (M)
- G. The rates and charges set forth for BellSouth Metro Ethernet Service provide for the furnishing of service in certain metropolitan areas. In locations where BellSouth Metro Ethernet Service is not available, special construction charges may apply as set forth in Section A5. (M)
- H. For BellSouth Metro Ethernet Service, the Due Date Change Charge, Expedite Request Charge and Cancellation Charge, as defined in A40.9, are applicable. (M)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

(T)

A40.13.2 Terms and Conditions

(M)

A. Explanation of Terms

(M)

1. Metro Ethernet

(M)

Metro Ethernet is a service where Local Area Networks (LANs) send bi-directional Ethernet traffic to other LANs on an Ethernet Wide Area Network (WAN). Ethernet is one of the most widely deployed LAN/WAN standards. BellSouth Metro Ethernet Service supports IEEE Standard 802.3, 802.3u and 802.3z transmission standards.

2. Local Area Network (LAN)

(M)

LAN is a communications network spanning a limited geographical area. A LAN connects computers and other peripheral equipment for data communications purposes within a building or campus environment.

3. Virtual Local Area Network (VLAN)

(M)

A virtual local area network (VLAN) is a logical grouping of Metro Ethernet connections that allows data transmission between such connections to occur as if all connections are on the same physical LAN.

4. Basic BellSouth Metro Ethernet Service Connection

(M)

Provides 2 Mbps, 4 Mbps, 8 Mbps, 10 Mbps, 100 Mbps and 1 Gbps Ethernet capabilities that are a part of a BellSouth Metro Ethernet Service network within a metropolitan area. Basic BellSouth Metro Ethernet Service is a best effort service with service capabilities that are affected by overall traffic on the Basic BellSouth Metro Ethernet Service network and is suitable for data transmission only.

A Basic BellSouth Metro Ethernet Service Connection operating at any of these speeds is capable of interconnecting with other Basic BellSouth Metro Ethernet Service Connections that are operating at any of these speeds in the same metropolitan area.

(M)

A Basic BellSouth Metro Ethernet Service Connection provides data channel transport that connects customer premises¹ that are 10 miles or less in distance from the BellSouth Metro Ethernet Service wire center associated with the Basic BellSouth Metro Ethernet Service Connection. Customer locations¹ greater than 10 miles from the BellSouth Metro Ethernet Service wire center require BellSouth Metro Ethernet Service Additional Mileage charges.

(M)

5. Premium BellSouth Metro Ethernet Service Connection

(M)

Provides 2 Mbps, 4 Mbps, 8 Mbps, 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps 250 Mbps, 500 Mbps and 1000 Mbps Ethernet capabilities that are a part of a BellSouth Metro Ethernet Service network within a metropolitan area. Premium BellSouth Metro Ethernet Service provides the ability to order Ethernet Service with improved service characteristics to meet customer needs regarding the assurance of bandwidth availability.

(M)

Premium BellSouth Metro Ethernet Service provides customers capabilities to assure service characteristics via ordering a Committed Bandwidth (CBW). A CBW is the minimum bandwidth across the BellSouth Metro Ethernet Service network within a metropolitan area between a customer's Premium BellSouth Metro Ethernet Service locations.

(M)

Premium BellSouth Metro Ethernet Service Connections are available with "Fixed" and "Burst" capabilities². With the Fixed arrangement, Premium BellSouth Metro Ethernet Service Connections will have the bandwidth ordered (e.g., 10 Mbps) available across the BellSouth Metro Ethernet Service network. With the Burst arrangement, Premium BellSouth Metro Ethernet Service Connections will have the ability to send burst of data above their CBW rate, if network capacity and facilities are available. For example a 10 Mbps, a 20 Mbps and a 50 Mbps Connection may Burst up to 100 Mbps, while a 100 Mbps, a 250 Mbps and a 500 Mbps Connection may Burst up to 1 Gbps.

(M)

A Premium BellSouth Metro Ethernet Service Connection operating at any of these speeds is capable of interconnecting with other Premium BellSouth Metro Ethernet Service Connections that are operating at any of these speeds in the same metropolitan area.

(M)

Premium BellSouth Metro Ethernet Service Connection provides data channel transport that connects a customer premises¹ that are 10 miles or less in distance from the BellSouth Metro Ethernet Service wire center associated with the Premium BellSouth Metro Ethernet Service Connection. Customer locations¹ greater than 10 miles from the BellSouth Metro Ethernet Service wire center require BellSouth Metro Ethernet Service Additional Mileage charges.

(M)

Note 1: And as alternatively set forth in A40.13.2.C.11.

(M)

Note 2: Premium Connections at 2 Mbps, 4 Mbps and 8 Mbps are not available with "Burst" capability.

(M)

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

6. Virtual BellSouth Metro Ethernet Service Connection

Provides 2 Mbps, 4 Mbps, 8 Mbps, 10 Mbps, 20 Mbps, 50 Mbps, 80 Mbps, 100 Mbps, 200 Mbps, 300 Mbps, 450 Mbps, 600 Mbps, 750 Mbps, 900 Mbps and 1000 Mbps Ethernet capabilities that are a part of a BellSouth Metro Ethernet Service network within a metropolitan area. Virtual BellSouth Metro Ethernet Service provides the ability to order Ethernet Service where a single customer connection can support multiple applications with varying Quality of Service (QoS) features and Classes of Service.

Virtual BellSouth Metro Ethernet Service provides customer capabilities to support different Classes of Service (CoS) (i.e., Real-Time, Interactive, Business Critical and Best Effort as described in (13) following) over the same Connection and offers customers increased flexibility to match bandwidth to their real needs for voice/data/video applications on each Connection. The customer orders the percentage of their Virtual BellSouth Metro Ethernet Service Connection bandwidth that will be allocated for each class of service.

For each Virtual Connection, the customer's bandwidth will be limited to the fixed speed associated with each CoS level specified in the CoS profile selected for the Virtual Connection.

A Virtual BellSouth Metro Ethernet Service Connection operating at any of these speeds is capable of interconnecting with other Virtual BellSouth Metro Ethernet Service Connections that are operating at any of these speeds in the same metropolitan area.

A Virtual BellSouth Metro Ethernet Service Connection provides data channel transport that connects customer premises¹ that are 10 miles or less in distance from the BellSouth Metro Ethernet Service wire center associated with the Virtual BellSouth Metro Ethernet Service Connection. Customer locations¹ greater than 10 miles from the Virtual BellSouth Metro Ethernet Service wire center also require BellSouth Metro Ethernet Service Additional Mileage charges.

7. BellSouth Metro Ethernet Service Independent Company (ICO) Trunk Connection

Provides interconnection between BellSouth's Ethernet network and the Ethernet network of an Independent Telephone Company. A BellSouth Metro Ethernet Service ICO Trunk Connection provides data channel transport for connections that are 10 airline miles or less in distance from the BellSouth Metro Ethernet Service ICO Trunk Connection wire center to the meet-point with the Independent Company. Meet-point locations greater than 10 airline miles from the BellSouth Metro Ethernet Service ICO Trunk Connection wire center also require BellSouth Metro Ethernet Service ICO Trunk Additional Mileage charges.

8. BellSouth Metro Ethernet Service Additional Mileage Charges

Additional mileage charges associated with a BellSouth Metro Ethernet Service Connection apply when the total distance from the customer premises¹ to the BellSouth Metro Ethernet Service wire center associated with the service serving the customer's premises¹ is greater than 10 miles in length. The additional mileage is measured in airline miles from the customer premises to the BellSouth Metro Ethernet Service wire center associated with the BellSouth Metro Ethernet Service. Fractions of miles will be considered as a whole mile.

BellSouth Metro Ethernet Service Additional Mileage Charges apply to Basic, Premium and Virtual BellSouth Metro Ethernet Service based on the service's speed and the total distance associated with the data channel. The BellSouth Metro Ethernet Service Additional Mileage Charge is based on the mileage band the total data channel mileage falls into. For example, a data channel that is 30 miles in length would be charged the additional mileage rate for the greater than 25 mile through 35 mile band.

9. BellSouth Metro Ethernet Service Independent Company (ICO) Trunk Additional Mileage Charges

Additional mileage charges associated with a BellSouth Metro Ethernet Service ICO Trunk Connection apply when the total distance from the BellSouth Metro Ethernet Service ICO Trunk Connection wire center to the meet-point with the Independent Company is greater than 10 miles in length. The additional mileage is measured in airline miles from the BellSouth Metro Ethernet Service wire center associated with the BellSouth Metro Ethernet Service ICO Trunk Connection to the Independent Company meet-point. Fractions of miles will be considered as a whole mile.

Note 1: And as alternatively set forth in A40.13.2.C.11.

Page 11.1 is hereby deleted in its entirety and removed from this Guidebook

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

10. Metro Ethernet Customer Network

A Metro Ethernet Customer Network is defined as the set of interconnected Metro Ethernet connections assigned to the same VLAN within the *Company's* core network. Premium Connections that include the Q-Forwarding optional feature and Virtual Connections that include the VLAN Aggregation optional feature may be part of more than one Metro Ethernet Customer Network.

11. Priority Plus

Customers with Premium BellSouth Metro Ethernet Service, as an optional feature, may order the ability to prioritize their traffic in accordance with a predefined hardware queue model approach. With this option, customers will assign priority values to their data and higher-priority data will be transmitted first. Priority Plus service traffic is limited to a small subset of the total Committed Bandwidth (CBW) traffic and is marked for expedited handling within the Metro Ethernet Service. Customers that desire Priority Plus must establish it for all of their Premium BellSouth Metro Ethernet Service connections within that Metro Ethernet Customer Network.

12. Q-Forwarding

Customers with a Premium BellSouth Metro Ethernet Service Arrangement may order the Q-Forwarding feature. Q-Forwarding provides VLAN aggregation across a common physical connection. This feature supports customer aggregation of traffic from multiple remote customer locations. This aggregated traffic can be transported back to a central location and across a common Premium Metro Ethernet Service interface. Q-Forwarding utilizes IEEE 802.1Q VLAN Tagging procedures.

While Q-Forwarding is available with BellSouth Premium Metro Ethernet Connections at 2 Mbps, 4 Mbps and 8 Mbps, this feature is subject to technical limitations set forth in Technical Reference 73632 when used with these speed connections.

With Q-Forwarding, special technical considerations set forth in Technical Reference 73632 must be taken into account to determine the customer's CBW across their BellSouth Metro Ethernet Network.

The Q-Forwarding Service Establishment Charge is a charge to provision a Premium Metro Ethernet Connection with the Q-Forwarding feature and identify it as the host connection or the "aggregator" connection.

The Q-Forwarding Network Assignment Charge is a charge to provision any remote Premium connection to the Q-Forwarding host "aggregator" connection. The Q-Forwarding Network Assignment Charge applies for each remote Metro Ethernet Customer Network (VLAN) connected to the Q-Forwarding host "aggregator" connection.

13. VLAN Aggregation

Customers with a Virtual BellSouth Metro Ethernet Service Arrangement may order the VLAN Aggregation feature. VLAN Aggregation provides VLAN aggregation across a common physical connection. This feature supports customer aggregation of traffic from multiple remote customer locations. This aggregated traffic can be transported back to a central location and across a common Virtual Metro Ethernet Service interface. VLAN Aggregation utilizes IEEE 802.1Q VLAN Tagging procedures.

While VLAN Aggregation is available with BellSouth Virtual Metro Ethernet Connections at 2 Mbps, 4 Mbps and 8 Mbps, this feature is subject to technical limitations set forth in Technical Reference 73632 when used with these speed connections.

The VLAN Aggregation Service Establishment Charge is a charge to provision a Virtual Metro Ethernet Connection with the VLAN Aggregation feature and identify it as the host connection or the "aggregator" connection.

The VLAN Aggregation Network Assignment Charge is a charge to provision any remote Virtual connection to the VLAN Aggregation host "aggregator" connection. The VLAN Aggregation Network Assignment Charge applies for each remote Metro Ethernet Customer Network (VLAN) connected to the VLAN Aggregation host "aggregator" connection.

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

(T)

A40.13.2 Terms and Conditions (Cont'd)

(M)

A. Explanation of Terms (Cont'd)

(M)

14. Class of Service (CoS) Profile

(M)

For each Virtual BellSouth Metro Ethernet Connection the customer must decide the mix of applications that will be supported on that Connection, the CoS mix that Virtual Connection must support, and the percentage of bandwidth to be assigned for each CoS (i.e., build a CoS profile for each Virtual Connection). The customer's bandwidth will be limited to the fixed speed associated with each CoS level. Therefore, total bandwidth available to support transmission of a specific CoS will depend upon the size of the customer's Connection and the specific CoS percentage the customer selected for that Connection.

(M)

A customer may request a single CoS or up to four CoS to build the CoS Profile for a Virtual Connection. The customer determines the percentage bandwidth each CoS selected should be of the total Virtual Connection's bandwidth. The sum of the percentages for each CoS selected for a Virtual Connection must equal 100%. Additionally, the combined CoS bandwidth percentages selected in a customer's CoS Profile for Real-Time CoS plus Interactive CoS may not exceed 50%, except where the customer selects the 70% Real-Time CoS bandwidth percentage and has no Interactive traffic.

(M)

A customer may select different CoS profiles for different Virtual Connections that share the same network VLAN, or Virtual Connection network arrangement. However, technical limitations exist as discussed in TR-73632 that limit the total number of different CoS profiles that can be utilized in a single Virtual Connection network arrangement.

(M)

The CoS and percentage bandwidth selected for a Virtual Connection will define the applications that can be supported and its Quality of Service (QoS) attributes such as traffic priority, latency, packet loss rate, etc. QoS attributes are defined for each CoS. Each Virtual Connection will support Ethernet traffic representing one or more applications and CoS. Virtual Connections support the four following CoS:

(M)

- Real-Time¹: This CoS supports VoIP applications. The Real-Time CoS is supported by a low latency queue. The Low Latency Queuing (LLQ) feature in the Ethernet network is used for support of the Real-Time CoS.

(M)

- Interactive¹: This CoS supports interactive Video applications. The Interactive CoS is policed to a maximum bandwidth.

(M)

- Business Critical: This CoS supports mission-critical business data applications. These applications tend to be data specific and may include medical imaging, electronic funds transfer, medical records transfer, etc.

(M)

- Best-Effort: This CoS is the default CoS for all other traffic that is not defined as Business Critical, Real-Time or Interactive. Traffic that does not match the other CoS will be mapped as Best Effort. Traffic with the Best Effort CoS will have the lowest priority on the network and will support lower priority data applications, such as email and file transfer protocol (FTP).

(M)

Each customer packet from a Virtual Connection will be classified and assigned to a specific CoS by methods identified in TR-73632.

(M)

Note 1: The combined CoS bandwidth percentages selected in a customer's Virtual Connection CoS Profile for Real-Time CoS plus Interactive CoS may not exceed 50%, except where the customer selects the 70 Real-Time CoS bandwidth percentage and has no Interactive traffic.

(M)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

15. Reconfiguration Changes

A customer request to modify a BellSouth Metro Ethernet Service connection subsequent to the establishment of the connection is considered a reconfiguration change. Nonrecurring charges provided for processing certain reconfiguration changes are the Service Reconfiguration Charge and System Reconfiguration Charge. The appropriate reconfiguration charge is dependent upon the physical work required to fulfill the reconfiguration change request and applies as specifically set forth herein in lieu of other BellSouth Metro Ethernet Service nonrecurring charges. Such changes are not treated as disconnects and do not change minimum period requirements.

A Service Reconfiguration Charge is applicable as set forth herein this guidebook for requests where the work required is a minor change that does not involve changing the physical service type¹. The Service Reconfiguration Charge is applicable as set forth in A40.13.2.C.5.b for a request to change an existing connection to a different connection that is the same physical service type¹ that is a lower order of service per the BellSouth Metro Ethernet hierarchy set forth in A40.13.2.C.4. The Service Reconfiguration Charge is also applicable for a request to change an existing Premium connection from fixed mode to burst mode (and vice versa), for a request to add or delete the Priority Plus feature on an existing Premium connection and for a request to change the CoS Profile on an existing Virtual connection.

A System Reconfiguration Charge is applicable as set forth herein this guidebook for requests where the work required involves changing to a different physical service type¹ or involves major support system changes. The System Reconfiguration Charge is applicable as set forth in A40.13.2.C.5.a for requests to change an existing connection to a different connection that is a different physical service type¹ that is a lower order of service per the BellSouth Metro Ethernet hierarchy set forth in A40.13.2.C.4. The System Reconfiguration Charge is also applicable to change the network channel terminating equipment (NCTE) interface option from optical to electrical (or vice-versa) and to change the premises powering options from AC power to DC power (or vice-versa).

16. Customer Network Management (CNM) - Metro Ethernet Reporting Charge

Customers with Premium or Virtual Metro Ethernet Service, as an optional feature, may order CNM - Metro Ethernet Reporting that provides customers a view into their BellSouth Metro Ethernet Service Network via a Web interface and Security Card. The CNM - Metro Ethernet Reporting charge provides Alarm Surveillance, Service Level Agreement Reporting, and Performance Reporting for the various network components that comprise the customer's BellSouth Metro Ethernet Service network. It is only available to customers purchasing Premium or Virtual BellSouth Metro Ethernet Service and is charged for each Premium or Virtual Metro Ethernet Service connection.

17. CNM - Metro Ethernet Reporting Service Establishment Charge

The Service Establishment Charge is a nonrecurring charge that applies per BellSouth Metro Ethernet Service customer account. This service charge covers the initial establishment of the CNM - Metro Ethernet Reporting account for each customer. A customer with an existing CNM - Metro Ethernet Reporting customer account from another **Company** jurisdiction may re-use that customer account.

18. CNM - Metro Ethernet Reporting Web Interface Charge

All customers purchasing CNM - Metro Ethernet Reporting must have a Web Interface. This connection allows the customer to access and monitor their network via the Web. Each web interface provides for one concurrent access; additional concurrent accesses will require additional web interfaces. The first Web Interface is included in the initial installation of the CNM - Metro Ethernet Reporting feature. A monthly charge and a non-recurring charge are applicable for each additional Web Interface connection.

19. Metro Ethernet Security Card Charge

A Security Card is required for each Web Interface. Each security card can only be used for a single concurrent access and can be associated with only one web interface. A Security Card charge will apply for initial and additional cards, or for the issuance of additional cards to replace lost, damaged or expired cards. A nonrecurring charge is applicable per Security Card.

20. Automatic Protection Switching (APS)

Automatic Protection Switching (APS) is an optional feature that provides customers with the option of having data channel survivability through the use of a secondary path that is diverse from the path provided with their primary Metro Ethernet Connection. However, APS is not available for a 2 Mbps, 4 Mbps or 8 Mbps Connection.

Note 1: The physical service type/speed of each Metro Ethernet Connection is provided in A40.13.2.C.4.

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

21. Service Level Agreements (SLAs)

BellSouth Metro Ethernet Service Customer networks comprised of Premium Connections or Virtual Connections with Metro Ethernet Reporting are provided Service Level Agreements (SLAs) for the Company's repair and performance commitments for this service. Credits are provided for missed commitments on such service. The specific SLA commitments and credits applicable are set forth in Section A40.13.2.B.6 for Premium Connections and in Section A40.13.2.B.7 for Virtual Connections.

22. Core Trunk Automatic Failover

Core Trunk Automatic Failover is an optional feature that provides customers with the option to have an Automatic Failover SLA on core trunk protection between BellSouth Metro Ethernet service core network wire centers within a BellSouth Metro Ethernet service metropolitan area.

Core Trunk Automatic Failover is available for use with Basic, Premium and Virtual BellSouth Metro Ethernet Arrangements.

B. Basis of Offering

1. Suspension of service is not allowed.

2. BellSouth Metro Ethernet Service is available 24 hours per day, 7 days per week, except for preventive maintenance.

3. Obligations of customer and Company

a. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.

b. The customer is responsible for the provision and maintenance of all customer provided equipment and to insure that the operating characteristics of this equipment is comparable with and does not interfere with the service offered by the Company.

c. At the Service Connection point the customer's signals must conform to IEEE Standards 802.3, 802.3u or 802.3z. To meet end-to-end delay requirements contained in these aforementioned standards, the customer may be required to provide additional equipment.

d. Application testing described in A2.5.11 is not available for BellSouth Metro Ethernet Service components and features.

4. The minimum service period for all BellSouth Metro Ethernet Service guidebook components is twelve months.

5. Due to the nature of BellSouth Metro Ethernet Service it will be necessary to perform preventive maintenance and software updates. This will mean that BellSouth Metro Ethernet Service and BellSouth CNM - Metro Ethernet Reporting will be unavailable during the period of time when preventive maintenance is being performed. This could result in BellSouth Metro Ethernet Service and BellSouth CNM - Metro Ethernet Reporting being unavailable during the period of time between 1:00 AM and 5:00AM Eastern Time on any given Saturday or Sunday morning. The Company upon written notice to the customer may adjust the maintenance window.

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreement for Premium BellSouth Metro Ethernet Service

BellSouth Metro Ethernet Service Level Agreements (SLAs) specify the Company's repair and performance commitments for CNM - Metro Ethernet Reporting customers. Credits are provided for missed commitments to Premium customers purchasing the Metro Ethernet Reporting feature. Credits only apply for portions of service provided by the Company. The following service measurements will outline the service levels the Company will deliver to Metro Ethernet Reporting customers with Premium Metro Ethernet Connections. Details of the technical measurements and performance results methodologies for each commitment are provided in BellSouth Technical Reference TR-73632.

Repair

- BellSouth Metro Ethernet Service Time-to-Repair¹
- Repair commitments are measured on a per occurrence basis

Network Service Levels

- BellSouth Metro Ethernet Service Network Availability
- BellSouth Metro Ethernet Service Network Latency
- Network Service Level Commitments are monthly performance measurements

a. SLA Definitions:

BellSouth Metro Ethernet Service Time-To-Repair

- BellSouth Metro Ethernet Service Time-To-Repair measures the outage duration on a customer's connection. This measure will require the customer to report the problem to the **Company's** repair center.
- The repair interval will start with the time entered on the trouble ticket and end when fault is re-mediated. The Service Level Commitment measurement will be based on each individual trouble ticket for a Customer Connection. Time for scheduled maintenance windows does not count towards SLA threshold.

BellSouth Metro Ethernet Service Network Availability

- BellSouth Metro Ethernet Service Network Availability measures the percentage of time the customer's service is unavailable on the core network. Core network is defined as being from the Ethernet switch serving the customer's A-end to the Ethernet switch serving the customer's B-end. Customer networks that do not traverse the core network are not eligible for the Network Availability SLA and one will not be provided.
- The Service Level Commitment will be calculated by measuring and summing the outage for each network component used by the customer, divided by the total number of components, times the total service time for a particular calendar month. Excluded from the outage time and service time are scheduled maintenance windows and time the network was unavailable due to circumstances outside the Company's control.

BellSouth Metro Ethernet Service Network Latency -

- BellSouth Metro Ethernet Service Network Latency measures average one-way delay in milliseconds within the core network. Core Network is defined as being from the Ethernet switch serving the customer's A-end to the Ethernet switch serving the customer's B-end. Customer networks that do not span more than one switch in the core network are not eligible for the Network Latency SLA and one will not be provided.
- The Service Level Commitment will be calculated by averaging the measured latency within the Metro Ethernet Customer Network between each pair of connections over a thirty-day period.

b. The Company's Service Level Commitments for BellSouth Metro Ethernet Service are as follows:

- BellSouth Metro Ethernet Service Time-To-Repair - 4 hours
- BellSouth Metro Ethernet Service Network Availability - 99.9%
- BellSouth Metro Ethernet Service Network Latency - 55 milliseconds

Note 1: SLA not applicable if missed due to LightGate service or SMARTRing service outage where BellSouth Metro Ethernet Service is using LightGate service or SMARTRing service as alternate transport.

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreement for Premium BellSouth Metro Ethernet Service (Cont'd)

c. SLA Restrictions

The Company will implement SLA provisioning restrictions that will define customer network design requirements and limitations to **the Company's** commitment to meet Service Levels for BellSouth Metro Ethernet Service. The customer network design requirements are as follows:

- A customer must subscribe to the Metro Ethernet Premium Service with CNM - Metro Ethernet Reporting to receive credits for missed Service Level Commitments. (M)
- Credits are not provided for partial month service. (M)
- A customer's account must be current to receive a credit. (M)

SLA credits do not apply when any stated objective is not met because the Company does not have control over the circumstances causing the objective to be missed. Situations over which the Company does not have control include, but are not limited to, the following:

- any act, any omission or negligence on the part of the customer, any other customer or any third party, or of any other entity providing a portion of the service, (M)
- labor difficulties, governmental orders, civil commotions, declared National Emergencies, criminal actions against the Company, acts of God, war, or other circumstances beyond the Company's control, (M)
- the customer's premises equipment, and (M)
- unavailability of the customer's facilities and/or equipment including customer-provided power and environmental conditions for **Company**-owned and operated equipment located on the customer's premise. (T)(M)

The customer must request a credit within one calendar month of the Company missing a BellSouth Metro Ethernet Service Level Commitment. A customer request for a Network Service Level SLA credit must be submitted on a standard request form issued by the Company that includes the month the SLA commitment was missed, accurate identification of the affected circuit, and the observed measurement of the specific SLA that was missed. A customer request for a Repair SLA credit must be submitted on a standard request form issued by the Company that includes the month the SLA commitment was missed, accurate identification of the affected circuit, and the trouble ticket number of the repair request. The Company will investigate customer requests for any SLA credits to determine the cause of any performance failures reported by the customer. The Company will investigate the customer's request over a period of up to 45 calendar days. The 45-day period will begin when the customer makes the request for credit with their **Company** Sales Representative. SLA credits will be provided to the customer if the Company determines that the Company had control over the circumstances causing the failure. (T)(M)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreement for Premium Metro Ethernet Service (Cont'd)

d. SLA Credits for CNM - Metro Ethernet Reporting

The following credits will apply when the Company misses a Service Level Commitment (each credit is described in (1) thru (3)):

BellSouth Metro Ethernet Service Time-To-Repair

0 to 4 hours per incident – No Credit

Over 4 hours to 24 hours per incident – Credit 3 days MRC

Each additional 24-hour period, per incident – Credit additional 3 days MRC

BellSouth Metro Ethernet Service Network Availability – Credit 3 days MRC

BellSouth Metro Ethernet Service Network Latency – Credit 3 days MRC

The SLA credit amount will be determined by applying the credits outlined above to the rate elements or total billed revenues specified following. Credits for all SLAs for a calendar month cannot exceed the MRC for the BellSouth Metro Ethernet Service components. Credits are not provided for partial month service.

(1) BellSouth Metro Ethernet Service Time-To-Repair Credit - The Service Level Commitment measurement will be based on each individual trouble ticket for a Customer Connection. Multiple trouble tickets on the same day for the same Customer Connection will only be eligible for one time-to-repair credit. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections.

(2) BellSouth Metro Ethernet Service Network Availability Credit –The credit will apply for each BellSouth Metro Ethernet Service Connection that does not meet the availability commitment. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections. BellSouth Metro Ethernet Networks that do not traverse the core network are not eligible for credits under the BellSouth Metro Ethernet Service Network Availability SLA.

(3) BellSouth Metro Ethernet Service Network Latency Credit – The credit will apply for each Metro Ethernet Service Connection that does not meet the latency commitment. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections. BellSouth Metro Ethernet Networks that do not traverse the core network are not eligible for credits under the BellSouth Metro Ethernet Service Network Latency SLA

7. Service Level Agreement for Virtual BellSouth Metro Ethernet Service

BellSouth Metro Ethernet Service Level Agreements (SLAs) specify the Company's repair and performance commitments for CNM - Metro Ethernet Reporting customers. Credits are provided for missed commitments to Virtual customers purchasing the CNM - Metro Ethernet Reporting feature. Credits only apply for portions of service provided by the Company. The following service measurements will outline the service levels the Company will deliver to CNM - Metro Ethernet Reporting customers with Virtual Metro Ethernet Connections. SLAs will be applied on a per Class of Service (CoS) basis for Virtual Connections; traffic representing the different CoS (i.e., Real-Time, Interactive, Business Critical and Best Effort) transported across the same Virtual Connection will have different SLAs. Details of the technical measurements and performance results methodologies for each commitment are provided in BellSouth Technical Reference TR-73632.

Repair

- BellSouth Metro Ethernet Service Time-to-Repair¹

- Repair commitments are measured on a per occurrence basis for all CoS

Note 1: SLA not applicable if missed due to LightGate service or SMARTRing service outage where BellSouth Metro Ethernet Service is using LightGate service or SMARTRing service as alternate transport.

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

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A40.13.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

- 7. Service Level Agreement for Virtual BellSouth Metro Ethernet Service
 - BellSouth Metro Ethernet Service Level Agreements (SLAs) specify the Company's repair and performance commitments for CNM - Metro Ethernet Reporting customers. Credits are provided for missed commitments to Virtual customers purchasing the CNM - Metro Ethernet Reporting feature. Credits only apply for portions of service provided by the Company. The following service measurements will outline the service levels the Company will deliver to CNM - Metro Ethernet Reporting customers with Virtual Metro Ethernet Connections. SLAs will be applied on a per Class of Service (CoS) basis for Virtual Connections; traffic representing the different CoS (i.e., Real-Time, Interactive, Business Critical and Best Effort) transported across the same Virtual Connection will have different SLAs. Details of the technical measurements and performance results methodologies for each commitment are provided in BellSouth Technical Reference TR-73632.
 - Repair
 - BellSouth Metro Ethernet Service Time-to-Repair¹
 - Repair commitments are measured on a per occurrence basis for all CoS
 - Network Service Levels
 - BellSouth Metro Ethernet Service Network Availability
 - BellSouth Metro Ethernet Service Network Latency²
 - BellSouth Metro Ethernet Service Network Jitter^{2, 3}
 - BellSouth Metro Ethernet Service Network Packet Delivery²
 - Network Service Level Commitments are monthly performance measurements by CoS
 - a. SLA Definitions:
 - BellSouth Metro Ethernet Service Time-To-Repair
 - BellSouth Metro Ethernet Service Time-To-Repair measures the outage duration on a customer's connection for all CoS. This measure will require the customer to report the problem to the **Company** repair center.
 - The repair interval will start with the time entered on the trouble ticket and end when fault is re-mediated. The Service Level Commitment measurement will be based on each individual trouble ticket for a Customer Connection. Time for scheduled maintenance windows does not count towards SLA threshold.
 - BellSouth Metro Ethernet Service Network Availability
 - BellSouth Metro Ethernet Service Network Availability measures the percentage of time by CoS during a calendar month that the customer's service is unavailable on the core network. Core network is defined as being from the Ethernet switch serving the customer's A-end to the Ethernet switch serving the customer's B-end. Customer networks that do not traverse the core network (i.e., do not span more than one switch in the core network) are not eligible for the Network Availability SLA and one will not be provided.
 - The Service Level Commitment will be calculated by CoS by measuring and summing the outage for each network component used by the customer, divided by the total number of components, times the total service time for a particular calendar month. Excluded from the outage time and service time are scheduled maintenance windows and time the network was unavailable due to circumstances outside the Company's control.

Note 1: SLA not applicable if missed due to LightGate service or SMARTRing service outage where BellSouth Metro Ethernet Service is using LightGate service or SMARTRing service as alternate transport.

Note 2: SLA not applicable for Best Effort CoS.

Note 3: SLA not applicable for Business Critical CoS.

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

- B. Basis of Offering (Cont'd) (M1)
- 7. Service Level Agreement for Virtual Metro Ethernet Service (Cont'd) (M2)
 - a. SLA Definitions: (Cont'd) (M2)
 - BellSouth Metro Ethernet Service Network Latency - (M2)
 - BellSouth Metro Ethernet Service Network Latency measures average one-way delay in milliseconds within the core network. Core Network is defined as being from the Ethernet switch serving the customer's A-end to the Ethernet switch serving the customer's B-end. Customer networks that do not span more than one switch in the core network are not eligible for the Network Latency SLA and one will not be provided. (M2)
 - The Service Level Commitment will be calculated for each CoS (except the Best Effort CoS) by averaging the measured latency for each eligible CoS within the Metro Ethernet Customer Network between each pair of connections over a thirty-day period. (M2)
 - BellSouth Metro Ethernet Service Network Jitter - (M2)
 - BellSouth Metro Ethernet Service Network Jitter measures the average variability, measured in time (milliseconds) between the actual packet transmission rate and the expected packet transmission rate with the core network for Interactive and Real-Time CoS. Core Network is defined as being from the Ethernet switch serving the customer's A-end to the Ethernet switch serving the customer's B-end. Customer networks that do not span more than one switch in the core network are not eligible for the Network Jitter SLA and one will not be provided. (M2)
 - The Service Level Commitment will be calculated for the Interactive CoS and Real-Time CoS by averaging the measured jitter of simulated traffic for each of the customer's eligible CoS queue within the Metro Ethernet Customer Network between each pair of connections over a thirty-day period. (M2)
 - BellSouth Metro Ethernet Service Network Packet Delivery - (M2)
 - BellSouth Metro Ethernet Service Network Packet Delivery measures the percentage of packets conforming to the committed bandwidth profile that are delivered across the core network, without being dropped or lost as a result of a fault within the Virtual Ethernet network. Core Network is defined as being from the Ethernet switch serving the customer's A-end to the Ethernet switch serving the customer's B-end. Customer networks that do not span more than one switch in the core network are not eligible for the Network Packet Delivery SLA and one will not be provided. (M2)
 - The Service Level Commitment will be calculated for each CoS (except the Best Effort CoS) by averaging the measured packet delivery for each eligible CoS within the Metro Ethernet Customer Network between each pair of connections over a thirty-day period. (M2)

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

- B. Basis of Offering (Cont'd)** (M1)
- 7. Service Level Agreement for Virtual Metro Ethernet Service (Cont'd) (M2)
- b. The Company's Service Level Commitments for Virtual BellSouth Metro Ethernet Service are as follows: (M2)
 - BellSouth Metro Ethernet Service Time-To-Repair : (M2)
 - . Best Effort CoS: 4 hours or less (M2)
 - . Business Critical CoS: 4 hours or less (M2)
 - . Interactive CoS: 4 hours or less (M2)
 - . Real-Time CoS: 4 hours or less (M2)
 - BellSouth Metro Ethernet Service Network Availability : (M2)
 - . Best Effort CoS: 99.500% or greater (M2)
 - . Business Critical CoS: 99.995% or greater (M2)
 - . Interactive CoS: 99.995% or greater (M2)
 - . Real-Time CoS: 99.995% or greater (M2)
 - BellSouth Metro Ethernet Service Network Latency (one-way) : (M2)
 - . Best Effort CoS: Not Applicable (M2)
 - . Business Critical CoS: 15 milliseconds or less (M2)
 - . Interactive CoS: 5 milliseconds or less (M2)
 - . Real-Time CoS: 5 milliseconds or less (M2)
 - BellSouth Metro Ethernet Service Network Jitter : (M2)
 - . Best Effort CoS: Not Applicable (M2)
 - . Business Critical CoS: Not Applicable (M2)
 - . Interactive CoS: 1 millisecond or less (M2)
 - . Real-Time CoS: 1 millisecond or less (M2)
 - BellSouth Metro Ethernet Service Network Packet Delivery : (M2)
 - . Best Effort CoS: Not Applicable (M2)
 - . Business Critical CoS: 99.900% or greater (M2)
 - . Interactive CoS: 99.950% or greater (M2)
 - . Real-Time CoS: 99.995% or greater (M2)

Pages 21.1 and 21.2 are hereby deleted in their entirety and removed from this Guidebook

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

B.	Basis of Offering (Cont'd)	(M1)
7.	Service Level Agreement for Virtual Metro Ethernet Service (Cont'd)	(M2)
c.	SLA Restrictions	(M2)
	- The Company will implement SLA provisioning restrictions that will define customer network design requirements and limitations to the Company's commitment to meet Service Levels for BellSouth Metro Ethernet Service. The customer network design requirements are as follows:	(T)(M2)
	- A customer must subscribe to the Metro Ethernet Virtual Service with CNM - Metro Ethernet Reporting to receive credits for missed Service Level Commitments.	(M2)
	- Credits are not provided for partial month service.	(M2)
	- A customer's account must be current to receive a credit.	(M2)
	SLA credits do not apply when any stated objective is not met because the Company does not have control over the circumstances causing the objective to be missed. Situations over which the Company does not have control include, but are not limited to, the following:	(M2)
	- any act, any omission or negligence on the part of the customer, any other customer or any third party, or of any other entity providing a portion of the service,	(M2)
	- labor difficulties, governmental orders, civil commotions, declared National Emergencies, criminal actions against the Company, acts of God, war, or other circumstances beyond the Company's control,	(M2)
	- the customer's premises equipment, and	(M2)
	- unavailability of the customer's facilities and/or equipment including customer-provided power and environmental conditions for Company -owned and operated equipment located on the customer's premise.	(T)(M2)

The customer must request a credit within one calendar month of the Company missing a BellSouth Metro Ethernet Service Level Commitment. A customer request for a Network Service Level SLA credit must be submitted on a standard request form issued by the Company that includes the month the SLA commitment was missed, accurate identification of the affected circuit, and the observed measurement of the specific SLA that was missed. A customer request for a Repair SLA credit must be submitted on a standard request form issued by the Company that includes the month the SLA commitment was missed, accurate identification of the affected circuit, and the trouble ticket number of the repair request. The Company will investigate customer requests for any SLA credits to determine the cause of any performance failures reported by the customer. The Company will investigate the customer's request over a period of up to 45 calendar days. The 45-day period will begin when the customer makes the request for credit with their **Company** Sales Representative. SLA credits will be provided to the customer if the Company determines that the Company had control over the circumstances causing the failure.

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

7. Service Level Agreement for Virtual Metro Ethernet Service (Cont'd)	(M1)
d. SLA Credits for CNM - Metro Ethernet Reporting	(M2)
The following credits will apply when the Company misses a Service Level Commitment (each credit is described in (1) thru (3)). A maximum of one credit will be applied monthly per Connection for an SLA not met for any CoS that is supported by the customer's CoS profile (i.e., a maximum of one credit is applicable for an SLA even if missed for multiple CoS).	(T)(M2)
BellSouth Metro Ethernet Service Time-To-Repair	(M2)
0 to 4 hours per incident – No Credit	(M2)
Over 4 hours to 24 hours per incident – Credit 3 days MRC	(M2)
Each additional 24-hour period, per incident – Credit additional 3 days MRC	(M2)
BellSouth Metro Ethernet Service Network Availability – Credit 3 days MRC	(M2)
BellSouth Metro Ethernet Service Network Latency – Credit 3 days MRC	(M2)
BellSouth Metro Ethernet Service Network Jitter – Credit 3 days MRC	(M2)
BellSouth Metro Ethernet Service Network Packet Delivery – Credit 3 days MRC	(M2)
The SLA credit amount will be determined by applying the credits outlined above to the rate elements or total billed revenues specified following. Credits for all SLAs for a calendar month cannot exceed the MRC for the BellSouth Metro Ethernet Service components. Credits are not provided for partial month service.	(M2)
(1) BellSouth Metro Ethernet Service Time-To-Repair Credit - The Service Level Commitment measurement will be based on each individual trouble ticket for a Customer Connection. Multiple trouble tickets on the same day for the same Customer Connection will only be eligible for one time-to-repair credit. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections.	(M2)
(2) BellSouth Metro Ethernet Service Network Availability Credit –The credit will apply for each BellSouth Metro Ethernet Service Connection that does not meet the availability commitment. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections.	(M2)
(3) BellSouth Metro Ethernet Service Network Latency Credit – The credit will apply for each Metro Ethernet Service Connection that does not meet the latency commitment for any eligible CoS. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections. BellSouth Metro Ethernet Networks that do not traverse the core network are not eligible for credits under the BellSouth Metro Ethernet Service Network Latency SLA	(M2)
(4) BellSouth Metro Ethernet Service Network Jitter Credit –The credit will apply for each BellSouth Metro Ethernet Service Connection that does not meet the jitter commitment for any eligible CoS. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections. BellSouth Metro Ethernet Networks that do not traverse the core network are not eligible for credits under the BellSouth Metro Ethernet Service Network Jitter SLA.	(M2)
(5) BellSouth Metro Ethernet Service Network Packet Delivery Credit –The credit will apply for each BellSouth Metro Ethernet Service Connection that does not meet the packet delivery commitment for any eligible CoS. Credit will apply to all Monthly Recurring Charges associated with the affected customer connections. BellSouth Metro Ethernet Networks that do not traverse the core network are not eligible for credits under the BellSouth Metro Ethernet Service Network Packet Delivery SLA.	(M2)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 (Cont'd)

B. Basis of Offering (Cont'd)

8. SLA Credits for Core Trunk Automatic Failover

a. For service outages greater than 30 seconds within a BellSouth Metro Ethernet core network associated with a metropolitan area in which core trunk protection has been deployed, and where the customer has subscribed to the Core Trunk Automatic Failover optional feature for Basic, Premium or Virtual BellSouth Metro Ethernet Arrangements, a service outage credit equal to 50% of the monthly recurring charge for a Metro Ethernet Connection associated with the Core Trunk Automatic Failover optional feature shall apply. Only one such credit shall apply per bill period. This credit is independent from any other BellSouth Metro Ethernet Service SLA credit, i.e., the other BellSouth Metro Ethernet Service Network SLA credits are based on the parameters for the respective SLA(s) and do not relate nor apply in combination with the Core Trunk Automatic Failover SLA credit.

b. SLA Restrictions

The Company will implement SLA provisioning restrictions that will define customer network design requirements and limitations to *the Company's* commitment to meet Service Levels for BellSouth Metro Ethernet Service. The customer network design requirements are as follows:

- Credits are not provided for partial month service.
- A customer's account must be current to receive a credit.

SLA credits do not apply when any stated objective is not met because the Company does not have control over the circumstances causing the objective to be missed. Situations over which the Company does not have control include, but are not limited to, the following:

- any act, any omission or negligence on the part of the customer, any other customer or any third party, or of any other entity providing a portion of the service,
- labor difficulties, governmental orders, civil commotions, declared National Emergencies, criminal actions against the Company, acts of God, war, or other circumstances beyond the Company's control,
- the customer's premises equipment, and
- unavailability of the customer's facilities and/or equipment including customer-provided power and environmental conditions for BellSouth-owned and operated equipment located on the customer's premise.

The customer must request a credit within one calendar month of the Company missing a BellSouth Metro Ethernet Service Level Commitment. A customer request for a Network Service Level SLA credit must be submitted on a standard request form issued by the Company that includes the month the SLA commitment was missed, accurate identification of the affected circuit, and the observed measurement of the specific SLA that was missed. A customer request for a Repair SLA credit must be submitted on a standard request form issued by the Company that includes the month the SLA commitment was missed, accurate identification of the affected circuit, and the trouble ticket number of the repair request. The Company will investigate customer requests for any SLA credits to determine the cause of any performance failures reported by the customer. The Company will investigate the customer's request over a period of up to 45 calendar days. The 45-day period will begin when the customer makes the request for credit with their *Company* Sales Representative. SLA credits will be provided to the customer if the Company determines that the Company had control over the circumstances causing the failure.

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(T)(M2)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service

- 1. Rates and charges contained in this section consist of the following elements: (M1)
 - a. Basic BellSouth Metro Ethernet Service Connection (M2)
 - b. Premium BellSouth Metro Ethernet Service Connection (M2)
 - c. Virtual BellSouth Metro Ethernet Service Connection (M2)
 - d. BellSouth Metro Ethernet Service Additional Mileage Charges (M2)
 - e. Priority Plus (M2)
 - f. Q-Forwarding (M2)
 - g. VLAN Aggregation (M2)
 - h. CNM - Metro Ethernet Reporting (M2)
 - i. Class of Service (CoS) Profile (M2)
 - j. Automatic Protection Switching (APS) (M2)
 - k. Service Reconfiguration (M2)
 - 1. System Reconfiguration (M2)
- 2. All service connection charges for BellSouth Metro Ethernet Service are included in the respective nonrecurring charges specified herein. (M2)
- 3. BellSouth Metro Ethernet Service Connections are provided utilizing various Ethernet equipment configurations referred to herein as "physical service types". The physical service type of each BellSouth Metro Ethernet Connection is provided in the chart in A40.13.2.C.4. A hierarchy of the various BellSouth Metro Ethernet Service Connections by capability (i.e., basic, premium or virtual) and speed is provided in the chart in A40.13.2.C.4. This chart provides a higher order of service ranking that is utilized to determine the appropriate nonrecurring charge for reconfiguration requests. (T)(M2)

Pages 25.1 through 25.6 are hereby deleted in their entirety and removed from this Guidebook

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (*Cont'd*)

4. The following informational chart provides the physical service type of each BellSouth Metro Ethernet Connection and provides the other BellSouth Metro Ethernet Connections which are considered to be a higher order of service (i.e., the BellSouth Metro Ethernet Service hierarchy).

Metro Ethernet Connection (Mbps):	Physical Service Type:	Higher Order of Service (Mbps):	
- Basic 2	Basic 0	Basic 4,8,10,100,1000; Premium ¹ 2,4,8,10,20,50,100,250,500,1000; Virtual 2,4,8,10,20,50,80,100,200,300,450,600,750,900,1000	(M1)
- Basic 4	Basic 0	Basic 8,10,100,1000; Premium ¹ 4,8,10,20,50,100,250,500,1000; Virtual 4,8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Basic 8	Basic 0	Basic 10,100,1000; Premium ¹ 8,10,20,50,100,250,500,1000; Virtual 8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Basic 10	Basic I	Basic 10,1000; Premium ¹ 10,20,50,100,250,500,1000; Virtual 10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Basic 100	Basic II	Basic 1000; Premium ¹ 100,250,500,1000; Virtual 80,100,200,300,450,600,750,900,1000	(M2)
- Basic 1000	Basic III	Premium ¹ 500,1000; Virtual 450,600,750,900,1000	(M2)
- Premium 2	Premium 0	Basic 100,1000; Premium ¹ 4,8,10,20,50,100,250,500,1000; Virtual 2,4,8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Premium 4	Premium 0	Basic 100,1000; Premium ¹ 8,10,20,50,100,250,500,1000; Virtual 4,8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Premium 8	Premium 0	Basic 100,1000; Premium ¹ 10,20,50,100,250,500,1000; Virtual 8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Premium ¹ 10	Premium I	Basic 1000; Premium ¹ 20,50,100,250,500,1000; Virtual 10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Premium ¹ 20	Premium I	Basic 1000; Premium ¹ 50,100,250,500,1000; Virtual 20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Premium ¹ 50	Premium I	Premium ¹ 100,250,500,1000; Virtual 50,80,100,200,300,450,600,750,900,1000	(M2)
- Premium ¹ 100	Premium II	Premium ¹ 250,500,1000; Virtual 100,200,300,450,600,750,900,1000	(M2)
- Premium ¹ 250	Premium II	Premium ¹ 500,1000; Virtual 300,450,600,750,900,1000	(M2)
- Premium ¹ 500	Premium II	Virtual 450,600,750,900,1000	(M2)
- Premium ¹ 1000	Premium II	Virtual 1000	(M2)
- Virtual 2	Virtual 0	Basic 100,1000; Premium ¹ 10,20,50,100,250,500,1000; Virtual 4,8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Virtual 4	Virtual 0	Basic 100,1000; Premium ¹ 10,20,50,100,250,500,1000; Virtual 8,10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Virtual 8	Virtual 0	Basic 100,1000; Premium ¹ 10,20,50,100,250,500,1000; Virtual 10,20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Virtual 10	Virtual I	Basic 1000; Premium ¹ 20,50,100,250,500,1000; Virtual 20,50,80,100,200,300,450,600,750,900,1000	(M2)
- Virtual 20	Virtual I	Basic 1000; Premium ¹ 50,100,250,500,1000; Virtual 50,80,100,200,300,450,600,750,900,1000	(M2)
- Virtual 50	Virtual I	Basic 1000; Premium ¹ 100,250,500,1000; Virtual 80,100,200,300,450,600,750,900,1000	(M2)
- Virtual 80	Virtual I	Basic 1000; Premium ¹ 100,250,500,1000; Virtual 100,200,300,450,600,750,900,1000	(M2)
- Virtual 100	Virtual II	Premium ¹ 250,500,1000; Virtual 200,300,450,600,750,900,1000	(M2)
- Virtual 200	Virtual II	Premium ¹ 500,1000; Virtual 300,450,600,750,900,1000	(M2)
- Virtual 300	Virtual II	Premium ¹ 500,1000; Virtual 450,600,750,900,1000	(M2)
- Virtual 450	Virtual II	Virtual 600,750,900,1000	(M2)
- Virtual 600	Virtual II	Virtual 750,900,1000	(M2)
- Virtual 750	Virtual II	Virtual 900,1000	(M2)
- Virtual 900	Virtual II	None offered at this time	(M2)
- Virtual 1000	Virtual II	None offered at this time	(M2)

Note in the above chart that Basic 1 Gbps services are referred to as Basic 1000 Mbps.

Note 1: Fixed Mode or Burst Mode except Premium 1000 Mbps is only available as Fixed Mode.

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

- 5. Requests by a customer to change from one BellSouth Metro Ethernet Service arrangement to another BellSouth Metro Ethernet Service arrangement will be considered as reconfiguration change requests. Such reconfiguration changes are not treated as disconnects and do not change minimum period requirements. These requests must be for the same customer at the same location, and the service orders to accomplish the reconfiguration change requested must be related together and have no lapse in service. (M1)
 - a. A customer request to change an existing BellSouth Metro Ethernet Service arrangement to a new arrangement that is a different physical service type (per the hierarchy chart) is considered a system reconfiguration request. (M2)
 - If the new arrangement requested is a lower order of service, the System Reconfiguration Charge shall apply. (M2)
 - If the new arrangement requested is a higher order of service, nonrecurring charges shall not apply (i.e., the System Reconfiguration Charge is not applicable). (M2)
 - b. A customer request to change an existing BellSouth Metro Ethernet Service arrangement to a new arrangement that is the same physical service type (per the hierarchy chart) is considered a service reconfiguration request. (M2)
 - If the new arrangement requested is a lower order of service, the Service Reconfiguration Charge shall apply. (M2)
 - If the new arrangement requested is a higher order of service, nonrecurring charges shall not apply (i.e., the Service Reconfiguration Charge is not applicable). (M2)
- 6. A request to modify an existing BellSouth Metro Ethernet Connection as set forth following does not change the order of service or physical service type from the existing connection. Such a change is not treated as a disconnect, and there will be no change in the minimum period requirements. (M2)
 - a. A Premium BellSouth Metro Ethernet Connection-Fixed Mode and Premium BellSouth Metro Ethernet Connection-Burst Mode of the same speed are considered to be the same order of service and same physical service type. A Service Reconfiguration Charge is applicable for a customer request to reconfigure a Premium BellSouth Metro Ethernet Connection from Fixed Mode to Burst Mode (at the same speed), or vice versa; this nonrecurring charge is in lieu of the nonrecurring charge for the new connection. (M2)
 - b. A request to modify the CoS Profile on an existing Virtual BellSouth Metro Ethernet Connection is not considered as a request to change the order of service or physical service type. A Service Reconfiguration Charge is applicable for such a request. (M2)
- 7. Customers cannot mix BellSouth Metro Ethernet Service and Native Mode LAN Interconnection (NMLI) Services from A40.3 preceding on the same Metro Ethernet Customer Network. (M2)
- 8. A System Reconfiguration Charge is applicable for a customer request to change the premises powering option (AC power to DC power, or vice versa) or NCTE signaling interface option (optical to electrical, or vice versa) on an existing BellSouth Metro Ethernet Connection. Such a change is not treated as a disconnect and there will be no change in the minimum period requirements. (M2)
- 9. Customers who subscribe to CNM - Metro Ethernet Reporting must monitor their entire BellSouth Metro Ethernet Network. (M2)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

10. Automatic Protection Switching (APS) is an optional feature available, except as specified otherwise herein, to a customer with a Basic, Premium or Virtual BellSouth Metro Ethernet Service Connection of 10 Mbps or higher.¹ The APS feature provides customers with the option of having data channel survivability through the use of a secondary transport path that is diverse from the path provided with their primary Metro Ethernet Connection. This secondary transport path (i.e., data channel) is provided for a specific Metro Ethernet Connection (i.e., the primary) with the selection of the APS feature which then provides the customer with complete path protection. (M1)
- With APS, the primary Metro Ethernet Connection's data channel is monitored for threshold violations or path failures with a fail-over to the secondary data channel path provided via the APS feature. The APS data channel is checked periodically to ensure its availability if a failure of the primary Metro Ethernet Connection's data channel occurs. (M2)
- APS may be ordered as a structurally diverse transport path (Structural Protection) or a route diverse transport path (Route Protection). (M2)
- Structural Protection APS is defined as the APS facility and the primary Metro Ethernet Connection facility being in separate sheaths in separate structures located along the same route (e.g., underground/underground, buried/underground, aerial/underground, aerial/buried, buried/buried, and aerial/aerial), or along different routes at the Company's discretion. (T)(M2)
- Route Protection APS is defined as the APS facility being in a separate sheath within alternate underground, aerial or direct buried structures that are run along separate physical paths from the facilities associated with the primary Metro Ethernet Connection. No precise distance separation is specified between the paths; although the separation is sufficient to preclude one disruptive event from affecting both routes. (M2)
- The APS feature is billed based upon the actual total route miles in a customer's specific Structural Protection APS or Route Protection APS design as determined by the Company. The term "route miles" is defined for this application to be the actual physical distance or length (not airline mileage), rounded up to the next whole mile, of the unique APS facility designed for each individual customer premises. Total route miles are measured between the customer premises and its serving wire center, plus route miles between the serving wire center and any intermittent wire centers in the path designed to reach the BellSouth Metro Ethernet wire center associated with the primary Metro Ethernet Connection (i.e., the wire center where the BellSouth Metro Ethernet switching equipment is located). For situations where a BellSouth Metro Ethernet customer utilizes SMARTRing service, or BellSouth Wavelength Dedicated Ring service as an alternate means of transport, the route miles between the central office node location and the BellSouth Metro Ethernet Connection wire center for these services shall be included as a part of the total "route miles" described above. (T)(M2)
- The APS rate element provides the alternate data channel transport and APS equipment in the BellSouth Metro Ethernet Service wire center associated with the primary Metro Ethernet Connection. Actual total route mileage for the customer's APS design is determined from a Service Inquiry. The route mileage determined from this Company Service Inquiry is used for billing purposes and is the sole determinant of such mileage (i.e., not subject to dispute). (T)(M2)

Note 1: Automatic Protection Switching (APS) is not available for a 2 Mbps, 4 Mbps or 8 Mbps Basic, Premium or Virtual Connection. (M2)

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

11. Basic, Premium and Virtual BellSouth Metro Ethernet Service Connections of 10 Mbps or higher may alternatively be provided to a customer premises over the customer's LightGate service or SMARTRing service. (M1)

The customer is required to purchase the appropriate LightGate service or SMARTRing service BellSouth Metro Ethernet Backbone interfaces that are a bandwidth equal to the bandwidth of the BellSouth Metro Ethernet Service backbone transport that is standard for the specific type and speed of BellSouth Metro Ethernet Service Connection serving that customer premises. A chart is provided herein which sets forth the backbone bandwidth of each type and speed of BellSouth Metro Ethernet Service Connection. Standard BellSouth Metro Ethernet Service features are available on such alternative arrangements, with the exception that Automatic Protection Switching is not available. (M2)

For such applications using LightGate service or SMARTRing service as alternate transport, the BellSouth Metro Ethernet Service Connection will provide data channel transport to connect the termination of the LightGate service or SMARTRing service at the central office node, to the BellSouth Metro Ethernet Service wire center associated with the BellSouth Metro Ethernet Service Connection (i.e., the central office of the Metro Ethernet Service switch). (M2)

When the LightGate service or SMARTRing service central office node is located greater than 10 miles from the BellSouth Metro Ethernet Service wire center, BellSouth Metro Ethernet Service Additional Mileage charges will also be applicable. (M2)

Metro Ethernet connections to SMARTRing can be either point-to-point or they can connect to Basic Shared Ethernet LAN service via Metro Ethernet Access Links. (M2)

For BellSouth Metro Ethernet Service Connections utilizing the customer's LightGate service or SMARTRing service as alternate transport, the committed bandwidth for select speeds will be as shown in BellSouth Technical Reference TR-73632. (M2)

Point-to-Point Metro Ethernet Connection to SMARTRing Service	
<u>Metro Ethernet Connection</u>	<u>Metro Ethernet Backbone Bandwidth</u>
Basic 10 Mbps	100 Mbps (1 STS-1)
Basic 100 Mbps	100 Mbps (3 STS-1)
Basic 1000 Mbps	1000 Mbps
Premium 10, 20, 50 Mbps (Fixed)	100 Mbps (1 STS-1)
Premium 10, 20, 50 Mbps (Burst)	100 Mbps (3 STS-1)
Premium 100 Mbps (Fixed)	Fractional 1000 Mbps at 150 Mbps
Premium 250 Mbps (Fixed)	Fractional 1000 Mbps at 300 Mbps
Premium 500 Mbps (Fixed)	Fractional 1000 Mbps at 600 Mbps
Premium 100, 250, 500 Mbps (Burst)	1000 Mbps
Virtual 10, 20, 50 Mbps	100 Mbps (1 STS-1)
Virtual 80 Mbps	100 Mbps (3 STS-1)
Virtual 100 Mbps	Fractional 1000 Mbps at 150 Mbps
Virtual 200, 300 Mbps	Fractional 1000 Mbps at 300 Mbps
Virtual 450 Mbps	Fractional 1000 Mbps at 450 Mbps
Virtual 600 Mbps	Fractional 1000 Mbps at 600 Mbps
Virtual 750, 900 Mbps	1000 Mbps

A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

12. As of June 15, 2009, Metro Ethernet customers will be able to use SMARTRing as a transport facility and connect to the Basic Shared Ethernet LAN service Virtual Packet Ring (VPR) via Metro Ethernet Access Links. The Virtual Packet ring creates a dedicated allotment of synchronous transmission signals (STS1's) on the SMARTRing that are connected via the Metro Ethernet Access Links. This combination of VPR and Access Links with the Metro Ethernet circuit will create a multi-point circuit on the SMARTRing. All Metro Ethernet transmissions will be broadcast to all Metro Ethernet Access Links associated with the specific VPR. Metro Ethernet Access Links are considered Layer 1 ports on the SMARTRing and do not interact with Layer 2 information transmitted by the Metro Ethernet switch, specifically Class of Service, priority or 802.1q. This Metro Ethernet Layer 2 information will pass through the Metro Ethernet Access Links to the customer equipment. (M1)

The connection at the Central Office between Metro Ethernet and SMARTRing is Optical. The mixing of Access Link traffic and Metro Ethernet Access Link traffic on the same VPR is not supported. When the customer requests conversion of Access Links to Metro Ethernet Access Links, an out of service condition will occur until the conversion is complete, and the service will not be available for use during this time. (M2)

Reconfiguration associated with Customer Network Management will not be allowed on Metro Ethernet Access Links. (M2)

Additional rules for connecting Metro Ethernet to SMARTRing service are stated in ***the Private Line Guidebook, paragraph B7.7.7.*** (T)(M2)

Metro Ethernet connections to SMARTRing Metro Ethernet Access Links are limited to the following connections and speeds: (M2)

<u>Metro Ethernet Connection</u>	<u>SMARTRing Metro Ethernet Access Link Fractional 1000 Mbps at – Central Office</u>	<u>SMARTRing Metro Ethernet Access Link Fractional 1000 Mbps at – Customer Premises</u>
Basic 1000 Mbps	1000 Mbps	1000 Mbps
Premium 100 Mbps Optical (Fixed)	150 Mbps	150 Mbps
Premium 250 Mbps (Fixed)	300 Mbps	300 Mbps
Premium 500 Mbps (Fixed)	600 Mbps	600 Mbps
Premium 100, 250, 500, 900 Mbps (Burst)	1000 Mbps	1000 Mbps
Premium 900 Mbps, 1000 Mbps	1000 Mbps	1000 Mbps
Virtual Ethernet Service 100 Mbps	150 Mbps	150 Mbps
Virtual Ethernet Service 200 Mbps	300 Mbps	300 Mbps
Virtual Ethernet Service 300 Mbps	300 Mbps	300 Mbps
Virtual Ethernet Service 450 Mbps	450 Mbps	450 Mbps
Virtual Ethernet Service 600 Mbps	600 Mbps	600 Mbps
Virtual Ethernet Service 750, 900, 1000 Mbps	1000 Mbps	1000 Mbps

Page 26.4.1 is hereby deleted in its entirety and removed from this Guidebook

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

13. Basic, Premium and Virtual BellSouth Metro Ethernet Service Connections of 100 Mbps and 1000 Mbps may alternatively be provided to a customer premises over a customer's BellSouth Wavelength service Dedicated Ring Arrangement.

The customer is required to purchase the appropriate BellSouth Wavelength service Dedicated Ring Arrangement Wavelength Channel for the specific type and speed of BellSouth Metro Ethernet Service Connection serving that customer premises. A chart is provided herein which sets forth the Wavelength Channel associated with the 100 Mbps and 1000 Mbps BellSouth Metro Ethernet Service Connection.

For such applications using BellSouth Wavelength service as alternate transport, the BellSouth Metro Ethernet Service Connection will provide data channel transport from the BellSouth Metro Ethernet Service wire center associated with the BellSouth Metro Ethernet Service Connection (i.e., the central office of the Metro Ethernet Service switch) to the central office Node Location of the customer's BellSouth Wavelength service Dedicated Ring Arrangement.

When the central office Node Location of the customer's BellSouth Wavelength service Dedicated Ring Arrangement is located greater than 10 miles from the BellSouth Metro Ethernet Service wire center, BellSouth Metro Ethernet Service Additional Mileage charges will also be applicable.

<u>Metro Ethernet Connection</u>	<u>Wavelength Dedicated Ring Arrangement Wavelength Channel</u>
Basic 100 Mbps	Fast Ethernet at 100 Mbps
Basic 1000 Mbps	Gigabit Ethernet at 1 Gbps
Premium 10 Mbps, 20 Mbps and 50 Mbps (fixed and burst)	Fast Ethernet at 100 Mbps
Premium 100 Mbps (fixed) (provisioned via a physical 100 Mbps port)	Fast Ethernet at 100 Mbps
Premium 100 Mbps (fixed) (provisioned via a physical 1000 Mbps port)	Gigabit Ethernet at 1 Gbps
Premium 100 Mbps (burst)	Gigabit Ethernet at 1 Gbps
Premium 250 Mbps and 500 Mbps (fixed and burst)	Gigabit Ethernet at 1 Gbps
Premium 1000 Mbps (fixed)	Gigabit Ethernet at 1 Gbps
Virtual 10 Mbps, 20 Mbps, 50 Mbps and 80 Mbps	Fast Ethernet at 100 Mbps
Virtual 100 Mbps (provisioned via a physical 100 Mbps port)	Fast Ethernet at 100 Mbps
Virtual 100 Mbps (provisioned via a physical 1000 Mbps port)	Gigabit Ethernet at 1 Gbps
Virtual 200 Mbps, 300 Mbps, 450 Mbps, 600 Mbps 750 Mbps, 900 Mbps and 1000 Mbps	Gigabit Ethernet at 1 Gbps

14. In some cases, the Company and an Independent Telephone Company (ICO) may agree to jointly provide a customer Metro Ethernet Service. The rates and charges for the BellSouth Metro Ethernet Service Connection are applicable for such connectivity; charges for BellSouth Metro Ethernet Additional Mileage are also applicable when the mileage from the **Company**/ICO meet-point to the BellSouth Metro Ethernet wire center associated with the service is over 10 miles. The Company is only responsible for the ordering, provisioning, maintaining and billing of such service up to the meet-point (i.e., demarcation point with the ICO). BellSouth Metro Ethernet Service SLA credits shall only be applicable for the portion of the service provided within the territory of the Company; such credits are appropriate only for missed commitments determined to be the fault of the Company.

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A40. FAST PACKET TRANSPORT SERVICES

A40.13 BellSouth Metro Ethernet Service (Cont'd)

A40.13.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

15. Core Trunk Automatic Failover (CTAF) is an optional feature that is available, where facilities exist for Basic, Premium and Virtual BellSouth Metro Ethernet Arrangements. The CTAF feature provides customers with the option of having an Automatic Failover SLA on the data channel survivability between BellSouth Metro Ethernet wire centers within a BellSouth Metro Ethernet core network area through the use of a secondary transport path. (M)
- If a Metro Ethernet Connection talks to only one other Metro Ethernet Connection (a Point-to-Point network configuration), the CTAF feature is billed based upon the actual total airline miles in a customer's specific CTAF design, as determined by the Company. The term "airline miles" is defined for this application to be the airline distance or length rounded up to the next whole mile, of the unique CTAF facility designed for each individual customer's service configuration. Total airline miles are measured between the BellSouth Metro Ethernet core network wire centers associated with the customer's service. (M)
- If a Metro Ethernet Connection talks to more than one other Metro Ethernet Connection (such as a Point-to-Multipoint or Multipoint-to-Multipoint network configuration), the CTAF feature is billed once on the Metro Ethernet Connection at the 'greater than 25 through 35 airline miles' rate basis. (M)

D. Contract Plans

1. Contract plans are available under conditions specified in the Fast Packet Services Payment Plan in A40.10, with contract periods described as follows:
 - a. Term Payment Plan A - payment periods may be selected from twelve (12) to thirty-six (36) months.
 - b. Term Payment Plan B - payment periods may be selected from thirty-seven (37) to sixty (60) months.²
2. Termination Liability Charge will not be applicable for customer requests to change from a Shared Native Mode LAN Interconnection (NMLI) service to a higher bandwidth Premium BellSouth Metro Ethernet Service arrangement. The length of the commitment associated with the new service must be equal to or greater than the time remaining in the customer's existing service arrangement commitment.
3. The auto renewal clause described under the Fast Packet Services Payment Plan in A40.10.6.A.4 is not applicable to BellSouth Metro Ethernet Service.

E. Moves

1. A move involves a change in the physical location of one of the following:
 - a. The point of interface at the customer premises.
 - b. The customer's premises.
2. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.
 - a. Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half the nonrecurring (i.e., installation) charge for the affected service termination at the customer's premises. There will be no change in the minimum period requirements.

- b. To a Different Building

Moves to a different building, other than addressed in 3 will be treated as a disconnect at the existing location and all associated nonrecurring charges will apply at the new location. The customer will remain responsible for satisfying the remainder of the existing contract.¹ (T)

3. Moves of Service under Fast Packet SPP

Customer requests for moves of service under Fast Packet SPP, other than inside moves, will be subject to the conditions stated in A40.10.11. (T)

Note 1: Such moves of Metro Ethernet Service with Automatic Protection Switching (APS) shall additionally incur the full nonrecurring charge for establishing the APS feature at the new premises (as a new APS design will be required). The APS monthly recurring charge may change as appropriate based upon the actual route mileage associated with the new premises' APS design.

Note 2: Effective November 15, 2013, customers may not establish new term plans greater than 36 months for BellSouth Metro Ethernet Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS)

A42.1.1 General

- A. ISDN - Business Service (IBS) is an intraLATA service which uses circuit and packet switching technology to provide simultaneous transmission of voice, data, and packet services over the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service where facilities permit. Calling numbers/names will be delivered within the Common Channel Signaling System 7 serving area unless delivery is blocked by the calling party through Per Line or Per Call Blocking. Features are available to increase the capability of the service and may be subscribed to on an as-needed basis. Grouping Service (Hunting) is available for IBS.
 - B. IBS provides efficient transmission of voice and data over the telephone network using out-of-band signaling rather than traditional in-band signaling. IBS service provides the subscriber with Basic Rate Interface for ISDN service at the point of demarcation. Basic Rate Interface provides the customer with access of up to two 64 Kbps (B) channels and one 16 Kbps (D) channel per exchange access line. The D channel carries the out-of-band signaling information associated with the B and D channels and is also capable of providing transmission of packet information at a speed of up to 9.6 Kbps.
 - C. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. Each Access to a B channel for Circuit Switched Voice/Circuit Switched Data (CSV/CSD) includes one directory number (DN).
 - D. (DELETED)
 - E. IBS must consist of the following components: (M)
 - Basic Rate Digital Subscriber Line (DSL) Access Arrangement (M)
 - At least one channel, either B or D, must be activated. A maximum of two simultaneous B channels can be in use per Basic Rate Interface. (M)
 - Minimum of one and maximum of eight Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement. (M)
 - F. IBS can be configured to provide a maximum of eight terminals for each Basic Rate Digital Subscriber Line (DSL) Access Arrangement. Given this maximum number of terminals, the number of terminals configurable is determined by the number and type of channels activated per Basic Rate DSL Access Arrangement. Several terminals can be configured to have access to an activated B channel, but only one terminal can be active at one time. The D channel, if activated, can be configured to provide simultaneous packet switching for a maximum of eight terminals. Some devices may function as more than one terminal. (M)
 - G. Usage Option Plan A will only be available on National ISDN IBS lines. The Basic Local Calling Area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only. (M)
- The following stipulations apply only when the IBS line from which the call originates subscribes to a Usage Option Plan. (M)
1. Calls completed with operator assistance within the Basic Local Calling Area and Extended Local Calling Area will be rated at the Usage Option Plan usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps. (M)
- All IBS lines in an earning account must be in the same type Plan, i.e., all Flat Rate, Usage Option Plan A's, etc. Hunting between various types of plans will not be allowed. (M)
- H. A minimum service period of three months will be required on IBS lines installed. Termination Charges as defined will apply if the customer terminates or disconnects the service prior to fulfilling the three months period. (M)
 - I. For the determination of whether to apply business or residence rates, refer to A2.3.6. (M)
- Note 1:** After parameter initially set, subscriber may activate these on a per call basis. (M)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.2 *Terms and Conditions*

- A. Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the subscriber for provisioning. (M1)
- B. The Company will be responsible for publishing and maintaining ISDN Interface Specifications. (M2)
- C. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Interface 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. (M2)
- D. Suspension of service is not allowed except for IBS lines associated with MultiServ service or MultiServ PLUS service. Suspension at the request of the subscriber will be allowed on the B channel portion of these main station lines at fifty percent (50%) of the rate regularly charged. Optional features outlined in Section A12 and this Section will be suspended at no recurring charge during the period of suspension unless otherwise noted. Other *terms and conditions* as outlined in Section A2 apply. (T)(M2)
- E. Service Charges in Section A4 are applicable per Basic Rate DSL Access Arrangement in addition to rates and charges following. Each ISDN Basic Rate Access Arrangement will be counted as one line in determining the application of Section A4 charges. A Secondary Service Charge is applicable when adding a B or D channel, or other features to an existing ISDN line. (M2)
- F. IBS will be provided subject to the following conditions:
 - 1. Outside plant facilities must be compatible:
 - a. Each subscriber location must be evaluated by a Company engineer to determine if the serving facilities are compatible. (M2)
 - b. ISDN is generally available to a subscriber when the subscriber's premises is served via copper cable of 18 kft or less in length. Measurement is based on route distance from the subscriber's local serving central office. (M2)
 - c. Where the subscriber's premises is served via subscriber line carrier, the availability of ISDN service is dependent upon the type of subscriber line carrier deployed. (M2)
 - 2. IBS is available from central offices equipped for ISDN service. IBS is also available to subscribers who are served by certain offices not equipped for ISDN. In situations in which a subscriber is located in the flat rate calling area of an ISDN equipped office (host office), ISDN service will be furnished from the host office without the application of Interoffice Circuit rates. IBS subscribers to be served under this arrangement must sign an agreement stating that the service will be moved back to the normal serving central office and that the subscriber understands that a number change and/or a change in the local calling area may be required when/if that office is equipped with ISDN.
 - Nonrecurring charges will not apply when a subscriber's service, provided under this arrangement, is moved to his normal serving central office. (M2)
 - Charges for Interoffice facilities will apply for any line associated with a MultiServ service or MultiServ PLUS service that is served from a central office other than the normal serving central office. (M2)
- G. If a subscriber's normal serving office is equipped with ISDN, and the subscriber requests service from another central office, Interoffice Circuit rates in this Section will apply. (M2)
- H. The subscriber may arrange to have IBS terminated at premises other than his own for use by his employees, agents or representatives in the conduct of the subscriber's business. The subscriber shall assume the same responsibility for payment of the charges applicable for such service as that which he assumes for services terminated on his own premises. Normal restrictions on the use of the service, as specified in A2.2.1 apply. (M2)
- I. For calls terminated outside the local calling area specified in A3.5, only the applicable toll or Expanded Local Service usage charges will apply. (M2)
- J. Usage rates will apply for all originating minutes of use under Usage Option Plan A. Usage rates, as appropriate, are specified in this Section. (M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.2 Terms and Conditions (Cont'd)

- K. IBS lines may be purchased out of this Section to be associated with a Multiserv service or MultiServ PLUS service located in Section A12. Terms and conditions for a MultiServ service or MultiServ PLUS service will apply to these IBS lines except as otherwise noted in this Section. (T)
(M1)
- Each ISDN Basic Rate DSL Access Arrangement will be counted as one a Multiserv service or MultiServ PLUS service line in determining the total system size. (M2)
- IBS lines associated with MultiServ service or MultiServ PLUS service may purchase Optional Features compatible with ISDN from the MultiServ service section. When a feature is listed in the Optional Feature Sections of both the MultiServ service and IBS sections, the IBS version of the feature should be ordered. Multiserv service Feature Groups are not available for use with IBS lines. (M2)
- Only 36-120 months contract periods are available under the Rate Stability Plan in this section for IBS lines associated with a MultiServ service or MultiServ PLUS service as those lines must be coterminous with the MultiServ service or MultiServ PLUS service main station lines. (M2)

A42.1.3 Definitions

- B CHANNEL (M2)
A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission. (M2)
- D CHANNEL (M2)
A 16 Kbps channel provides digital signaling for ISDN transmission and is also capable of supporting 9.6 Kbps digital transmission of packet information for the Basic Rate Interface. It is bi-directional and synchronous. (M2)
- 64 KBPS CLEAR CHANNEL CAPACITY (CCC) (M2)
A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use. (M2)
- (DELETED)** (D)(M2)
- BASIC RATE DIGITAL SUBSCRIBER LINE (DSL) ACCESS ARRANGEMENT** (M2)
The Basic Rate Digital Subscriber Line (DSL) Access Arrangement is the **guidebook** element that represents the ISDN central office equipment and the loop to the customer's premises. This element alone does not provide ISDN service, but requires activation of at least one B or D channel. (T)(M2)
- VIRTUAL CIRCUIT** (M2)
A logical connection across a packet switch network that emulates a point-to-point circuit by insuring data integrity, transparency and data sequence. (M2)
- LOGICAL CHANNEL** (M2)
A communications channel through the network that allows simultaneous transmission of sequenced data packets through the network. No circuit capacity is preassigned to a logical channel; capacity is made available as data is transmitted. (M2)
- CIRCUIT SWITCHED VOICE/CIRCUIT SWITCHED DATA** (M2)
B channel Circuit Switched Voice/Circuit Switched Data (CSV/CSD) provides voice/data transmission over the B channel to be circuit switched at up to 64 Kbps over the public switched network. (M2)
- CONFIGURATION GROUPS** (M2)
Configuration Groups use a similar software assignment concept to associate physical buttons of ISDN terminals to feature and actions. Since Configuration Groups use a group assignment process, it is necessary to group ISDN terminals together by type and common button action, so that terminals assigned to the same Configuration Group will operate in the same manner. Call appearances and features on one terminal's buttons will then appear on the same button numbers on any other terminal in the same Configuration Group, as long as the same features/call appearances are used on each terminal. If not, the buttons cannot be used for a different feature or function. Variations in terminal types, features, call appearances, and feature button location will necessitate multiple Configuration Groups. (M2)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.3 Definitions (Cont'd)

(M1)

FEATURE KEY MAPS

A Feature Key Map is a software profile stored in the EWS switch that defines the features that are available to a particular Terminal Service Profile. The switch uses this software profile to allow activation of specific features via "key Type" action and to indicate the status of these features.

DIRECTORY NUMBERS (DN)

The telephone numbers associated with B or D channel access.

- Primary Directory Number (PDN) is a directory number included with each access to a B or D channel.
- Secondary Directory Number is a directory number that is not the Primary DN on any terminal. Secondary Directory Numbers may be purchased separately.
- Shared Directory Number, either Primary or Secondary, is a directory number that appears on more than one terminal. Shared Directory Numbers may be purchased separately.
- Unique Directory Number is a Primary Directory Number that is not shared with any other B or D channel service on the same profile.

REDIRECTING NUMBER DELIVERY

(M2)

- Redirecting Number Delivery (RND) is a terminating feature. If the received call has been previously forwarded, the first and last forwarding DNs will be delivered to the called party who subscribes to RND in a Redirecting Number Information Element (RNIE) unless delivery is blocked by the calling party through Per Line or Per Call Blocking. (Available in DMS-100 only)

(M2)

A42.1.4 Rates and Charges

(M2)

			Rate Stability ¹				
			Installation Charge	Month To Month	Monthly Rate		USOC
					24-59	60-120	
A.	Interoffice Circuits						
1.	Per DSL						
	(a) Each, including first mile		\$240.00	\$115.00	\$105.00	\$95.00	M1GN
	(b) Each additional mile			.45	.40	.35	M1GNM
B.	Basic Rate Interface						
1.	Basic Rate DSL Access Arrangement						
a.	Business Service						
(1)	Per DSL						
	(a) ISDN Access (5ESS/DMS)		130.00	362.70	55.00	55.00	LTBLB
	(b) ISDN Access (EWS)		130.00	362.70	55.00	55.00	LTBEB
(2)	Per DSL Usage Option Plan A						
	(a) ISDN Access (5ESS/DMS)		130.00	460.10	69.95	69.95	LQ1AA
	(b) ISDN Access (EWS)		130.00	460.10	69.95	69.95	LQ1AC

Note 1: As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.

(M2)

(M2)

(M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.4 Rates and Charges (Cont'd)

	Installation Charge	Month To Month	Rate Stability ¹			(T)
			Monthly Rate	24-59 Mos. Plan	60-120 Mos. Plan	
B. Basic Rate Interface (Cont'd)						
2. Channels Activated						
a. B Channel (Maximum of 2)						
(1) Circuit Switched Voice/Data, each						
(a) Flat Rate Per Channel		-	\$108.20	13.25	11.25	LPRFX
(b) Usage Option Plan A Per Channel		-	-	-	-	LQLAX
(2) Circuit Switched Voice/Data for use with MultiServ PLUS service, each ²						(M2)
(a) Flat Rate		-	14.25	9.35	7.25	MNCCF
b. D Channel (Maximum of 1)						
(1) Low Speed Packet Switching as a single Service						(M2)
(a) One D Channel Low Speed Packet Switching with no B Channel service		-	12.00	12.00	12.00	LTQDX
(2) Low Speed Packet Switching with one or more B Channels						(M2)
(a) Per Channel		-	12.00	12.00	12.00	LPYXL
Note 1:	As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.					(M2)
Note 2:	This rate element may be used only with IBS lines associated with MultiServ PLUS service and require Network Access Registers.					(M2)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.4 Rates and Charges (Cont'd)

C. Basic Rate Interface Profile

1. Per Profile - One Profile must be defined for each terminal

	Installation Charge	Month To Month	Rate Stability ¹			USOC
			24-59	Monthly Rate	60-120	
a. Terminal Service Profile - EWSD						(M)
(1) Per Terminal Service Profile						(M)
(a) Each		-	-	-	-	EWSTP (M)
b. B Channel Circuit Switched Voice/Circuit Switched Data (CSV/CSD)						(M)
(1) Flat Rate - 5ESS/DMS ²						(M)
(a) Per Access	\$10.00					LTQ8Y (M)
(2) Flat Rate – EWSD ^{3,4} Per Access	10.00					LTQVB (M)
(a) Voice		-	-	-	-	LTQDB (M)
(b) Data		-	-	-	-	(M)
(3) Expanded Local Service (ELS) - Community Caller Plus without Inward Call Billing ⁵						(M)
(a) Per Access - 5ESS/DMS	10.00					LTQCY (M)
(4) Expanded Local Service ELS - Community Caller Plus without Inward Calling Billing - EWSD Per Access ^{3,5}						(M)
(a) Voice	10.00					LTQCV (M)
(b) Data		-	-	-	-	LTQCD (M)
(5) Usage Option Plans - Outward Only (5ESS/DMS)						(M)
(a) Per Access	10.00					LQWOE (T)
(6) Usage Option Plans - Outward Only (EWSD) ³						
(a) Voice	10.00					LQWOV (M)
(b) Data		-	-	-	-	LQWOD (M)

D. Usage

1. Originating usage in Usage Option Plan A will be billed at the per minute of use rate per channel in use.

	Rate Per Minute of Use	USOC
(a)		NA
Per Minute of Use - Usage Option A	\$0.05	(M)

Note 1: As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.

Note 2: Upon the effective date of LATAwide ELS as specified in A3.1.2, the USOC in (3) shall apply. (M)

Note 3: Both voice and data required per B channel access for EWSD. (T)

Note 4: Upon the effective date of LATAwide ELS as specified in A3.1.2, the USOC in (4) shall apply. (M)

Note 5: Upon the effective date of LATAwide ELS as specified in A3.1.2, this USOC shall apply. (M)

Pages 6.1 and 6.2 are hereby deleted in their entirety and removed from this Guidebook

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.4 Rates and Charges (Cont'd)

E. Packages

- 1. Packages EZ1, EZ1A, EZ2 and EZ2A are available for use with IBS on National ISDN lines. The packages will not be available on Custom ISDN lines or lines associated with MultiServ service or MultiServ PLUS service. A credit will be applied to the monthly billing for customers purchasing IBS via one of these packages. Packages must be ordered exactly as stated in the descriptions of the packages. If any feature listed in the package is deleted or provisioning options are changed, the package credit will no longer apply. (M1)
- Additional optional features compatible with the package configurations are allowed with the packages. Additional features may be added only on the User Profile already provisioned with features. (M1)
- 2. Description of Packages - (M1)
 - a. Package EZ1 - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button. (M1)
 - b. Package EZ1A - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button, Visual Message Waiting, Call Forwarding Busy Line, Call Forwarding Don't Answer. Voice mail service will be allowed with this package. (M1)
 - c. Package EZ2 - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button, 2 Secondary DN's. (M1)
 - d. Package EZ2A - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button, 2 Secondary DN's, Visual Message Waiting, Call Forwarding Busy Line, Call Forwarding Don't Answer. Voice Mail service will be allowed with this package. (M1)
- 3. Packages Rates and Charges (M1)
 - a. Per DSL (M1)
 - (1) Packages - Credit Per DSL (M1)

Description	Installation Charge	Monthly Credit	USOC
(a) Package EZ1 Credit	-	\$7.60	LPEO1
(b) Package EZ1A Credit	-	8.10	LPE1A
(c) Package EZ2 Credit	-	8.10	LPEO2
(d) Package EZ2A Credit	-	9.60	LPE2A

F. Termination Charges

IBS lines placed in service under Rate Stability Plans after the effective date of this *guidebook* will incur a Termination charge at the date of termination if the customer terminates or disconnects the service prior to fulfilling the period of the Rate Stability Plan. Termination Charges will not apply for IBS lines upgrading to another service offered by the Company with a contract period equal to or longer than the existing ISDN contract. (T)(M1)

- | Description | Termination Charges | USOC |
|---|---------------------|-------|
| 1. Termination Charge for 24-59 Mos. Rate Stability Plan if disconnected within: | | |
| (a) 1-12 Months ¹ | \$300.00 | LPEB2 |
| (b) 13-23 months | 200.00 | LPEB3 |
| (c) 24-58 months | 100.00 | LPEB4 |
| 2. Termination Charge for 60-120 Mos. Rate Stability Plan if disconnected within: | | |
| (a) 1-23 months | 300.00 | LPEB5 |
| (b) 24-59 months | 200.00 | LPEB6 |
| (c) 60-119 months | 100.00 | LPEB7 |

Note 1: This Termination Charge also applies at the date of termination if a customer terminates or disconnects prior to fulfilling the three months minimum service period.

(M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.5 Optional Features

(T)

Customers are required to subscribe to IBS before ordering these features. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service where facilities permit. Calling numbers/names will be delivered within the common Channel Signaling System 7 serving area unless delivery is blocked by the calling party through Per Line or Per Call Blocking. Features are available to increase the capability of IBS and may be subscribed to on an as needed basis. Availability of Custom ISDN and National ISDN features are limited to where facilities permit and may be limited by central office type and switch load. Features available in A are dependent upon whether the central office is equipped for National ISDN or Custom ISDN.

(T)(M1)

Where facilities permit, Call Forwarding features will provide for one calling path. Up to nine (9) additional call forwarding paths may be added with a monthly charge per calling path.

(M1)

A. Feature Availability

(M1)

Availability of features as described in 1 and 2 is dependent upon whether the central office is equipped with Custom ISDN or National ISDN.

(T)(M1)

1. Custom ISDN Service allows the purchase of the following Custom ISDN compatible features. National ISDN Service allows the purchase of the following features only for use with EKTS sets.
 - a. Shared Primary DN - This is a primary DN that appears on one or more terminals.
 - b. Secondary-Only DN - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals.
 - c. Shared Secondary-Only DN - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals.
 - d. Key Short Hunt - This feature enhances call coverage by delivering key-set DN Short Hunt Capability to standard-feature ISDN Voice terminals.
 - e. Shared Non-ISDN DN - This feature allows call coverage for an analog set.
 - f. Privacy Release - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur.
 - g. Manual Exclusion - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging.
 - h. EKTS Intercom Calling - Dial - This feature allows an EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
 - i. EKTS Intercom Calling - Automatic - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.
 - j. EKTS Intercom Calling - Call Appearance - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance.
2. The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets.
 - a. Call Forwarding Variable - This feature allows the ISDN user to have the ability to forward all incoming calls to a user-specified directory number.
 - b. Call Forwarding Variable - Feature Button - This feature is the same as Call Forwarding Variable except that it is activated by a feature button.
 - c. Call Forwarding - Busy Line - This feature automatically routes calls to a preselected number when the called line is busy. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user. If the feature is programmable, the station user may change the destination number and cut the feature on or off via feature activation code.
 - d. Call Forwarding - Don't Answer - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user. If the feature is programmable, the station user may change the destination number and cut the feature on or off via feature activation code.
 - e. Call Forwarding Multiple Simultaneous - Allows a station line to forward more than one call at a time.
 - f. Call Pickup - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

(M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.5 Optional Features (Cont'd)

A. Feature Availability (Cont'd)

2. (Cont'd)

- g. Conference, Drop, Hold, Transfer -
 - Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only. (M1)
 - Drop - This central office based feature allows the user to disconnect the last party added to a conference call. (M1)
 - Hold - allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button. (M1)
 - Transfer - This feature allows the user to transfer a call to another **Directory Number** (DN). This feature is for use with voice calls only. (T)(M1)
- This feature may require an additional call appearance or an additional DN.
- h. Six-Way Conference, Drop, Hold, Transfer - This feature has the same functionality as Conference, Drop, Hold, Transfer feature except that six-way conference is allowed. (M1)
 - i. Hunting - This feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances. (M1)
 - j. Speed Calling - This feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing. (M1)
 - k. Calling/Called Number Delivery/Calling Name Delivery-National ISDN - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IBS.¹ (M1)
 - l. Visual Message Waiting Indicator - Provides the user of a message service with a visual indication that a message is waiting. (M1)
 - m. Audible Message Waiting Indicator - Provides the user of a message service with an indication that a message is waiting. (M1)
 - n. Additional Call Appearance - PDN or DN - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number (PDN). (M1)
 - o. Call Tracing - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. (M1)
 - p. Call Return - This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code or press a feature button to request that the network place the call. (5ESS)

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval. Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate and receive calls without affecting the call return feature status.

Note 1: Calling numbers/names will be delivered within the Common Channel Signaling System 7 serving area unless delivery is blocked by the calling party through Per Line or Per Call Blocking. (M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.5 Optional Features (Cont'd)

A. Feature Availability (Cont'd)

2. (Cont'd)

- q. Preferred Call Forwarding - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list. (M1)
If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded. (M1)
This feature will not work if the incoming call is from a telephone number in a hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified. (M1)
- r. Call Block – This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers. (M1)
A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time. (M1)
If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence. (M1)
This feature will not work if the incoming call is from a telephone number in a hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified. (M1)
- s. Call Selector - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers. (M1)
The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring. (M1)
When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.
The customer's line will not produce an alert if the incoming call is from a telephone number in a Hunt Group unless the telephone number is the main number of the hunt group, or is Telephone Number identified. (M1)
- u. Repeat Dialing
Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.
If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. (M1)
- v. Automatic Line/Direct Connect
Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook. (M1)
- w. Make Set Busy
Provides the individual station user the option of making the line or directory number appear busy/unavailable to incoming calls. The All Calls feature enables the user to make the line appear busy to all types of incoming calls. The Intragroup feature makes the line appear busy to Intragroup calls with external calls not blocked. (M1)
- x. Selective Call Acceptance
Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer. (M2)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.5 Optional Features (Cont'd)

- A. Feature Availability (Cont'd) (M1)
 - 2. (Cont'd) (M1)
 - y. Station Restriction (M1)
 - Allows a station line to be assigned various types of restriction.
 - Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. (M1)
 - All incoming calls are routed to common intercept announcement.
 - Denied Origination from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it. (M1)
 - z. Call Park/Call Retrieve (M1)
 - The Call Park feature allows a user, active on a call, to park a call against the user's DN. When parked, the call is in a state similar to Hard Hold. After being parked, the call can be retrieved by the user. (M1)
 - aa. Redirected Number Feature – Redirected number delivery may be provided as a terminating feature. If the received call has been previously forwarded, the first and last forwarding DN's will be delivered to the called party who subscribes to redirected number delivery unless delivery is blocked by the calling party through Per Line or Per Call Blocking. (M1)
 - ab. Call Transfer System Exception (M1)
 - This feature allows the user to have Call Transfer capabilities that differ from the capabilities established for the customer group. The different capabilities may include the type of call that can be transferred and/or the destination to which it can be transferred. (M1)
 - ac. Dial Call Waiting (M1)
 - The Dial Call Waiting feature provides the ability for originating main station lines to invoke Call Waiting service on selected Intragroup calls by dialing an access code followed by the extension number of the main station line to be call waited. (M2)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.5 Optional Features (Cont'd)

B. Rates and Charges

1. Optional Features

	Installation Charge	Month To Month	Rate Stability ¹			(T)
			24-59	60-120	Mos. Plan	
a. Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data						(M1)
(1) Shared Primary DN - First appearance on each additional terminal						(M1)
(a) Each	\$2.00	\$4.00	\$2.75	\$1.50	DS1FJ	(M1)
(2) Secondary Only DN (Shared or Non-Shared) - First appearance						(M1)
(a) Each	2.00	4.00	2.75	1.50	LLDSF	(M1)
(3) Shared Secondary Only DN - First appearance on each additional terminal						(M1)
(a) Each	2.00	4.00	2.75	1.50	DS1F1	(M1)
(4) Key Short Hunt (DMS 100)						(M1)
(a) Each	2.00	-	-	-	DS1KS	(M1)
(5) Key Set Music on Hold (DMS 100)						(M1)
(a) Each	2.00	-	-	-	DS1MH	(M1)
(6) Shared Non-ISDN DN ²						(M1)
(a) Each	2.00	4.00	2.75	1.50	DOE	(M1)
(7) Privacy Release (5ESS/DMS)						(M1)
(a) Per Shared DN	2.00	.50	.40	.25	DS1FU	(M1)
(8) Manual Exclusion						(M1)
(a) Per Shared DN	2.00	.50	.40	.25	DS1FM	(M1)
(9) EKTS Intercom Calling - Dial						(M1)
(a) Each member	2.00	3.00	2.05	1.10	DS1FE	(M1)
(10) EKTS Intercom Calling - Automatic						(M1)
(a) Each member	2.00	3.00	2.05	1.10	DS1FD	(M1)
(11) EKTS Intercom Calling - Call Appearance						(M1)
(a) Each member	2.00	3.00	2.05	1.10	M61FX	(M1)
Note 1: As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.						(M1)
Note 2: Due to current technological limitations, this feature may not be available in some locations.						(M2)

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M1 - Material appearing on this page previously appeared on page(s) 11 of this section.

M2 - Material previously appearing on this page now appears on page(s) 13 and 14 of this section.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.5 Optional Features (Cont'd)

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

	Installation Charge	Month To Month	Rate Stability ¹			(T)(M1)
			24-59 Mos. Plan	60-120 Mos. Plan	USOC	
(1) Call Forwarding Variable ²						
(a) Voice or Voice/Data - per user profile ³	\$2.00	\$3.00	\$2.05	\$1.10	LLNCV	(T)(M1)
(b) Data - per DN (5ESS/EWSD)	2.00	3.00	2.05	1.10	LLOC	(M1)
(2) Call Forwarding Variable - Feature Button (5ESS)						
(a) Voice - per PDN	2.00	3.00	2.05	1.10	GJXCF	(M1)
(b) Data - per PDN	2.00	3.00	2.05	1.10	LLPCD	(M1)
(3) Call Forwarding Busy Line ^{2,3}						
(a) Voice or Voice/Data - per user profile ³	2.00	2.50	1.55	.60	LLQCV	(M1)
(b) Data - per DN (5ESS/EWSD)	2.00	2.50	1.55	.60	LLRCD	(M1)
(4) Call Forwarding Busy Line – Programmable ^{2,4}						
(a) Voice or Voice/Data - per user profile ³	2.00	2.50	1.55	.60	M6AVA	(T)(M1)
(b) Data - per DN (5ESS/EWSD)	2.00	2.50	1.55	.60	M6ADF	(M1)
(5) Call Forwarding Don't Answer ²						
(a) Voice or Voice/Data - per user profile ³	2.00	2.50	1.55	.60	LLSCV	(T)(M1)
(b) Data - per DN (5ESS/EWSD)	2.00	2.50	1.55	.60	LLUCD	(M1)
(6) Call Forwarding Don't Answer – Programmable ^{2,5}						
(a) Voice or Voice/Data - per user profile ³	2.00	2.50	1.55	.60	M6BVA	(T)(M1)
(b) Data - per DN (5ESS/EWSD)	2.00	2.50	1.55	.60	M6BDF	(M1)
(7) Call Forwarding Multiple Simultaneous ^{2,6}						
(a) Voice or Voice/Data - per user profile ³	2.00	3.00	2.05	1.10	M6CV5	(T)(M1)
(b) Data - per DN (5ESS/EWSD)	2.00	3.00	2.05	1.10	M6CD5	(M1)
(8) Call Pickup						
(a) Per group	2.00	4.00	2.75	1.50	LLVCG	(M1)
(b) Per member	2.00	2.00	1.00	.50	LLXCM	(M1)

Note 1: As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.

Note 2: Feature to be applied per DN to be forwarded on 5ESS and/or EWSD

Note 3: Voice/Data for use only with DMS. (T)(M1)

Note 4: Call Forwarding Busy Line - Programmable may not be assigned to the same DN as Call Forwarding Busy Line. (T)(M1)

Note 5: Call Forwarding Don't Answer - Programmable may not be assigned to the same DN as Call Forwarding Don't Answer. (M1)

Note 6: Use to add additional paths to the call forwarding features. Will apply to each additional path, up to nine, (9), per call forwarding feature. (M1)

(M2)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - *Business Service (IBS) (Cont'd)*

(T)

A42.1.5 Optional Features (Cont'd)

(M)

B. Rates and Charges (Cont'd)

(T)(M)

1. Optional Features (Cont'd)

(M)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

(M)

	Installation Charge	Month To Month	Rate Stability ¹			USOC
			24-59	60-120	Mos. Plan	
(9) Conference, Drop, Hold and Transfer ⁵						
(a) Per user profile	\$2.00	\$ 3.00	\$2.05	\$1.10	DS1FN	(M)
(10) Six-Way Conference, Drop, Hold and Transfer ⁵						
(a) Per user profile	2.00	12.00	9.50	7.00	LLY6P	(M)
(11) Hunt Group - Voice or Voice/Data ⁴						
(a) Per flat rate line	-	-	-	-	HTG	(M)
(Rates as specified in A13.8 apply)						(M)
(12) Hunt Group - Data (5ESS/EWSD)						
(a) Per line - Data	-	-	-	-	HTGSD	(M)
(Rates as specified in A13.8 apply)						(M)
(13) Speed Calling						
(a) Per user profile	2.00	4.00	2.75	1.50	LLZSU	(M)
(14) Visual Message Waiting Indicator						
(a) Per PDN	2.00	.50	.40	.25	LLAVP	(M)
(15) Audible Message Waiting Indicator (5ESS/EWSD)						
(a) Per PDN	2.00	.50	.40	.25	MWW	(M)
(16) Additional Call Appearance, PDN or DN ⁶						
(a) Each	2.00	2.00	1.00	.50	DS1FG	(M)
(17) Call Tracing						
(a) Per user profile ⁷	2.00	4.50	3.25	2.00	NST	(T)(M)
(b) Per successful trace, per occasion	1.00	-	-	-	NA	(M)
(c) Denial of Per Activation	-	-	-	-	HBG	(M)
(18) Call Return (5ESS/EWSD)						
(a) Per user profile ⁷	2.00	4.00	2.75	1.50	NSS	(T)(M)

Note 1: As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.

(M)

Note 2: Feature to be applied per DN to be forwarded on 5ESS and/or EWSD.

(M)

Note 3: Call Forwarding Busy Line - Programmable may not be assigned to the same DN as Call Forwarding Busy Line.

(M)

Note 4: Voice/Data for use only with DMS.

(M)

Note 5: Only one type of Conference, Drop, Hold and Transfer is allowed per terminal.

(T)(M)

Note 6: Additional Call Appearances on PDN or Secondary Only DN - First Appearance will appear on all sets where these numbers appear.

(T)(M)

Note 7: Feature to be applied per DN on EWSD.

(T)(M)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - *Business Service (IBS) (Cont'd)*

A42.1.5 Optional Features (Cont'd)

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

	Installation Charge	Month To Month	Rate Stability ¹			USOC
			24-59 Mos. Plan	60-120 Mos. Plan		
(19) Preferred Call Forwarding						(M)
(a) Per user profile ²	\$2.00	\$3.00	\$2.05	\$1.10	NCE	(M)
(20) Call Block						(M)
(a) Per user profile ²	2.00	4.00	2.75	1.50	NSY	(M)
(21) Call Selector						(M)
(a) Per user profile ²	2.00	3.00	2.05	1.10	NSK	(M)
(22) Repeat Dialing (5ESS/EWS)						(M)
(a) Per user profile ²	2.00	4.00	2.75	1.50	NSQ	(M)
(23) Automatic Line/Direct Connect						(M)
(a) Per DN Per Terminal (5ESS/DMS)	2.00	1.00	.75	.50	M6GN9	(M)
(24) Make Set Busy						(M)
(a) Per PDN (DMS)	1.00	1.00	.75	.50	M6MPD	(M)
(25) Selective Call Acceptance						(M)
(a) Per user profile (5ESS/DMS)	1.00	3.00	2.05	1.10	M6K16	(M)
(26) Station Restriction - Denied Origination ²						(M)
(a) Per user profile	1.00	1.00	.75	.50	M6LOA	(M)
(27) Station Restriction - Denied Termination ²						(M)
(a) Per user profile	1.00	1.00	.75	.50	M6LTA	(M)
(28) Redirecting Number Delivery – No Rate (Provisioning USOC: DS1RD)						(M)
(29) Call Park/Call Retrieve ^{2,3}						(M)
(a) Per user profile (5ESS/DMS)	2.00	1.00	.75	.50	M6HP6	(M)
(30) Call Transfer System Exception ³						(M)
(a) Per user profile (DMS)	1.00	1.00	.75	.50	M6QTD	(M)
(31) Dial Call Waiting ³						(M)
(a) Per user profile (5ESS/EWS)	1.00	1.00	.75	.50	M6JNF	(M)
(32) Make Set Busy – Intragroup ³						(M)
(a) Per user profile (DMS)	1.00	1.00	.75	.50	M6MGD	(M)

Note 1: As of August 31, 2011, Rate Stability Plans are no longer available for new or renewing subscribers.

Note 2: Feature to be applied per DN or EWS.

Note 3: This feature is available only on lines associated with MultiServ service or MultiServ PLUS service.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.2 ISDN - Residence Service (IRS) (Obsoleted, see Section A142)

(T)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN

(M)

A42.3.1 General

(M)

- A. Primary Rate ISDN is an intraLATA offering supported by the Integrated Services Digital Network (ISDN) architecture. (M)
- B. Primary Rate ISDN provides an ISDN based, DS1 access to the telecommunications network and includes the flexibility of integration of multiple voice and/or data transmission channels on the same line. The service will provide connectivity between ISDN compatible CPE and a serving central office. The Service may not be installed at a carrier hotel, a collocation cage, or any similar location. The basic channel structure for Primary Rate ISDN is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. The customer has the option to activate up to 23 B-Channels on the first Primary Rate ISDN arrangement and up to 24 channels on additional Primary Rate ISDN arrangements. A Digital Data Only option¹ and an Inward Data Option are also available. The 23 B-Channels can be used to connect the customer's CPE to the Public Circuit Switched Network, e.g., outward, inward and 2-way network access. Calling Number Delivery, Called Number Delivery (Direct Inward Dialing), Outgoing Calling Name Delivery, and Hunting functionality are inherent to this service. Incoming Calling Name Delivery, an optional feature offered at rates listed in A42.3.4.D.5 is available in switch types where equipped. Redirecting Number, an optional feature described in A42.3.3, is offered at no charge to the customer in switch types where equipped. Telephone numbers for use on Primary Rate ISDN are available in this Section. One Directory Listing will be furnished at no charge for each Primary Rate ISDN B-Channel. Additional listings can be obtained as specified in Section A6. (M)
- C. Primary Rate ISDN provides capability for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service. (M)
- D. Primary Rate ISDN is provided within a LATA from wire centers where appropriate ISDN facilities are available as determined by the Company. Special Construction charges may apply as specified in Section A5. (M)
- E. Primary Rate ISDN Access Lines furnished between a serving wire center and a customer's premises will be offered at a non-distance sensitive rate per Primary Rate ISDN Access Line. If a customer wishes to utilize another Company provided transport facility (e.g., SMARTRing service) that can meet the required standards to carry the Primary Rate ISDN Access (DS1) Line, the customer will incur no charge for the Primary Rate ISDN Access (DS1) Line. MegaLink service cannot be utilized to provide transport for Primary Rate ISDN except where the Primary Rate ISDN is terminated in FlexServ service. Asynchronous Transfer Mode (ATM) Service can be utilized to transport Primary Rate ISDN Voice/Data - Flat Rate under the *terms and conditions* stated in A42.3.2.GG. (T)(M)
- F. Interoffice Channels furnished between central offices will be charged at rates based on airline distance between the central offices, except as provided in A42.3.2.U. (T)(M)
- G. Airline distance between Company central offices shall be developed using the methodology found in B3.3.3. Fractional mileage shall be rounded up to the next full mile. (M)
- H. The required components for Primary Rate ISDN are as follows:
 - Primary Rate ISDN Access Line where applicable (M)
 - Interoffice Channels where applicable (M)
 - Primary Rate ISDN Interface (M)
 - Primary Rate ISDN B-Channels (M)
 - Primary Rate ISDN D-Channel (M)
 - Telephone Numbers (M)
 - Call Types (M)

Note 1: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed. (M)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.1 General (Cont'd)

- I. The optional offering of Incoming Call Extension (ICE) provides the capability for Primary Rate ISDN customers to retain serving wire center telephone numbers for incoming analog services when their existing analog services are converted to Primary Rate ISDN. ICE is only available when the Primary Rate ISDN is provided from a central office switch other than the one providing the converting analog services. ICE can also be used to provide additional serving wire center telephone numbers to an existing ICE arrangement. Rates and charges are applicable per telephone number or per path. Customers subscribing to ICE may be required to make CPE software modifications to translate dialed telephone numbers to terminated telephone numbers. Hunting between ICE telephone numbers is not allowed. ICE is only available within the Local Calling Area. If the customer's Serving Central Office and the ANSA office are in the same rate center then the customer would purchase ICE-SRC (Same Rate Center) telephone numbers. If the customer's Serving Central Office and the ANSA office are in different rate centers then customers would purchase ICE-DRC (Different Rate Center) numbers. (M)
- J. Primary Rate ISDN B-Channel rates for the Voice/Data (Standard) option are listed in A42.3.4.C. Exchange access is included as a part of the B-Channel rate on a flat rate basis only. (M)
- K. Primary Rate ISDN B-Channel rates for the Digital Data Only¹ option are listed in A42.3.4.C. Exchange access is included as a part of the B-Channel rate on a flat rate basis only. (M)
- L. Primary Rate ISDN B-Channel rates for the Inward Data option are listed in A42.3.4.C. Exchange access is included as a part of the B-Channel on a flat rate basis only. (M)
- M. The Primary Rate ISDN Inward Data option is characterized by the following: (M)
 - 1. It is arranged for inward service only. Originating Calls will be denied. (M)
 - 2. It is arranged to terminate analog and digital data calls only. (M)
 - 3. The number of telephone numbers associated with a Primary Rate ISDN Inward Data Option arrangement must be equal to, or less than, the number of Primary Rate ISDN Inward Data Interfaces comprising the arrangement and all numbers must use the same routing unless the customer subscribes to additional numbers as stated in A42.3.4.C.7. This restriction does not apply to Inward Data Extended Reach Service. (M)
 - 4. Calling Number Delivery, Called Number Delivery, and Hunting are inherent to the service. (M)
- N. Voice calls on the B-Channel may be completed to both ISDN and non-ISDN lines. (M)
- O. Digital Data Transmission on the B-Channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be subjected to analog transmission or sub-rated to 56 Kbps. (M)
- P. Primary Rate ISDN Extended Reach Service (ERS) is available only for the Inward Data Option. ERS is designed to "extend the reach" of the Inward Data Option customer from a centrally located metropolitan local calling area into the areas of the LATA which are "non-local" to the metropolitan area. The ERS customer purchases telephone numbers within each desired "non-local" calling area to allow their clients to call them without incurring intraLATA Long Distance Message Telecommunications Service charges. (M)
 - 1. ERS is offered under two configurations: (1) A Dedicated Route Arrangement, and (2) A Final Route Arrangement. The ERS Dedicated Route Arrangement is only available where the target local calling area(s) have an ISDN equipped central office. It is intended for use where the volume of traffic is sufficient to warrant one or more dedicated DS1 interoffice facilities. The ERS Final Route Arrangement will be utilized where the target local calling area(s) do not have an ISDN equipped central office and/or the volume of traffic is insufficient to justify a dedicated DS1 interoffice facility. (M)
 - 2. For ERS Dedicated Route Arrangements the customer must purchase ERS Remote Telephone Numbers (RTNs), ERS Primary Rate Interfaces, and ERS B-Channels in the target local calling area(s). The ERS Primary Rate Interfaces and ERS B-Channels are extended to the customer's premises (typically in a centrally located metropolitan area, but in the same LATA as the target local calling area) via ERS Interoffice Channels and a Primary Rate ISDN Access Line or other Company provided transport facility. (M)
 - 3. For ERS Final Route Arrangements the customer must purchase ERS RTNs in the target local calling area(s). Calls that terminate to these RTNs are switched over intraLATA toll message trunk groups to the customer's local serving central office where they terminate on ERS Final Route Primary Rate Interfaces and ERS Final Route B-Channels, via an ERS Final Telephone Number (FTN). A Primary Rate ISDN Access Line or other Company provided transport facility is required for connection to the customer's local serving central office. (M)

Note 1: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed. (M)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

(M)

A42.3.1 General (Cont'd)

(M)

P. (Cont'd)

(M)

- 4. Calls may be overflowed from an ERS Dedicated Route Arrangement to an ERS Final Route Arrangement by utilizing the Overflow Feature for ERS Dedicated Route Arrangements. When all facilities are busy on the Customer's Dedicated Arrangement from a particular target local calling area, the Overflow Feature allows additional calls to be switched over intraLATA toll message trunk groups to the customer's local serving central office, where they terminate on ERS Final Route Primary Rate Interfaces and B-Channels, via an ERS FTN. A Primary Rate ISDN Access Line or other Company provided transport facility is required for connection to the customer's local serving central office. (M)
- 5. ERS is jointly provided with other telephone companies only where technically feasible and where mutually agreed upon by the telephone companies involved. (M)

- Q. Calling Name/Number Delivery provides the user who is receiving a call with information about the calling party. Calling names/numbers will be delivered within the Common Channel Signaling System 7 serving area unless delivery is blocked by the customer's equipment. (M)

(M)

A42.3.2 Terms and Conditions

(M)

- A. Primary Rate ISDN is available on a month-to-month basis or under variable rate periods, with rates based on lengths of twelve to twenty-three months, twenty-four to forty-eight¹ months or forty-nine¹ to seventy-two¹ months under conditions specified in the Channel Services Payment Plan (CSPP) in B2.4 of the Private Line Guidebook and as stated following: (M)

- 1. A volume discount schedule is available to customers under month to month or contract rates as described in A42.3.4.E. A rate discount for Primary Rate ISDN Interfaces is calculated based upon the quantity of Primary Rate ISDN Interfaces on a billing account. In addition, a discount for Primary Rate ISDN B-Channels is calculated based upon the number of Primary Rate ISDN B-Channels on a billing account. (M)
- 2. A Termination Charge is applicable, except as provided in 3, if service is terminated prior to expiration of the contract. The applicable charge is equal to fifty percent (50%) of the monthly charges times the number of months remaining in the contract. (T)(M)
- 3. A Termination Liability Charge shall not apply for the termination of B-Channels. (M)
- 4. During the last ninety (90) days of a CSPP contract or an existing term extension as provided in this paragraph, in addition to the Renewal Options stated in B2.4.9.A.7., customers may extend their CSPP contract with the same rates, terms and conditions for up to two additional 6-month term extensions and two additional 12-month term extensions, in any combination. Term extensions may include associated transport rate elements as provided in A42.3.4. However, term extensions are not available for other Company provided transport facilities services being utilized to provide Primary Rate ISDN, as described in A42.3.1.E. The availability of this term extension option at any time is subject to the Company's right to discontinue or to otherwise change this option. Customers who exercise the term extension are not entitled to a different rate based on the overall term as extended (e.g., customers who initially have a 36-month CSPP and extend it by an additional 24 months are not entitled to the rates allowed under a 60-month CSPP). An extension will begin on the expiration date of the existing CSPP or term extension. The customer will be required to sign an addendum to their CSPP contract for each term extension. (M)

During the 6-month term contract extension period(s), the customer may terminate the service, or any service components, at any service location on thirty (30) days' notice without incurring a Termination Liability Charge. (M)

Requests to terminate a 12-month term extension prior to the end of the term shall generate a Termination Liability Charge. Termination Liability Charges shall be calculated for each 12-month extension, as a separate service term agreement, as illustrated in 2 and 3. (T)(M)

- 5. If Customer migrates a Primary Rate ISDN service or service component (the "Terminated ILEC Service") to a qualifying AT&T Business Voice over IP (BVoIP) Service, then AT&T will waive the Termination Liability Charge associated with the Terminated ILEC Service if:
 - a. the Terminated ILEC Service has been installed at the Customer site for no fewer than 12 months, and (M)
 - b. the term for the replacement AT&T BVoIP Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service, and (M)
 - c. the replacement AT&T BVoIP Service is installed or available at the same Customer sites as the Terminated ILEC Service. (M)

It is at the Company's sole determination whether a product change satisfies these requirements. (M)

Note 1: Effective October 1, 2013, customers may not establish new term plans greater than 36 months for Primary Rate ISDN, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months. (M)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.2 Terms and Conditions (Cont'd)

- B. Nonrecurring charges associated with the Primary Rate ISDN Access Line or Interoffice Channel facilities will not be applicable when upgrading from an existing MegaLink service to Primary Rate ISDN. A Service Change Charge as specified in A42.3.4.G will be applicable for the MegaLink service upgrade in addition to nonrecurring charges for other Primary Rate ISDN rate elements ordered. (M)
- C. No nonrecurring charges will be applicable when converting MegaLink ISDN service to Primary Rate ISDN or for converting from one Primary Rate ISDN option to another, e.g. Voice/Data to Inward Data or Inward Data to Inward Data Extended Reach Service (ERS). The term "conversion" means that the Primary Rate Interface(s) remain in place in the same central office. If the Primary Rate Interface(s) are moved in connection with ERS, the change is considered a rearrangement and terms and conditions stated in D are applicable. No termination charges are applicable for conversions when:
 - 1. The contract selected for the new Primary Rate ISDN arrangement is coterminous with the previous contract or is for a 24 month period, whichever is longer, and (M)
 - 2. The service orders to disconnect the previous arrangement and to install the new Primary Rate ISDN arrangement are related together and received by the Company at the same time with no lapse in billing of service. (M)
- D. Rearrangement charges stated in A42.3.4.G are applicable for moves of Primary Rate Interfaces from one central office to another in connection with the initial installation of Inward Data ERS or for subsequent moves of Primary Rate Interfaces from one central office to another for ERS Final or Dedicated arrangements. Termination Liability charges are not applicable if the number of Primary Rate Interfaces is not reduced. (M)
- E. Upgrades, from a MegaLink service and/or a MegaLink channel service contract arrangement, are permitted with no Termination Liability when:
 - 1. A new contract is selected for the Primary Rate ISDN equal to or greater in length than the arrangement being terminated, and (M)
 - 2. The service orders to disconnect the MegaLink channel service arrangement and to install the Primary Rate ISDN are related together and received by the Company at the same time with no lapse in billing of service. (M)
- F. Conversions from an existing MegaLink ISDN channel service contract arrangement to a Primary Rate ISDN contract or conversions from one Primary Rate ISDN option to another, e.g., Voice/Data to Inward Data, are permitted with no Termination charges applicable when:
 - 1. The contract selected for the new Primary Rate ISDN arrangement is coterminous with the previous contract or is for a 24 month period, whichever is longer, and (M)
 - 2. the service orders to disconnect the previous arrangement and to install the new Primary Rate ISDN arrangement are related together and received by the Company at the same time with no lapse in billing of service. (M)
- G. The minimum subscription period for which month-to-month Primary Rate ISDN is furnished and for which charges are applicable is one month. (M)
- H. Unless otherwise specified, the **terms and conditions** for Primary Rate ISDN stated herein apply in addition to the **terms and conditions** set forth in Section A2. (T)(M)
- I. Customer Premises Equipment (CPE) that is compatible with the Primary Rate ISDN interface is the responsibility of the customer. (M)
- J. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of Primary Rate ISDN 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. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the customer. (M)
- K. Suspension of service is not allowed. (M)
- L. **Terms and conditions** for Allowance of Interruptions apply as specified in Section B2 of the Private Line Guidebook. (T)(M)
- M. Service Charges in Section A4 do not apply. (M)
- N. Hunting functionality and Called Number Delivery (Direct Inward Dialing) are inherent to Primary Rate ISDN and charges do not apply. (M)
- O. Customized Code Restriction rates and Selective Class of Call Screening rates do not apply. (M)
- P. Foreign Exchange Rates do not apply. (M)
- Q. (DELETED) (M)
- R. Calling telephone numbers transmitted via the Primary Rate ISDN are intended solely for the use of the Primary Rate ISDN subscriber. Resale of this information is prohibited except the caller's telephone numbers may be provided to the subscriber's client for those calls sponsored or provided by that client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others. (M)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

(T)

(M1)

(M2)

A42.3.2 Terms and Conditions (Cont'd)

- S. Calling numbers will be delivered within the Common Channel Signaling System 7 serving area unless delivery is blocked by the calling party through Per Line or Per Call Blocking. (M2)
- T. Non-facility Associated Signaling (NFAS) provides the capability to control multiple DS1s with a single D-Channel. This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation and where switch capacity exists. When NFAS is selected, the customer will order one Primary Rate ISDN arrangement with one D-Channel and up to 23 B-Channels. Additional Primary Rate ISDN arrangements are ordered with up to 24 B-Channels at rates and charges provided in A42.3.4. The D-Channel activated on the initial arrangement serves the additional Primary Rate ISDN arrangements. If the customer desires, he may also request a back-up D-Channel with the NFAS option. The Voice/Data (Standard) Primary Rate ISDN and Digital Data Only option¹ Primary Rate ISDN arrangements may not be mixed in the same NFAS group. (M2)
- U. Primary Rate ISDN is available from central offices equipped for Primary Rate ISDN. Primary Rate ISDN is also available to customers served by certain offices not equipped for Primary Rate ISDN. In situations in which a subscriber is located in the flat rate calling area of a Primary Rate ISDN equipped office (host office), Primary Rate ISDN will be furnished from the host office without the application of interoffice channel charges. Primary Rate ISDN customers to be served under this arrangement must sign an agreement that the service may be moved back at the Company's discretion to the normal serving central office and to a probable number change when/if that office is equipped with ISDN. If a customer requests Primary Rate ISDN from an ISDN equipped central office other than that determined by the Company, interoffice channel charges as specified in A42.3.4.B will apply. Also, if a subscriber's normal serving office is equipped with Primary Rate ISDN and, the subscriber requests service from another office, interoffice channel charges as specified in A42.3.4.B will apply. ANSA does not apply for Inward Data Extended Reach Service. (M2)
- V. The Primary Rate ISDN - Digital Data Only option¹ provides for the transmission of data mode calls only. The Primary Rate ISDN - Digital Data Only arrangement will be provisioned with the customer's requested number of Digital Data Only B-channels with no B-channels capable of transmitting voice mode calls in the same arrangement. (M2)
- W. The Primary Rate ISDN Inward Data option provides for the transmission of inward analog and digital data calls only. (M2)
- X. **Terms and conditions** in Section A2 prohibiting the mixing of flat and message or flat and measured service do not apply for Primary Rate ISDN. (T)(M2)
- Y. No usage charges apply for Primary Rate ISDN calls within the basic local calling area. Usage charges as specified in A3.3.3 apply for Primary Rate ISDN calls terminated outside the basic local calling area but within the expanded local service area. The Company IntraLATA Long Distance Service rates apply for intraLATA calls terminated beyond the local calling area. Rates for the Company's IntraLATA Long Distance Service can be viewed at the following internet address: <http://cpr.att.com/> (see North Carolina Non-Regulated Services Pricing). (M2)
- Z. The Next Route Index Feature allows a Primary Rate ISDN Digital Data Only¹ customer to arrange analog calls to overflow to a Voice/Data arrangement in the same switch or allows the customer to overflow analog and digital calls to a Voice/Data arrangement in the same switch. These same capabilities are available to a Primary Rate ISDN Inward Data customer to overflow calls to a Voice/Data arrangement in the same switch. It does not allow Voice/Data or Inward Data calls to overflow to a Digital Data Only arrangement nor does it allow Voice/Data or Digital Data Only calls to overflow to an Inward Data arrangement. (M2)

Note 1: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed. (M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.2 Terms and Conditions (Cont'd)

- AA.** Primary Rate ISDN Digital Data Only¹ Signaling Groups may be configured in one of the following four standard arrangements of call types: (M1)
 - 1. Inward Calls - the number of Inward calls accommodated by the Signaling Group will be equal to the number of activated B-channels. (M2)
 - 2. Outward calls - the number of Outward calls accommodated by the Signaling Group will be equal to the number of activated B-channels. (M2)
 - 3. Inward calls and Outward calls - the maximum number of simultaneous calls for each call type is determined by the customer. For each call type, the maximum number of simultaneous calls must be less than or equal to the number of activated B-channels in the Signaling Group. (M2)
 - 4. 2-Way calls - the number of 2-Way calls accommodated by the Signaling Group will be equal to the number of activated B-Channels. (M2)
 - BB.** The Company reserves the right to audit the customer's traffic usage for the Incoming Call Extension feature to insure that simultaneous calls are not occurring on the low use option. If such calls are occurring, the customer will be required to subscribe to the high use option. (M2)
 - CC.** The Service Installation Guarantee as set forth in B2.4.17 of the Private Line Guidebook applies for Primary Rate ISDN. (M2)
 - DD.** (Obsoleted, See section A142.3) (M2)
 - EE.** The provisions stated under B2.4.14 *of the Private Line Guidebook*, Cancellation of a Service Order, apply for Primary Rate ISDN with one exception. The customer must accept service within 45 calendar days after the original service date rather than 30 calendar days as stated in B2.4.14 *of the Private Line Guidebook*, or choose one of the following options: (T)(M2)
 - The service order shall be cancelled and charges as set forth in B2.14.14 *of the Private Line Guidebook* will apply, or (T)(M2)
 - Billing for the service will commence on the 46th day beyond the original service date of the service order. (M2)
 - FF.** Customer requested changes from Primary Rate ISDN to intrastate or interstate Fast Packet Services and associated transport under a contract payment plan are permitted with no termination liability when: (M2)
 - 1. A new contract is selected for the Fast Packet Service equal to or greater in length than the Primary Rate ISDN arrangement being terminated, and (M2)
 - 2. The service orders to disconnect the Primary Rate ISDN and to install the Fast Packet Service are related together and received by the Company at the same time with no lapse in billing of service. (M2)
 - GG.** ATM Service can be utilized to provide transport for Primary Rate ISDN Voice/Data - Flat Rate under the following conditions: (M2)
 - 1. The Unstructured Circuit Emulation Customer Connection - PRI over ATM rate element specified in A40.8 applies for each Voice/Data Flat Rate Interface transported via ATM. Other ATM rates are applicable as stated in A40.8. (M2)
 - 2. Interoffice Channel rates stated in A42.3.4 apply when the Primary Rate ISDN switch and the ATM switch are not located in the same central office. (T)(M2)
 - 3. Rates for the B-Channel to be used with ATM are specified in A42.3.4. (T)(M2)
 - 4. In accordance with *terms and conditions* governing the provisioning of local exchange service via Primary Rate ISDN Service, the PVC Segment associated with the Unstructured Circuit Emulation Customer Connection - PRI over ATM may only be mapped to a PVC Segment associated with a local ATM Service Customer Connection whose service terminates to a premises within the same LATA as the Primary Rate ISDN Service switch. (T)(M2)
 - HH.** The PRI Overflow feature for Voice/Data Arrangements allows calls to overflow from a customer's Voice/Data PRI Arrangement to a telephone number. The calls must overflow to a Company business telephone number residing in the same central office switch as the customer's Voice/Data PRI Arrangement. (M2)
- Note 1:** Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed. (M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.3 Definitions

CALL-BY-CALL CAPABILITY

The term "Call-by-Call" denotes the ability of a Primary Rate ISDN B-Channel to carry a call of any call type (e.g., Inward, Outward, or 2-Way) as needed. This is distinct from other technologies where transmission channels are, due to technical limitations, segregated by call types.

CALL TYPES

The term "Call Types" denotes the use of three types of Simulated Facility Groups (SFGs) available with Primary Rate ISDN which are described as Inward, Outward, and 2-way.

D-CHANNEL

The term "D-Channel" denotes a 64 Kbps digital signaling only channel for call establishment when used with Primary Rate ISDN.

D-CHANNEL BACKUP

D-Channel Backup (DCBU) provides one of the DS1's in the NFAS arrangement with a spare D-Channel. This spare D-Channel is used to control signaling and call setup if the main D-Channel fails. The main D-Channel and the spare D-Channel are never provided on the same DS1. The channel configuration for NFAS with DCBU arrangements may be described as $pB+2D$ where $1 \leq p \leq 478$. Thus, the maximum channel configuration for a NFAS with DCBU arrangement is $478B+2D$.

DIGITAL DATA ONLY B-CHANNEL²

The term "Digital Data Only B-Channel" denotes a bi-directional synchronous channel capable of supporting 64 Kbps of digitally transmitted data mode calls when provisioned by the Primary Rate ISDN - Digital Data Only option.

EXTENDED REACH SERVICE FINAL TELEPHONE NUMBER (ERS FTN)

ERS FTNs are telephone numbers assigned in the ERS subscriber's serving central office. These numbers are required for ERS Final Route Arrangements and may be required where the Overflow Feature for ERS Dedicated Route arrangements is utilized for call overflows to intraLATA toll message trunk groups.

EXTENDED REACH SERVICE REMOTE TELEPHONE NUMBER (ERS RTN)

ERS RTNs are telephone numbers assigned to each local calling area to which the Extended Reach subscriber provides local number access. These telephone numbers are applicable for both ERS Dedicated Route Arrangements and ERS Final Route Arrangements.

FACILITY ASSOCIATED SIGNALING

In Facility Associated Signaling (FAS) arrangements for Primary Rate ISDN, a D-Channel is provided for every DS-1 facility. Since the subscriber may select the number of B-Channels activated (up to 23), the channel configuration for FAS arrangements may be described as $nB+D$ where $1 \leq n \leq 23$. Thus, the maximum channel configuration for a FAS arrangement is $23B+D$.

HIGH USE OPTION

The term "High Use Option" for Incoming Call Extension denotes that more than one simultaneous incoming call is received per telephone number.

INCOMING CALLING NAME DELIVERY

Delivery of the name associated with a call incoming to the customer's PRI and customers premise equipment for display on a telephone with appropriate display equipment.

INTEROFFICE CHANNEL

An Interoffice Channel provides for the transmission facilities between Company serving wire centers within a LATA.

INWARD CALL

An Inward call denotes a call that is switched through the Company Network and terminates in a Primary Rate ISDN arrangement¹.

Note 1: A Primary Rate ISDN Arrangement may be either a single PRI or multiple PRIs that are associated with the same phone number or phone numbers.

Note 2: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed.

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.3 Definitions (Cont'd)	(M1)
INWARD DATA B-CHANNEL	(M2)
An Inward Data B-Channel provides circuit switched service that will allow either analog data or digital data transmission at up to 64 Kbps and will include the functionality of Hunting and Calling/Called Number Delivery.	(M2)
LOW USE OPTION	(M2)
The term "Low Use Option" for Incoming Call Extension denotes that a maximum of one incoming call is received per telephone number at one time.	(M2)
NEXT ROUTE INDEX FEATURE	(M2)
The Next Route Index Feature allows a Primary Rate ISDN Digital Data Only ² customer to arrange analog calls to overflow to a Voice/Data arrangement ¹ in the same switch or allows the customer to overflow analog and digital calls to a Voice/Data arrangement ¹ in the same switch. These same capabilities are available to a Primary Rate ISDN Inward Data customer to overflow calls to a Voice/Data arrangement in the same switch.	(M2)
NON-FACILITY ASSOCIATED SIGNALING	(M2)
In Non-Facility Associated Signaling (NFAS) arrangements for Primary Rate ISDN, a D-Channel controls multiple (up to 20) DS1 facilities. In NFAS arrangements, the first DS1 will typically be configured as 23B+D, and all other DS1's controlled by the D-Channel will be configured as 24B. The channel configuration for NFAS arrangements may be described as mB+D where $1 \leq m \leq 479$. Thus, the maximum channel configuration for a NFAS arrangement is 479B+D.	(M2)
OUTGOING CALLING NAME DELIVERY	(M2)
The name that is delivered to business and residences Calling Name Display equipment for customers so equipped when an outgoing call is placed. This name is defined in section A.6.2.1 general. All customer phone numbers will use this name unless Secondary Calling Name Delivery is purchased.	(M2)
OUTWARD CALL	(M2)
An Outward call denotes a call that originates on a Primary Rate ISDN arrangement ¹ and is switched through the Company network.	(M2)
OVERFLOW FEATURE FOR EXTENDED REACH SERVICE DEDICATED ROUTE ARRANGEMENTS	(M2)
The Overflow Feature for Extended Reach Service Dedicated Route Arrangements allows calls to overflow from a customer's ERS Dedicated Route Arrangement to the same customer's Final Route Arrangement. When all facilities are busy on the customer's Dedicated Route Arrangement from a particular target local calling area, additional calls are switched over intraLATA toll message trunk groups to the customer's local serving central office, where they terminate on ERS Final Route Primary Rate Interfaces and B-Channels, via an ERS Final Telephone Number.	(M2)
OVERFLOW FEATURE FOR VOICE/DATA ARRANGEMENTS ¹	(M2)
The Overflow Feature allows calls to overflow from a customer's Voice/Data PRI Arrangement ¹ to a Company business telephone number residing in the same central office switch as the customer's Voice/Data Arrangement ¹ .	(M2)
PRIMARY RATE ISDN ACCESS LINE	(M2)
A Primary Rate ISDN Access Line provides a four-wire access loop from the serving wire center to the customer premises. The transmission characteristics of this loop support Clear Channel Capability and Extended Superframe Format (ESF).	(M2)
PRIMARY RATE ISDN ARRANGEMENT	(M2)
A Primary Rate ISDN Arrangement may be either a single PRI or multiple PRIs that are associated with the same phone number or phone numbers.	(M2)
PRIMARY RATE ISDN B-CHANNEL	(M2)
A Primary Rate ISDN B-Channel – provides circuit switched service that will allow either voice or data transmission at up to 64 Kbps and will include the functionality of hunting and calling/called number delivery.	(M2)
Note 1: A Primary Rate ISDN Arrangement may be either a single PRI or multiple PRIs that are associated with the same phone number or phone numbers.	(M2)
Note 2: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed.	(M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.3 Definitions (Cont'd)

PRIMARY RATE ISDN SERVICE D-CHANNEL

A Primary Rate ISDN D-Channel - provides a 64 Kbps digital signaling-only channel for call establishment and control.

PRIMARY RATE ISDN INTERFACE

A Primary Rate ISDN Interface - provides multiplexing to support up to 23 B-Channels at 64 Kbps and one D-Channel for signaling also at 64 Kbps. When Non-facility Associated Signaling (NFAS) is ordered, the Primary Rate ISDN Interface can provide up to 24 B-Channels at 64 Kbps. One Primary Rate ISDN Interface is required for each Primary Rate ISDN Access Line.

REDIRECTING NUMBER FEATURE

This feature provides delivery of up to two Redirecting Numbers on a terminating Primary Rate Interface. When a call is redirected by a line to a Primary Rate Interface, the directory number of the redirecting line is passed by the switch to the terminating Primary Rate Interface along with the calling party number.

SECONDARY CALLING NAME DELIVERY

Secondary Calling Name Delivery is an optional feature that allows the delivery of a Listed Directory Name other than the name defined in Outgoing Name Delivery. A secondary calling name may be associated with a number or range of numbers.

SIGNALING GROUP

A set of Primary Rate ISDN DS1s that is controlled by one D-Channel, or by one D-Channel together with the associated backup D-Channel, is called a Primary Rate ISDN Signaling Group. In a FAS arrangement, each DS1 constitutes a Signaling Group. In NFAS arrangements, all the DS1s controlled by the main D-Channel (and, optionally, by the Backup D-Channel) constitute a Signaling Group.

VOICE/DATA B CHANNEL

The term "Voice/Data B Channel" denotes a bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

2-WAY CALL

The term "2-Way calls" denotes calls which either originate or terminate on a Primary Rate ISDN arrangement¹.

64 KBPS CLEAR CHANNEL CAPACITY (CCC)

The term "64 KBPS Clear Channel Capacity (CCC)" denotes a B-Channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

Note 1: A Primary Rate ISDN Arrangement may be either a single PRI or multiple PRIs that are associated with the same phone number or phone numbers.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

(M1)

A42.3.4 Rates and Charges

(M2)

	Nonrecurring Charge	Month to Month	12 to 23 Months	24 to 48 ¹ Months	49 to 72 ¹ Months	USOC	
A. A Primary Rate ISDN Access Line is furnished between a serving wire center and the customer's premises. If other services are used for transport as described in A42.3.1.E, no additional rate applies (Provisioning USOC: 1LD1F).							(M2)
1. Primary Rate ISDN Access Line, each							(M2)
(a) Primary Rate ISDN Access Line, each	\$875.00	\$394.00	\$135.00	\$130.00	\$120.00	1LD1E	(M2)
B. Interoffice Channels furnished between central offices. Rates are based on the airline distance between central offices.							(M2)
1. Interoffice Channel, each channel							(M2)
(a) Fixed Monthly Rate	125.00	75.00	72.50	70.00	65.00	1LN1A	(M2)
(b) Each airline mile or fraction thereof	-	24.00	23.00	22.00	20.00	1LN1B	(M2)
C. Primary Rate ISDN will be available in combinations of channels according to the limits of the Company central office type. Customers will choose the most appropriate combinations and will be billed for the services accordingly.							(M2)
1. Primary Rate ISDN Interface, each							(M2)
(a) Voice/Data (Standard) (DELETED)	110.00	1,116.00	400.00	375.00	350.00	PR71V	(M2)
(b) Digital Data Only Option ^{2,3} (DELETED)	110.00	1,116.00	400.00	375.00 ²	350.00 ²	PR71D	(M2)
(c) Inward Data Option (DELETED)	110.00	1,116.00	400.00	375.00	350.00	PR71E	(M2)
(d) Inward Data Option with Extended Reach Service – Dedicated Route (DELETED)	110.00	1,116.00	400.00	375.00	350.00	PR71C	(M2)
(e) Inward Data Option with Extended Reach Service – Final Route (DELETED)	110.00	1,116.00	400.00	375.00	350.00	PR71U	(M2)
(f) Inward Data Option with Extended Reach Service – Final Route (DELETED)							(D)(M2)
2. Primary Rate ISDN B-Channels							(M2)
(a) Voice/Data (Standard) (DELETED)	5.00	208.00	61.50	56.50	51.50	PR7BV	(M2)
(b) Voice/Data (Standard) for use over ATM	5.00	38.00	35.00	32.00	30.00	PR7BT	(M2)
(c) Digital Data Only Option ^{2,3}	5.00	28.85	27.50	26.15 ²	23.85 ²	PR7BF	(M2)
(d) Inward Data Option	5.00	37.75	36.50	35.10	32.75	PR7BD	(M2)
(e) Inward Data Option with Extended Reach Service – Dedicated Route	5.00	45.00	43.50	42.00	38.00	PR7BE	(M2)
(f) Inward Data Option with Extended Reach Service – Final Route	5.00	60.00	57.50	55.00	50.00	PR7BL	(M2)

Note 1: Effective October 1, 2013, customers may not establish new term plans greater than 36 months for Primary Rate ISDN, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months. (M2)

Note 2: As of January 25, 2013, Variable Rate Periods of 24 months and greater are no longer available for new or renewing subscribers of the Digital Data Only Option. (M2)

Note 3: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed. (M2)

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A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.4 Rates and Charges (Cont'd)

C. (Cont'd)

- 3. Primary Rate ISDN D-Channel - No Rate (Requires Provisioning USOC: PR7EX) (M2)
- 4. Extended Reach Dedicated Interoffice Channel – No Rate (Requires Provisioning USOC: PR7OE) (M2)
- 5. Primary Rate ISDN Call types¹ - No Rate (M2)
 - Requires Provisioning USOC per Call Type (M2)

Call Type	USOC
Inward Only	PR7C1
Outward Only	PR7CO
2-Way	PR7CC

		Nonrecurring Charge	Monthly Rate	USOC	
6.	Telephone Numbers for Primary Rate ISDN Voice/Data and Digital Data Only ⁴ options				(M2)
(a)	Per telephone number requested inward and 2-way	-	\$.20	PR7TG	(M2)
(b)	Per telephone number requested outward only - No Rate (Provisioning Only)	-	-	PR7TP	(M2)
7.	Telephone Numbers for Primary Rate ISDN Inward Data Option				(M2)
(a)	Each telephone number requested inward only within standard allowance ²	-	.20	PR7TG	(M2)
(b)	Each telephone number requested inward only above standard allowance ²	-	20.00	PR7ZT	(M2)
(c)	Each Remote Telephone Number requested inward only with Extended Reach Service – Dedicated ³	-	20.00	PR7T1	(M2)
(d)	Each Final Telephone Number requested inward only with Extended Reach Service ³	-	20.00	PR7L2	(M2)
(e)	Each Remote Telephone Number requested inward only with Extended Reach Service – Final Route ³	-	20.00	PR7RM	(M2)

Note 1: The Inward Data option is restricted to the Inward Only Call Type. (M2)

Note 2: The standard allowance is equal to the number of Primary Rate ISDN Interfaces comprising the arrangement. (M2)

Note 3: Final Route Arrangements require an ERS Remote Telephone Number (RTN) and an ERS Final Route Telephone Number (FTN). RTNs are not available in 1AESS central offices. (M2)

Note 4: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed. (M2)

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN (Cont'd)

A42.3.4 Rates and Charges (Cont'd)

D. Optional Offerings		Month						(M1)
		Nonrecurring Charge	to Month	12 to 23 Months	24 to 48 ¹ Months	49 to 72 ¹ Months	USOC	
1.	ANSA - Interoffice Mileage per Primary Rate ISDN service Access Line - No Rate (Provisioning USOC: 2LHLM)							(M2)
2.	Incoming Call Extension – Same Rate Center							
(a)	(Obsoleted - See Section A142)						PR7N1	(M2)
(b)	(Obsoleted - See Section A142)						PR7N2	(M2)
(c)	(Obsoleted - See Section A142)						PR7N3	(M2)
(d)	ICE-SRC, Per telephone number in the same rate center ²		\$.20				PR7TG	(M2)
3.	Incoming Call Extension – Different Rate Center							
(a)	ICE-DRC, Per Telephone Number – Month-to-Month Option	\$ 10.00	.40				PR7NZ	(M2)
(b)	ICE-DRC, Per Telephone Number – Term Plan Option			\$.35	\$.30	\$.25	PR7NZ	(M2)
4.	Next Route Index Feature							
(a)	Per analog arrangement	100.00	30.00	28.50	27.00	25.00	PR7GX	(M2)
(b)	Per analog and digital arrangement	100.00	30.00	28.50	27.00	25.00	PR7GY	(M2)
5.	Overflow Feature for Extended Reach Service Dedicated Route Arrangement							
(a)	Per Remote Telephone Number	100.00	54.00	52.00	50.00	46.00	PR7AU	(M2)
6.	Calling Name Delivery Feature							
(a)	Per Primary Rate Interface		100.00	85.00	75.00	69.00	PR7CN	(M2)
7.	Redirecting Number Feature per Primary Rate Interface – No Rate (Provisioning USOC: PR7RN)							
8.	PRI Overflow Feature for Voice/Data Arrangements							
(a)	Per analog and digital arrangement	100.00	30.00	28.50	27.00	25.00	PR7OF	(M2)
9.	Secondary Calling Name Delivery ³							
(a)	Per number	10.00	4.00	4.00	4.00	4.00	PR7SN	(M2)

Note 1: Effective October 1, 2013, customers may not establish new term plans greater than 36 months for Primary Rate ISDN, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months. (M2)

Note 2: These rates apply only to new ICE-SRC service ordered on or after June 14, 2004 (M2)

Note 3: Each number requires an additional listing. Listings for this service are subject to *terms and conditions* specified in Section A6 for directory listings. (T)(M2)

A43. CHANNELIZED VOICE TRANSPORT SERVICES

CONTENTS

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A43. CHANNELIZED VOICE TRANSPORT SERVICES

A43.1 BellSouth Channelized Trunks

A43.1.1 General

- A. BellSouth Channelized Trunks provides channelized DS1/1.544 Mbps circuits available for voice intraLATA communications services only. Channelization is provided in the central office by D-type channel banks or equivalent which generally provide analog to digital conversion, permitting channels to be transported over digital high capacity facilities. The total number of trunks activated by the customer may not exceed the capacity of the Service Interface as described in A43.1.2. BellSouth Channelized Trunks are available where appropriate facilities exist as determined by the Company.
- B. BellSouth Channelized Trunks provides up to twenty-four Direct Inward Dial (DID) trunks, Outward Only trunks, Combination trunks, or a blend of these trunks, via a channelized DS1 (1.544 Mbps) transport facility. Individual DS0 (64 Kbps) Channels provided via BellSouth Channelized Trunks will each be identified as a "time slot" within a DS1 facility.
- C. Elements of Service
 - 1. 1.544 Mbps Access Line

The term "1.544 Mbps Access Line" denotes a path for BellSouth Channelized Trunks between the customer premises and its normal Serving Wire center (SWC). There is one 1.544 Mbps Access Line per DS1 facility and each line has a 1.544 Mbps data transmission rate. This line provides for the two-way simultaneous transmission of isochronous-timed, Bipolar Return to Zero (BPRZ) bit stream format except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not compatible with Company equipment.
 - 2. 1.544 Mbps Interoffice Facility

The term "1.544 Mbps Interoffice Facility" denotes a path for BellSouth Channelized Trunks between Company SWCs within a LATA. A 1.544 Mbps Interoffice Facility may be furnished in such manner as the Company may elect.
 - 3. Service Interface

The term "Service Interface" denotes channelization capacity for the 1.544 Mbps Access Line associated with BellSouth Channelized Trunks in the Company's central office. There is only one Service Interface per DS1 facility. Individual DS0 Channels are made available for interconnection with the switched network either in single channels or in capacities of twenty four voice grade channels.
 - 4. Channels

The term "Channels" denotes the individual DS0 level trunk types that are provided with BellSouth Channelized Trunks. Terminations to the switch for DID, Outward Only, and/or Combination trunks are available in quantities of up to twenty four per 1.544 Mbps Access Line and Service Interface. The Basic Service Area and the Expanded Service Area for the local service provided with the channel rate elements are as shown in Section A3 for the exchange in which the serving wire center is located. Additional charges as specified in A3 apply for expanded local calling area calls placed over BellSouth Channelized Trunks. IntralATA Long Distance Service rates apply for toll calls placed over BellSouth Channelized Trunks. IntralATA Long Distance Service rates can be found in North Carolina's Non-Regulated Services – Pricing publication.
 - 5. Numbers

One Number is provisioned for Combination and Outward Only channels. DID Channel types may have more than one number.
 - 6. Superframe Format and Extended Superframe Format

BellSouth Channelized Trunks 1.544 Mbps Access Lines are installed with Superframe (SF) or Extended Superframe (ESF) framing format and Alternate Mark Inversion (AMI) or Bipolar Eight Zero Substitution (B8ZS) coding configurations as specified by the customer. Customer signals at the channel interface must conform to these configurations as described in Technical Reference 73525. These configurations may be added or changed subsequent to initial installation of an existing BellSouth Channelized Trunks 1.544 Mbps Access Line and/or Interoffice Facility in which case customers must agree to out-of-service periods required to arrange existing trunks or facilities.
 - 7. Customer Premises Equipment (CPE)

A Channel Service Unit (CSU) or appropriate CPE provided by the customer is required at the customer premises to perform such functions as; 1) proper termination of service, 2) amplification, signal shaping, and/or 3) remote loopback.
 - 8. Arrangements With Other Services

These elements are in lieu of the central office and channel interface charges for SMARTRing Service or LightGate Service when BellSouth Channelized Trunks is arranged in conjunction with these services.
- D. The design, maintenance and operation of BellSouth Channelized Trunks is intended for communications originating and terminating from customers' premises to the normal serving wire center (SWC).

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A43. CHANNELIZED VOICE TRANSPORT SERVICES

A43.1 BellSouth Channelized Trunks (Cont'd)

A43.1.2 Terms and Conditions

- A. To ensure satisfactory operation, terminal equipment provided by the customer must be compatible with the DS1/1.544 Mbps arrangement provided by the Company. The technical specifications and standard network interfaces for BellSouth Channelized Trunks are consistent with those specified in the Company's Technical Reference Publication 73525. This publication is available from AT&T Telecommunications, Inc., Regional Documentation Coordinator, 20th Floor, 600 North 19th Street, Birmingham, Alabama, 35203. (M1)
- B. Unless specified otherwise, BellSouth Channelized Trunks **terms and conditions** as set forth herein apply in addition to **terms and conditions** as set forth in Section A2. (T)
- C. The capability to utilize FlexServ Service or MegaLink Plus Service in connection with BellSouth Channelized Trunks is allowed as per **terms and conditions** specified herein, in addition to those set forth for CNM - FlexServ Service in Section A32, or MegaLink Plus Service in Section B7 of the Private Line Guidebook. Minimum requirements to establish and maintain BellSouth Channelized Trunks as specified following are still applicable. (T)
- D. At a minimum, BellSouth Channelized Trunks shall consist of one 1.544 Mbps Access Line (or other transport service substitute), one Service Interface, one Channel, and one Number. Appropriate surrogate elements of service are allowed. These minimal requirements are necessary including connections to BellSouth's CNM - FlexServ Service and MegaLink Plus Service. Quantities not meeting these minimum requirements will be considered a disconnect of BellSouth Channelized Trunks and Termination Liability Charges will apply as specified in A43.1.4. (T)
- E. Suspension of BellSouth Channelized Trunks is not allowed. (T)
- F. **Terms and conditions** for allowances arising out of mistakes, omissions, interruptions, preemptions or delays, errors or defects in transmission of service apply as specified in A2.5. (T)
- G. Two-way DID Service is not allowed for use with BellSouth Channelized Trunks. (T)
- H. Foreign Exchange Service is not allowed for use with BellSouth Channelized Trunks. (T)
- I. The Company does not assume responsibility for the compatibility or suitability of customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Premise Visit Charge as provided in A43.1.4. This charge applies to customers for each dispatch required in connection with a customer's service difficulty or trouble report when it is determined that the source of the difficulty or trouble is on the customer's side of the demarcation point. This charge does not include any further isolation work beyond the demarcation point. (T)
- J. Channelization at customers' premises
 - Channelization at the customer's premises is provided by the customer. Customer premises channelization equipment and any other associated network termination equipment is available through various vendors, including the Company. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company. (T)
 - 1. Responsibilities of the Company
 - a. The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements. (M2)
 - b. The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application. (M2)
 - c. The Company will limit its selection of central office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment. (M2)
 - d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary. (M2)
 - e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover if required. (M2)
 - f. Digital synchronization timing for BellSouth Channelized Trunks will be provided by the Company. (M2)
 - 2. Responsibilities of the Customer
 - a. The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary. (M2)
 - b. The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with Company-provided channelization at the central office. (M2)
 - 3. Trouble Resolutions
 - The Company will assist the customer in resolving any installation or day to day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Premise Visit Charge to the customer, as provided in A43.1.4. (M2)

A43. CHANNELIZED VOICE TRANSPORT SERVICES

A43.1 BellSouth Channelized Trunks (Cont'd)

(M)

A43.1.3 Application of Rates

A. 1.544 Mbps Access Line

BellSouth Channelized Trunks 1.544 Mbps Access Lines are furnished between customers' premises and the normal Serving Wire center (SWC). Charges are assessed on a flat rate basis. Customers who wish to utilize other Company-provided transport facilities that meet or exceed the required standards to transport BellSouth Channelized Trunks 1.544 Mbps Access Lines, e.g. SMARTRing Service, will not incur charges for substitute BellSouth Channelized Trunks elements.

B. 1.544 Mbps Interoffice Facility

BellSouth Channelized Trunks 1.544 Mbps Interoffice Facilities are furnished between Company central offices. Charges are assessed in mileage bands based on the airline distance between central offices.

1. Airline distance between Company central offices shall be developed using the methodology in the National Exchange Carrier Association (NECA) Tariff No. 4. Fractional mileage shall be rounded up to the next whole mile.
2. Foreign Exchange Service is not allowed for use with BellSouth Channelized Trunks 1.544 Interoffice Facilities.
3. Customers who wish to utilize other Company-provided interoffice transport facilities that meet or exceed the required standards to transport BellSouth Channelized Trunks, e.g. SMARTRing Service, will not incur charges for BellSouth Channelized Trunks elements displayed by the use of other facilities.

C. Service Interface

Service Interfaces are furnished in the Company's central offices and are charged as a single element of service.

D. Channels

Channels are furnished in the Company's central offices for activation of trunks to be transported via the other required elements of BellSouth Channelized Trunks. Direct Inward Dial (DID), Outward Only and Combination Channel Types are available. For MegaLink Channel Service customers who wish to convert to BellSouth Channelized Trunks, existing Inward only Network Access Service provisioned as line-side terminations will be converted to DID trunk-side terminations and charges will apply as appropriate. The Basic Service Area and Expanded Service Area for the local service provided with the channel rate elements are as shown in Section A3 for the exchange in which the serving wire center is located. Additional charges as specified in Section A3 apply for expanded local calls. IntraLATA Long Distance Service rates apply to toll calls placed over BellSouth Channelized Trunks. IntraLATA Long Distance Service rates can be found in North Carolina's Non-Regulated Services – Pricing publication.

(T)

E. Number

One Number is required for each channel activated. There is no charge for Numbers on Outward Only Channels.

F. Optional Payment Plans

BellSouth Channelized Trunks monthly rates are available on a month-to-month basis or under variable payment periods.¹ Payment periods are based on lengths of twenty four to forty eight months, forty nine to seventy two months, or seventy three to ninety six months. The minimum payment period for BellSouth Channelized Trunks is one month.

Note 1: Effective July 1, 2014, customers may not establish new variable payment period plans of any length for BellSouth Channelized Trunks, and existing variable payment period plans may not be renewed. For new service, or for existing service after any variable payment period plan expires, service will be provided only on a month-to-month basis.

A43. CHANNELIZED VOICE TRANSPORT SERVICES

A43.1 BellSouth Channelized Trunks (Cont'd)

A43.1.3 Application of Rates (Cont'd)

G. (DELETED)

H. Moves to New Locations

Termination Liability Charges do not apply for moves of BellSouth Channelized Trunks to new locations as long as the original and new premises locations are located in the Company's territory and within the same state.

I. Customer Change to Higher Order of Service

For BellSouth Channelized Trunks customers who request a change to a higher order of service, Termination Liability Charges may not apply, subject to Channel Services Payment Plan (CSPP) Disconnect *terms and conditions* as provided in B2.4 of the Private Line Guidebook. (T)

J. Service Order Cancellation Charge

Customers who cancel a service order for the installation of BellSouth Channelized Trunks are subject to cancellation charges as defined in B.2.4 of the Private Line Guidebook

K. Service Installation Guarantee

BellSouth Channelized Trunks is eligible for Service Installation Guarantee as specified in B2.4 of the Private Line Guidebook.

L. Expiration of Optional Payment Plans¹

The BellSouth Channelized Trunks rates in effect at the time the service is installed and/or as of the application date will be applicable until the expiration of the customer selected payment period. Rates provided under the optional payment periods, other than the month-to-month payment period, will not be increased by Company initiative until the expiration of the customer's specified payment period. At the expiration date of the customer's payment period, the customer will revert to current rates on a month-to-month basis.

M. DID Optional Features

Customers who require Direct Inward Dialing (DID) channels are allowed to choose Dial Pulsing (DP), Multifrequency (MF) Pulsing or Dual Tone Multifrequency (DTMF) Pulsing signaling arrangements. Additional charges, as provided in A12.7, are associated with the MF and DTMF options.

N. Service Charges and Rotary Line Service Charges

Service Charges, as provided in Section A4, do not apply to BellSouth Channelized Trunks. Rotary Line Service (HTG) charges, as provided in Section A13, do not apply to BellSouth Channelized Trunks.

O. Special Construction Charges

The rates specified for BellSouth Channelized Trunks contemplate the provision of a digital quality facility over existing interoffice carrier equipment and/or exchange facilities compatible with this service. If new facilities or equipment, or changes to existing facilities or equipment are required for the provision of this service, a special construction charge, as specified in Section A5, and based on the cost incurred to make the changes, may apply in addition to the rates and/or charges appropriate for BellSouth Channelized Trunks.

P. Superframe and Extended Superframe Format

Charges for Superframe and Extended Superframe Format are applicable only to additions or changes in line coding and formatting configurations subsequent to the initial installation of an existing BellSouth Channelized Trunks 1.544 Mbps Access Line and/or Interoffice Facility. (M)

Note 1: Effective July 1, 2014, customers may not establish new variable payment period plans of any length for BellSouth Channelized Trunks, and existing variable payment period plans may not be renewed. For new service, or for existing service after any variable payment period plan expires, service will be provided only on a month-to-month basis. (M)

A43. CHANNELIZED VOICE TRANSPORT SERVICES

A43.1 BellSouth Channelized Trunks (Cont'd)

(M)

A43.1.4 Rates and Charges

A. 1.544 Mbps Access Line

1. Each Access Line Provisioned

		Nonrecurring Charge	Month to Month	24 to 48 ² Months	49 to 72 ² Months	73 to 96 ² Months	USOC
(a)	First 1/2 Mile	\$350.00	\$175.00	\$130.00	\$125.00	\$120.00	BCTL1
(b)	Each Additional 1/2 Mile (Provisional USOC)	-	-	-	-	-	BCTL2

B. 1.544 Mbps Interoffice Facility

1. Each Access Line Provisioned

	Mileage Between Central Offices						
(a)	0 - 8 Miles	125.00	180.00	170.00	165.00	160.00	BCT9M
(b)	9-25 Miles	125.00	370.00	350.00	340.00	330.00	BCT1M
(c)	26-50 Miles	125.00	875.00	830.00	805.00	785.00	BCT2M
(d)	Over 50 Miles	125.00	1440.00	1370.00	1325.00	1295.00	BCT5M

C. Service Interface

1. Each Service Interface Provisioned

(a)	Per Service Interface	225.00	235.00	189.00	171.00	154.00	BCTS1
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D. Arrangements With Other Services

1. Access Lines Provisioned From Service other Than BellSouth Channelized Trunks

(a)	Each Access Line (Provisional USOC)	-	-	-	-	-	BCTAC
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2. Interoffice Facilities Provisioned From Service other Than BellSouth Channelized Trunks

(a)	Each Interoffice Access Line (Provisional USOC)	-	-	-	-	-	BCTFM
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3. Interface Provisioned in **Company** Central Offices and arranged in Conjunction with SMARTRing service

(a)	Each Central Office Channel Interface	180.00	35.00	30.00	25.00	20.00	BCTS2
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4. Interface Provisioned on Customers' Premises and arranged in Conjunction with SMARTRing service

(a)	Each Customer Channel Interface	285.00	35.00	30.00	25.00	20.00	BCTS3
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E. Channel

1. Each Channel Type Activated

(a)	Direct-Inward Dial (DID)	95.00	65.00	50.00	45.00	43.00	BCT1C
(b)	DID Dial Pulse (DP) Signaling ¹ (Provisional USOC)	-	-	-	-	-	S5MBP
(c)	Combination	7.00	45.00	30.00	28.00	26.00	BCT2C
(d)	Outward Only	7.00	45.00	30.00	28.00	26.00	BCTOC

Note 1: DID Multifrequency (MF) and DID Dual Tone Multifrequency (DTMF) Pulsing Options are also available as provided in A12.7.

Note 2: Effective July 1, 2014, customers may not establish new variable payment period plans of any length for BellSouth Channelized Trunks, and existing variable payment period plans may not be renewed. For new service, or for existing service after any variable payment period plan expires, service will be provided only on a month-to-month basis.

A47. BELL SOUTH REMOTE ACCESS SERVICE

(T)

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A47. BELLSOUTH REMOTE ACCESS SERVICE

A47.1 BellSouth Remote Access Service

A47.1.1 General

- A. BellSouth Remote Access Service (RAS) is an intraLATA, extended reach, packet-switched data service that provides for the collection, concentration, signaling and aggregation of a customer's dial-up data traffic into a customer's designated hub site. BellSouth RAS is available as a customer controlled offering. It provides one way ports that allow the customer's users, who are located within the Company's serving area, to call into a remote access server.
- B. Remote access server equipment will be installed in a *Company* central office. (T)
- C. BellSouth RAS supports a dedicated, customer selected remote access server with backup dial-in capability or out-of-band frame relay for network management. The customer may select their remote access server based on the Company's approved equipment list for this service.
- D. CPE must support Layer 2 Tunneling Protocol (L2TP) for the customer selected remote access server.
- E. The customer will also be responsible for providing the egress circuit(s) connecting BellSouth RAS to their hub location. Egress circuit(s) are required to deliver the BellSouth RAS traffic to the customer's designated location. These circuits can be ordered from the Company or other telecommunications providers with the execution of appropriate collocation agreements.
- F. BellSouth RAS is furnished in central offices equipped with remote access servers. Service intervals will be negotiated in cities where service is not deployed.
- G. The technical specifications and standard network interfaces for BellSouth RAS are in conformance with the Internet Architecture Board as stated in:
 - STD001, Internet Official Protocol Standards; J. Reynolds, R. Braden, issued June, 1999.
 - RFC 2138, Remote Authentication Dial-In User Service (RADIUS); C. Rigney, A. Rubens, W. Simpson, S. Willens, issued April, 1997.

These documents may be obtained from the Internet Engineering Task Force (IETF) at Corporation for National Research Initiatives, Attention: Accounting Department - IETF Proceedings, 1895 Preston White Drive, Suite 100, Reston, VA 20191-5434 or via Internet at www.ietf.org.

- H. The *Terms, conditions* and rates specified herein are applicable to BellSouth RAS. *Terms, conditions* and rates specified in other sections of this and other Guidebooks of the Company may also apply. (T)

A47.1.2 Terms and Conditions

- A. Explanation of Terms
 - 1. Remote Access Server - The remote access server is a type of equipment that will be used to aggregate the customer's dial traffic and send it to the customer location over their egress circuit. The remote access server will be connected to the Public Switched Network using Primary Rate ISDN or SS7 circuit facilities.
 - 2. Ingress Circuits - This term denotes the facility used to transport the customer's incoming dialed BellSouth RAS traffic, e.g. Primary Rate ISDN.
 - 3. Egress Circuits - This term denotes the facility used to transport the customer's dialed BellSouth RAS traffic to the customer's designated hub location once it has been collected and aggregated by the remote access server (e.g. Broadband Exchange Line).
 - 4. Extended Reach Area - An area where BellSouth RAS extends the reach from a remote access server to allow users the ability to make "non-local" calls without incurring intraLATA Long Distance Message Telecommunications Service charges.
- B. Basis of Offering
 - 1. Rates and charges specified in A47.1.3 are based on regional volume and term commitments. Customers must specify a regional commitment level and will be rated based on total regional in service volumes. Rating will be as set forth in 8. (T)
 - 2. The minimum regional commitment level for BellSouth RAS is 10,000 ports.
 - 3. Initial orders for BellSouth RAS, per remote access server central office location, must be equal to or greater than 644 ports. All orders greater than 644 ports must be in increments of 23 ports where capacity allows.

A47. BELLSOUTH® REMOTE ACCESS SERVICE

A47.1 BellSouth Remote Access Service(Cont'd)

A47.1.2 Terms and Conditions (Cont'd)

- B. Basis of Offering (Cont'd)
4. Subsequent orders for BellSouth RAS, per remote access server location, must be in increments of 23 ports or 24 ports depending on technology utilized where capacity allows. (T)
 5. The minimum service period for BellSouth RAS is twelve months. (T)
 6. Month to month rates are not available as an initial service offering.
 7. On or after November 1, 2002, BellSouth Remote Access Service initial requests to establish service provides a minimum capacity of 644 one-way ports per dial tone office. Customers in service prior to November 1, 2002 may continue their service with a minimum capacity of 276 one-way ports. (T)
 8. In order to benefit from rates appropriate for a higher volume of ports, the customer must notify the Company of that accomplishment. Upon notification, and on a going forward basis to the end of the BellSouth RAS contract period, all ports will be rated to the appropriate volume tier. (T)
 9. All ports are billed monthly and are subject to a full service term, i.e. they are not coterminous. For example, under a 24 month service period, each port must be billed for 24 months from the date of installation.
 10. Nonrecurring charges apply for the installation of each port.
 11. Moves of service are considered disconnects and starts.
 12. When a change in billing data (e.g. name, address, contact name, or telephone number) is requested in association with a change in the customer's record, Transfer of Service Charges, as set forth in A47.1.3 will apply. Transfer of Service Charges are applied on a per-Billing Account Number (BAN). (T)
 13. Administrative changes, as identified following, will be made without charge(s) to the customer.
 - a. Change of customer name (i.e. the customer of record does not change but rather the customer of record changes its name -- e.g. **AT&T** Telecommunications, Inc. to **AT&T** Corporation).
 - b. Change of customer or customer's end user premises address when the change of address is not a result of physical relocation of equipment.
 - c. Change in billing data (name, address, or contact name or telephone number). The customer of record does not change.
 - d. Change of customer circuit identification.
 - e. Change of billing account number.
 - f. Change of customer or customer's end user contact name or telephone number.
 14. In order to maintain the quality of BellSouth RAS, the Company reserves the right to perform preventive maintenance and software updates to the network. This could result in BellSouth RAS being unavailable during the time period between 2:00 A.M. and 4:00 A.M., Eastern Time on any given Wednesday or Sunday. The Company only expects to utilize this maintenance window for any given remote access server on the average of once a quarter. However, the Company reserves the right to perform maintenance at any time, at its discretion, that it believes such maintenance is necessary. The Company will make every reasonable effort to provide notice to those customers likely to be affected by such maintenance work. (T)
 15. Obligations of Customer and Company
 - a. The Company will provide remote hands operations support. Remote hands means that the customer identifies the problem and reports the trouble to the Company. The Company will then resolve the problem as directed by the customer. Resolution of the problem may include providing hardware, central office switching maintenance, and deployment of human resources necessary to repair hardware failures and restore network service outages.
 - b. The customer will be responsible for the management of the remote access server for this service and will have full responsibility for initial and ongoing configuration, software release levels and updates, and general code control. All software updates must be compatible with associated Company network elements and systems. It is assumed that the monitoring, management, and reporting activities performed by the customer will occur over the egress port link(s) into the remote access server or through a backup dial-in channel that the Company will provide for each site. The customer is also responsible for all interface support for his clients (end user) and/or employees.

A47. BELLSOUTH REMOTE ACCESS SERVICE

A47.1 BellSouth Remote Access Service (Cont'd)

A47.1.2 Terms and Conditions (Cont'd)

C. Provisions of Service

Rates and charges contained in this Section consist of the following elements:

1. BellSouth RAS one-way ports
 - 10,000 – 29,999 Ports, each
 - 30,000 – 59,999 Ports, each
 - 60,000 – 89,999 Ports, each
 - 90,000 – 149,999 Ports, each
 - 150,000 – 199,999 Ports, each
 - 200,000 – 299,999 Ports, each
 - 300,000 or greater Ports, each

2. Transfer of Service Charge

D. Contract Plans

1. BellSouth RAS is provided under conditions specified in Payment Plans for Contract Services, A2.4.10, with the following exceptions.
2. BellSouth RAS is available under volume and term payment periods for 12 Months, 24 Months, 36 Months or 48 or Greater Months. For contracts greater than a 48 month service period, the 48 month rate applies.
3. At the end of any BellSouth RAS contract, customers may continue service under a new contract or on a month-to-month basis.
4. When a BellSouth RAS is disconnected prior to the expiration of a selected service period as a result of a change of jurisdiction, Termination Liability Charges will apply.
5. In the event that all or any part of a BellSouth RAS is disconnected at a customer's request prior to expiration of any selected payment period, the customer will be required to pay a termination charge equal to fifty percent (50%) of the monthly charges times the number of months remaining in the commitment.
6. Additions of ports are allowed as specified in B.4.
7. Subsequent to the establishment of a BellSouth RAS contract, and prior to the completion of that period, the existing payment period may be extended to a longer service period. Nonrecurring charges will not be reapplied.

A47. BELLSOUTH REMOTE ACCESS SERVICE

(T)

A47.1 BellSouth Remote Access Service (Cont'd)

(T)

A47.1.3 Rates and Charges

A. BellSouth RAS is offered on a per port basis as follows:

(T)

		Non-Recurring Charge	Month To Month ¹	12 Mos.	24 Mos.	36 Mos.	48 or Greater Mos.	USOC
1.	One Way, per port							
	(a) 10,000-29,999 Ports, each	\$45.00	\$48.00	\$47.00	\$45.00	\$43.00	\$41.00	NA
	(b) 30,000-59,999 Ports, each	45.00	47.00	46.00	44.00	42.00	40.00	NA
	(c) 60,000-89,999 Ports, each	45.00	46.00	45.00	43.00	41.00	39.00	NA
	(d) 90,000-149,999 Ports, each	45.00	45.00	44.00	42.00	40.00	38.00	NA
	(e) 150,000-199,999 Ports, each	45.00	44.00	43.00	41.00	39.00	37.00	NA
	(f) 200,000-299,999 Ports, each	45.00	43.00	42.00	40.00	38.00	36.00	NA
	(g) 300,000 or greater, Ports, each	45.00	42.00	41.00	39.00	37.00	35.00	NA
2.	Transfer of Service Charge							
	(a) Per Billing Account Number	45.00	-	-	-	-	-	NA

Note 1: Month to Month rates are only available at the end of a BellSouth RAS contract plan.

(T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service

(Obsoleted 9/19/2011, Type B – Not available for new installations, additions or on transfers of service to new location.)

A140.1.1 General

- A. Frame Relay Service is a connection-oriented data transport service based on packet switching technology.
- B. Frame Relay Service provides flexible connectivity between two or more customer locations using Permanent Virtual Circuits (PVCs) implemented over digital facilities operating at transmission speeds of 56 Kbps, 64 Kbps, 128 Kbps, 1.536 Mbps, or 44.210 Mbps.
- C. Network interface specifications for Frame Relay Service are contained in the following documents:
 - ANSI T1.617-1991, "Integrated Services Digital Network (ISDN) - Digital Subscriber Signaling System No. 1 (DSS1)
 - Signaling Specification for Frame Relay Service", American National Standards Institute, April 1991 and ANSI T1.618-1991, "Integrated Services Digital Network (ISDN) - Core Aspects of Frame Relay Protocol for use with Frame Relay Bearer Service", American National Standards Institute, April 1991. Both of these documents may be ordered from:

American National Standards Institute
Customer Service
11 West 42nd Street
New York, New York 10036

- Document No. 001-208966, "Frame Relay Specification with Extension Based on Proposed T1S1 Standards", Revision 1.0, Digital Equipment Corporation, Northern Telcom, Inc., and StrataCom, Inc., September 1990. This document may be ordered from:

Frame Relay Forum
39355 California Street
Suite 307
Freemont, CA 94538-1447

- TR-73587 Frame Relay Service Interface and Performance Specifications. This document may be ordered from:

AT&T
Regional Documentation Coordinator
20th Street
600 North 19th Street
Birmingham, AL 35203

- D. Frame Relay Service, as provided for in this section, is offered for intraLATA use only.
- E. The **terms, conditions** and rates specified herein are in addition to the applicable **terms, conditions** and rates specified in other sections of this and other **service publications** of the Company. (T)
- F. The rates and charges set forth for Frame Relay Service provide for the furnishing of service where suitable facilities are available.
- G. Frame Relay Service is only available when provided in conjunction with Broadband Line Service. Specifications for Broadband Line Service are contained in A40.5.

A140.1.2 Terms and Conditions

A. Explanation of Terms

- 1. Customer Connection to Frame Relay Service

The Customer Connection provides the customer with the standard interface to the Frame Relay Service network. This interface receives the data frame from the customer's network or device and verifies that the DLCI is valid before relaying the frame to the destination. Included in the Customer Connection are the customer's termination on the Frame Relay Service switching equipment, the transport from the Serving Area Point to the switching equipment, and the first DLCI. These interfaces connect the Frame Relay Service network with digital facilities operating at transmission speeds of 56 Kbps, 64 Kbps, 128 Kbps, 1.536 Mbps, or 44.210 Mbps.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

2. Frame Relay Service Network Serving Area

Certain Company central offices are designated by the Company as Serving Area Points within a specific Frame Relay Service Network Serving Area. Those Serving Area Points function together to transmit data over the Frame Relay Service Network between customer locations within the Frame Relay Service Network Serving Area. A customer accessing the Frame Relay Service network, whose Serving Wire Center is designated a Serving Area Point, will require a Broadband Line-Fast Packet Option (FPO) as described in A40.5. If the customer's serving wire center is not designated a Serving Area Point, a Broadband Line Extension-FPO (also described in A40.5) will also be required to connect the serving wire center to the appropriate Serving Area Point. A list of Frame Relay Service Network Serving Areas and associated Serving Area Points is available from the customer's sales representative.

3. Permanent Virtual Circuit (PVC)

A PVC is a software defined data path transporting data within the Frame Relay Service network between two Customer Connections. This data path, once defined in the network software, does not have to be established again. PVCs are end-to-end, bi-directional channels that are established via the service provisioning process. A Standard PVC is created via the mapping of two Standard DLCIs; on an optional basis features are available to allow the creation of Priority Voice, Priority Data, Intelligent and MultiCast PVCs.

a. Priority PVC

Priority PVC capability allows a customer to differentiate specific PVCs with regard to the importance of the data within those PVCs as compared to other PVCs. In the case of contention or network congestion, the Frame Relay Service network will give precedence to the frames of a Priority PVC over frames of a Standard PVC. Frame Relay Service allows the creation of Priority Voice PVCs and Priority Data PVCs. Such a Priority PVC is formed by the mapping of Priority Voice or Priority Data DLCIs¹ (as set forth in A140.1.3.C.1.b or c) to Priority Voice and Priority Data DLCIs; these Priority DLCIs must have an associated CIR value of greater than zero.

b. Intelligent PVC

Intelligent PVC capability allows automatic rerouting on a per PVC basis within the Frame Relay Service network. The Intelligent PVC feature is associated with a customer-specified three DLCI PVC. With the Intelligent PVC feature, a PVC is established between an originating DLCI (referred to as the pivot endpoint) and a primary terminating DLCI (referred to as the primary endpoint). Frames from the originating DLCI (pivot endpoint) will automatically be rerouted to a secondary terminating DLCI (referred to as the secondary endpoint) if the Frame Relay switch detects trouble associated with the primary terminating DLCI (primary endpoint). After such rerouting, the Frame Relay switch will continue to monitor the signals from the primary endpoint and when the trouble is cleared, will automatically reroute the frames going to the secondary endpoint back to the primary endpoint. The *Company* document TR-73587 provides more detailed technical information on how Intelligent PVC capability is provided.

c. MultiCast PVC

MultiCast PVC capability allows a customer to establish a one-to-many broadcasting PVC that distributes data simultaneously from a host site to a group of predetermined remote sites (called a MultiCast PVC Group). Transmission on a MultiCast PVC is unidirectional (from the host to the remotes in each MultiCast PVC Group). All sites in a MultiCast PVC Group will be able to simultaneously receive a single packet transmission transmitted from the host; upon transmission from the host, the Frame Relay network replicates and distributes the packets to the various remote sites identified as members of the MultiCast PVC Group. A MultiCast PVC may be established as a Standard MultiCast PVC or as a Priority MultiCast PVC (refer to description of Priority PVC capability discussed in A140.1.2.A.3.a).

Note 1: PVCs are bi-directional unless specified otherwise (e.g., a MultiCast PVC is uni-directional).

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

4. Data Link Connection Identifier

The Frame Relay Service standard requires an address field called the Data Link Connection Identifier (DLCI). The DLCI represents a point of termination on the Frame Relay Service Network. PVCs are created by mapping two or more DLCIs together creating a permanent virtual path for data transmission through the Frame Relay Service Network. One DLCI is included with each Customer Connection. When three DLCIs are associated together, an Intelligent PVC can be formed. A DLCI which is not a Priority DLCI (as specified in A140.1.2.A.3.a.) is referred to as a Standard DLCI.

5. Committed Information Rate (CIR)

Each DLCI has an associated CIR setting. The CIR setting enables the customer to have a sustained throughput under normal traffic conditions. Frames submitted at a rate above the subscribed CIR setting are marked "Discard Eligible" (DE). When the CIR setting is zero, all frames transmitted through the Frame Relay Service Network will be marked DE. Should network congestion occur, frames marked DE are subject to being dropped by the network. However, in the absence of network congestion, all frames marked DE will be transmitted with the same reliability as frames not marked DE within a single, Company Frame Relay Switch. The CIR value selected cannot exceed the minimum transmission speed of the link at either end of the PVC.

The CIR value of Priority Voice DLCIs and Priority Data DLCIs must be greater than zero.

6. Feature Change Charge

In addition to any specific optional feature charges, a Feature Change Charge applies whenever a change is made (at the customer's request) to a single optional feature for a single customer within a single network configuration on a single switch within a single jurisdiction. One Feature Change Charge will apply per service order required to perform the work.

A Feature Change Charge is applicable if the "first" DLCI, the one included with the Customer Connection, is modified.

7. Serving Area Point (SAP)

A Company central office that is designated as a member of the Frame Relay Service Network Serving Area. (See the definition of Frame Relay Service Network Serving Area.)

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

8. Back-Up Capability

Back-Up Capability is available on an optional basis and provides the customer with the ability to have a back-up logical port configured to his service needs in the event that the customer's primary connection is disabled. A Back-Up Customer Connection utilizes a Broadband Line (with Broadband Line Extension Service, as appropriate). Both the Back-Up Customer Connection and its associated Broadband Line Service are specifically dedicated to providing back-up service and remain idle except when being utilized for back-up purposes.

The customer must prearrange with the Company which primary Customer Connection(s) may be directed to a specific Back-Up Customer Connection so that the necessary work is done by the Company which is required prior to back-up capability being possible. A Customer Connection so identified which may be redirected in the event of a failure is referred to as a back-up enabled primary Customer Connection, or referred to herein as simply the primary Customer Connection. A Frame Relay primary Customer Connection may only utilize a Frame Relay Back-Up Customer Connection and both must be the same type of interface (i.e., both configured as either NNI or UNI interfaces). A primary Customer Connection must be in the same Frame Relay Network Serving Area as its identified Back-Up Customer Connection. A primary Customer Connection may have only one Back-Up Customer Connection identified. A Back-Up Customer Connection may serve as the back-up for more than one primary Customer Connection; however, a Back-Up Customer Connection may only be actively in use with one primary Customer Connection at a given time.

The Back-Up Customer Connection is manually activated by the Company when the customer requests service from a primary Customer Connection to be redirected to its pre-identified Back-Up Customer Connection. All DLCIs associated with the primary Customer Connection are rerouted to the Back-Up Customer Connection¹. It is strongly recommended that the size of the Back-Up Customer Connection be the same size as the customer's largest primary Customer Connection.

In the event that the customer chooses to utilize a Back-Up Customer Connection which is of a lower speed than the primary Customer Connection, the Company cannot guarantee the sufficiency of the Back-Up Customer Connection to protect the customer's primary data. There exists the realistic possibility that due to the lower amount of physical bandwidth on the Back-Up Customer Connection in such cases, that not all of the customer's DLCIs will be provisioned to the Back-Up Customer Connection. Network congestion may be encountered which may result in packets of data being discarded, or entire locations without access to Back-Up Capability.

A Back-Up Customer Connection is not eligible for Network Service Level Agreements (SLAs) specified in B.6.

Note 1: To appropriately provision new DLCIs ordered subsequent to a primary Customer Connection being enabled for Back-Up Capability, subsequent orders for DLCIs should specify that the DLCIs are being requested in association with a primary Customer Connection.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

(T)

A. Explanation of Terms (Cont'd)

9. Oversubscription

A customer may establish multiple PVCs on a Frame Relay Service Customer Connection with a total CIR greater than the Frame Relay Service Customer Connection speed. This is called oversubscription. This allows the customer to take advantage of the fact that not all of these PVCs will be active simultaneously. However, the network's apparent performance will be degraded if the customer attempts to make use of this overbooked commitment (or oversubscription) beyond the capacity of the Frame Relay Service Customer Connection. In the worst case, attempts to fully utilize such overbooked commitment may appear to the customer as network unavailability.

The amount of oversubscription (expressed as a percentage) will be determined by the following formula:

$$\frac{\text{Sum of the CIR/PVC on a single Frame Relay Customer Connection}}{\text{Frame Relay Service Customer Connection speed}} \times 100$$

In order to qualify for Network SLAs (as specified in B.6.), a Frame Relay Service Customer Connection may only oversubscribe up to 200%. In the event the customer exceeds this oversubscription limit, Network SLA credits will not be issued. The customer then must either upgrade their Frame Relay Service Customer Connection speed or subscribe to an additional Customer Connection(s) to remain less than or equal to the 200% oversubscription limit to qualify for future Network SLA crediting.

B. Basis of Offering

1. Detailed monthly billing is not provided.
2. Suspension of service is not allowed.
3. Obligations of Customer and Company
 - a. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.
 - b. The customer is responsible for the provision and maintenance of all Customer Provided Equipment (CPE) and to ensure that the operating characteristics are provisioned in such a way that the CPE is compatible with and does not interfere with the service offered by the Company.
 - c. The maximum number of DLCIs per Customer Connection is subject to the characteristics of the customer's data traffic. Thus, the number of DLCIs must be negotiated between the customer and the Company when the customer orders a Customer Connection. After the Customer Connection has been established, the number of DLCIs may need to be reevaluated, should the customer's traffic characteristics change.
4. In order to maintain the quality of Frame Relay Service, the Company reserves the right to perform preventive maintenance and software updates to the network. This could result in Frame Relay Service being unavailable during the time period between 2:00 A.M. and 4:00 A.M. Eastern Time on any given Saturday¹ or Sunday morning. However, the Company only expects to utilize this maintenance window for any given switch on the average of once a quarter. In addition, the Company will make every reasonable effort to provide advance notice to those customers likely to be severely affected by such maintenance work. This maintenance window may be adjusted by the Company upon written notice to the customer.
5. The minimum service period is one month.

Note 1: Effective March 14, 2001, the two days that preventive maintenance may be performed is changing from Wednesday and Sunday to Saturday and Sunday.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

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B. Basis of Offering (Cont'd)

6. Service Level Agreement

Frame Relay Service includes Service Level Agreements (SLAs) which specify the Company's provisioning, repair and performance commitments for Frame Relay Service in specific areas. Provisioning and repair commitments are measured on a per occurrence basis. Network service level commitments are monthly performance measurements. The following service measurements will outline the service levels that the Company will deliver to its Frame Relay customers.

Provisioning and Repair:

- Frame Relay Installation Interval
- Frame Relay Time-To-Repair

Network Service Levels:

- Frame Relay Network Availability
- Frame Relay Network Transit Delay
- Frame Relay Frame Delivery Rate

Service Level Commitments will define Frame Relay service measurements that the Company agrees to provide every customer. If the Company fails to meet a Service Level Commitment, the customer is eligible for a SLA credit. Credits for missed Network Service Level Commitments will only be available to customers subscribing to the Gold Package in Customer Network Management from A140.12. Billing credits which may apply if the Company does not meet the objectives associated with these stated SLAs (specifically covering rates for Frame Relay Service and associated Broadband Line Service from Section A40) are provided as set forth in c. Credits only apply for portions of service supplied by the Company.

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a. SLA Service Level Commitments

The Company's Service Level Commitments for Frame Relay Service are as follows:

- Frame Relay Installation Interval – Standard Interval
- Frame Relay Time-To-Repair on customer sites within the Frame Relay Network Serving Area - 4 hours
- Frame Relay Network Availability on a customer's network within the Frame Relay Network Serving Area – 99.9%
- Frame Relay Network Transit Delay/One Way – 60 milliseconds
- Frame Relay Frame Delivery Rate of all frames transmitted with CIR greater than 32 Kbps – 99.9%

(M)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreements (Cont'd)

b. SLA Restrictions

The Company will implement SLA provisioning restrictions that will define customer network design requirements and limitations to **the Company's** commitment to meet Service Levels for Frame Relay Service. Customer network design requirements are intended to limit or negate **the Company's** obligation to provide SLA credits when the customer has under-engineered their **Company** Frame Relay network. The customer network design requirements are as follows:

- The customer's network must have a minimum of 10 customer connections for the Company to provide SLA credits. (M1)
- The total CIR on all PVCs carried by any of the customer's Frame Relay Customer Connections may not be greater than 200% of the Customer Connection speed (oversubscription). (M1)
- A customer must be subscribing to the Gold Package in Customer Network Management (CNM) from A40.12 to receive credits for missed Network Service Level Commitments. Customer Connections at both ends of a PVC must have the CNM Gold Package or equivalent. In the event only one end of a PVC is ordered from this *Guidebook*, credits will only be issued for the rate elements ordered from this *Guidebook*. (T)(M1)

SLA credits do not apply when any stated objective is not met because the Company does not have control over the circumstances causing the objective to be missed. Situations over which the Company does not have control can be defined as, but not limited to, the following:

- any act, any omission or negligence on the part of the customer, any other customer or any third party, or of any other entity providing a portion of the service,
- labor difficulties, governmental orders, civil commotions, declared National Emergencies, criminal actions against the Company, acts of God, war, or other circumstances beyond the Company's control,
- the customer's premises equipment,
- unavailability of the customer's facilities and/or equipment, and
- customer oversubscription of Frame Relay Service Customer Connections.

SLA commitments only apply for service wholly within Company territory. SLA commitments will not apply for circuits which are part of a jointly provided service. SLA commitments do not apply for service provided by other companies concurring in the rates, **terms and conditions** of the Company. (T)

The customer must request a credit within one calendar month of the Company missing a Frame Relay Service Level Commitment. The Company will investigate customer requests for any SLA credits to determine the cause of any performance failures reported by the customer. The Company will investigate the customer's request over a period of up to 45 calendar days. The 45-day period will begin when the customer makes the request for credit with their Sales Representative. SLA credits will be provided to the customer if the Company determines that the Company had control over the circumstances causing the failure. If the Company determines that these failures are the result of oversubscription of Frame Relay Service Customer Connections, the Company will provide the customer with the reports documenting the oversubscription and Network SLA credits will not be issued. The customer will be required to upgrade their Frame Relay Service Customer Connections or no future SLA credits will be allowed on that Frame Relay Service Customer Connection(s). (T)

When a customer requests a SLA credit for Frame Relay Network Availability, all requests for a calendar month must be submitted at the same time. For example, the customer receives a SLA report on May 1st providing a report on April performance. Any requests for Network Availability SLA credits on Customer Connections for the month of April must all be submitted together. (M2)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreements (Cont'd)

c. SLA Credits for Frame Relay Service Level Commitments

The following credits will apply when the Company misses a Service Level Commitment (each credit is described in (1) thru (5)):

- Frame Relay Installation Interval – Credit non-recurring installation charges applicable to the customer (i.e., should a customer install service under a program where installation charges are waived or reduced, only those installation charges which would have been assessed to the customer will be credited). (M)
- Frame Relay Time-To-Repair – Credit one day of Monthly Recurring Charge (MRC) (M)
- Frame Relay Network Availability – Credit one day of MRC (M)
- Frame Relay Network Transit Delay – Credit MRC (M)
- Frame Relay Frame Delivery Rate – Credit MRC (M)

The SLA credit amount will be determined by applying the credits outlined above to the rate elements or total billed revenues specified following.

- (1) Frame Relay Installation Interval Credit - this credit will only apply to the installation or upgrade of a Frame Relay Customer Connection. The credit will be equal to the nonrecurring installation charge for the Customer Connection, Broadband Line and Broadband Line Extension. The credit will not apply to expedited installations or to installations where no facility and/or switch exist. If on the due date the customer is not ready or in a case where another of the customer's service providers (including the customer's provider of customer premises equipment, interexchange service, or other local service provider) is not ready, the Company is not liable for missing the due date and SLA credits do not apply. (T)
- (2) Frame Relay Time-To-Repair Credit - this credit will require that the customer report the problem to the **Company** Repair Center. The repair interval will start with the time entered on the trouble ticket. The Service Level Commitment measurement will be based on each individual trouble ticket for a Customer Connection. Multiple trouble tickets on the same day for the same Customer Connection will only be eligible for one time-to-repair credit. The credit will be one day of the MRC for the Customer Connection and Broadband Line. Credits on any individual Customer Connection for a calendar month cannot exceed the MRC for the Customer Connection and Broadband Line. (T)
- (3) Frame Relay Network Availability – this credit will apply in the event that the measurement for the customer's network is missed. The credit will then be for each Frame Relay Customer Connection which does not meet the 99.9% availability commitment. The credit will be one day of the MRC of the Frame Relay Customer Connection and the Broadband Line. The unavailability of a Customer Connection will be calculated from the trouble tickets submitted for the Customer Connection. The unavailability of a customer's network will be calculated from the trouble tickets submitted for each Customer Connection within the customer's network. The Service Level Commitment will be calculated by first subtracting the unavailable time from the total available time for a particular calendar month and then dividing it by the total available time. Included in available time are scheduled maintenance windows and time the network was unavailable due to circumstances outside the Company's control. (T)
- (4) Frame Relay Network Transit Delay – measurement will be on each Frame Relay PVC (network port to network port). The credit will be equal to the MRC for the DLCI pair making up the PVC. (T)
- (5) Frame Relay Frame Delivery Rate – measurement will be on each Frame Relay PVC. The credit will be equal to the MRC for the DLCI pair and 15 days of the MRC for each CIR making up the PVC. (T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES**A140.1 Frame Relay Service (Cont'd)****A140.1.2 Terms and Conditions (Cont'd)**

(T)

C. Provision of Service

1. Rates and charges contained in this Section consist of the following elements:

a. Customer Connection to Frame Relay Service

Frame Relay Service Customer Connections are available at the following transmission speeds: 56 Kbps, 64 Kbps, Fractional T1, Subrate T1, 1.536 Mbps, MultiLink, Subrate T3 and 44.210 Mbps.

- (1) Fractional T1 Customer Connections are provided at the following specific transmission speeds: 112 Kbps, 128 Kbps, 192 Kbps, 256 Kbps, 320 Kbps, 384 Kbps, 448 Kbps, 512 Kbps, 576 Kbps, 640 Kbps, 704 Kbps, 768 Kbps, 1024 Kbps and 1152 Kbps. A Fractional T1 Customer Connection is provisioned in association with a channelized 1.536 Mbps transport facility and requires the dedication of only a quantity of the DS0 channels equivalent to the Fractional T1 Customer Connection transmission speed.
- (2) Sub-rate T1 Customer Connections are provided at the following specific transmission speeds: 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 768 Kbps and 1152 Kbps. A Subrate T1 Customer Connection is also provisioned in association with a 1.536 Mbps transport facility, but requires the dedication of the full 1.536 Mbps transport facility's bandwidth.
- (3) Multi-Link Customer Connections are provided at the following specific transmission speeds: 3 Mbps, 6 Mbps, 9 Mbps and 12 Mbps. A MultiLink Customer Connection is provisioned in association with multiple 1.536 Mbps Broadband Line facilities whose combined bandwidth is equivalent to the transmission speed of the MultiLink Customer Connection. MultiLink Customer Connections will not be available to operate with Customer Network Management or Frame Relay Back-Up Capability until such time as technical limitations are resolved.
- (4) Sub-rate T3 Customer Connections are provided at the following specific transmission speeds: 3 Mbps, 6 Mbps, 9 Mbps, 12 Mbps, 15 Mbps, 18 Mbps, 21 Mbps, 24 Mbps, 27 Mbps, 30 Mbps and 33 Mbps. A Subrate T3 Customer Connection is provisioned in association with a 44.210 Mbps transport facility and requires the dedication of the full 44.210 Mbps transport facility's bandwidth.

b. Back-Up Capability

c. Frame Relay Service Features

2. For each customer location, the customer must subscribe to Broadband Line Service to the nearest Serving Area Point. Rates and charges for Broadband Line Service are contained in A40.5.
3. The Customer Connection rate element includes the customer's transport from a Serving Area Point to the Frame Relay Service switching equipment and the customer's termination on the Frame Relay Service switching equipment. One Initial DLCI is applicable when DLCIs are ordered at the same time as the installation of the Customer Connection. Only one "Initial" DLCI (either one Initial Standard DLCI or one Initial Priority DLCI) is allowed per Customer Connection. Additional DLCIs (beyond this initial DLCI) ordered with the installation of the Customer Connection and any DLCIs ordered subsequent to the installation of the Customer Connection are considered Additional DLCIs.
4. Service Charges for installing Frame Relay Service are included in the respective nonrecurring charges specified herein. Service Charges from Section A4 are not applicable for installing such services. Charges applicable for customer requested change of service installation due date and cancellation of service installation are as specified in A40.9.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

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C. Provision of Service (Cont'd)

5. Should a customer, having locations in more than one Frame Relay Network Serving Area within a LATA, desire to send data traffic between these locations, the customer can interconnect these locations through the following two options:

- a. Dedicated Connection:

The customer subscribes to additional Customer Connections (in each Network Serving Area) which are enabled to support inter-serving area connectivity and Broadband Line Extension-FPOs to connect them. These additional rate elements will be used solely to transport this customer's data traffic between affected Frame Relay Network Serving Areas. In addition to the normal DLCI and CIR charges associated with each PVC, additional DLCI and CIR charges apply per PVC between the additional Customer Connection except when these connections have been specifically requested by the customer to be provisioned as customer specific trunks.

- b. Shared Connection:

The Company may establish facilities between Frame Relay Service switching equipment in different Network Serving Areas in the same LATA and may allow customers to share bandwidth on these facilities; where these shared facilities are available to customers, a shared connection is an option. The customer must establish one or more Inter-Network Serving Area Links that extend between Frame Relay switches. Each of these links has an associated CIR. One PVC exists between both customer premises through each link. All CIRs on this PVC must have the same value. Charges for the Inter-Network Serving Area Link are applied as follows:

- the Inter-Network Serving Area Link Establishment is charged at each end of the link,
- the Inter-Network Serving Area Link CIR is charged at each end of the link, and
- no additional DLCI charges apply for the link (however, normal DLCI and CIR charges apply for the PVC).

6. In some cases, the Company and another Incumbent Local Exchange Company that offers Frame Relay technology will jointly connect Frame Relay switching equipment within a LATA to provide customers the ability to interconnect their locations served by the different companies. In order to utilize the Company's portion of this jointly provided shared connection, the customer must subscribe to one end of an Inter-Network Serving Area Link and the associated CIR.

7. Based upon Frame Relay Forum Implementation Agreement 5 (FRF.5), a Frame Relay end user may send data from a premises location with a Frame Relay User Network Interface (UNI) or a Network to Network Interface (NNI) to another premises with an Asynchronous Transfer Mode (ATM) Service UNI. The Frame Relay data is essentially encapsulated in the ATM Service bit stream and must be retrieved by the end-user's CPE as Frame Relay. To enable this feature, the customer must establish one or more Frame Relay/ATM interworking links that extend between the Frame Relay and ATM switches. Each of these links has an associated CIR. One PVC exists between these switches through this link. All CIRs on this PVC must have the same value. The following charges apply for this Frame Relay/ATM Network Interworking feature:

- the Inter-Network Serving Area Link Establishment is charged at each end of this link,
- the Inter-Network Serving Area Link CIR is charged at each end of this link, and
- no additional DLCI charges apply for the interworking link (however, normal DLCI and CIR charges apply for the PVC.).

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES**A140.1 Frame Relay Service (Cont'd)****A140.1.2 Terms and Conditions (Cont'd)**

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C. Provision of Service (Cont'd)

8. To have Back-Up Capability as an option, the customer is required to have a Back-Up Customer Connection and a separate Broadband Line (with Broadband Line Extension Service, as appropriate) which are designated specifically for back-up purposes. Monthly rates and nonrecurring charges applicable for a Back-Up Customer Connection are provided in A140.1.3.B.1. Monthly rates and nonrecurring charges for Broadband Line Service are found in A40.5.

The activation of a Back-Up Customer Connection via the rerouting of traffic from a primary Customer Connection to the Back-Up Customer Connection is a manual operation performed by the Company at the direction of the customer. At the direction of the customer, the Company will subsequently then redirect traffic from the Back-Up Customer Connection to the primary Customer Connection.

A Primary Customer Connection Back-Up Enablement/Change Charge provided in A140.1.3.B.2 is applicable per existing primary Customer Connection which is requested by the customer to be back-up enabled. A Primary Customer Connection Back-Up Enablement/Change Charge is also applicable for each existing back-up enabled primary Customer Connection when the customer requests a reassignment of that primary Customer Connection to a different Back-Up Customer Connection.

9. To create a Priority PVC, the customer requests the mapping of Priority Voice or Priority Data DLCIs.

Feature Change Charges apply for requests to convert existing Standard PVCs to Priority PVCs (or vice versa)¹. A Feature Change Charge applies per service order required to perform the work.

At the customer's request, a Priority PVC may be formed between a Frame Relay Service Priority Voice or Priority Data DLCI and an ATM Service non-UBR PVC Segment (which would additionally require Frame Relay to ATM Interworking capability)². A Feature Change Charge shall apply for a request involving an existing Frame Relay to ATM Interworking PVC where the associated Standard DLCI is converted to a Priority DLCI (or vice versa); a Frame Relay Service Feature Change Charge applies per service order required to perform the Frame Relay Service work.

10. To create a Frame Relay Service Intelligent PVC, the customer requests the mapping of three DLCIs. A Frame Relay Service Intelligent PVC may be comprised of three Standard DLCIs, three Priority Voice DLCIs or three Priority Data DLCIs. One Intelligent PVC Charge (a recurring rate) applies per customer-specified arrangement of 3 DLCIs and applies in addition to the appropriate nonrecurring and recurring charges for each of the three DLCIs. The Intelligent PVC Charge shall be billed to the Customer Connection associated with the DLCI which is the pivot endpoint (as explained in A140.1.2.A.3.b.) of this PVC.

A request to convert an existing two DLCI PVC into a three DLCI Intelligent PVC (or vice versa) shall be considered as a request to disconnect the existing PVC and as a request for the connection of new DLCIs to form the new PVC. At the customer's direction, the DLCI numbers associated with the PVC being disconnected may be reused for the DLCIs associated with the new PVC.

The pivot endpoint of an Intelligent PVC must be provisioned out of a Company-provided Frame Relay Service switch. The primary endpoint and secondary endpoint of an Intelligent PVC may be associated with premises located outside of Company territory. If only Company provided switches are utilized in the total service configuration, no service limitations should occur; however, when a non-Company switch is involved in an Intelligent PVC configuration, service limitations may be encountered. BellSouth document TR-73587, which contains technical information on Intelligent PVC rerouting, provides details relating to such limitations.

Both the primary and secondary endpoints of an Intelligent PVC must be of the same service type; therefore, both endpoints must be Frame Relay Service because the use of any method of Frame Relay to ATM interworking within an Intelligent PVC configuration is not currently technically feasible.

Note 1: Applicable for such requests on Standard PVCs, Intelligent PVCs or MultiCast PVCs.

Note 2: Not applicable to Priority Multi Cast PVCs where Frame Relay to ATM Interworking is not technically possible.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 Terms and Conditions (Cont'd)

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C. Provision of Service (Cont'd)

11. To create a MultiCast PVC, the customer must have established individual PVCs between the Customer Connection of the host site and each Customer Connection of each remote site that is to be a member of that specific MultiCast PVC Group. Standard charges apply for the establishment of the DLCIs, CIR, etc. associated with these member PVCs. While these standard PVCs will be identified as members of a MultiCast PVC Group (and as such receive the unidirectional broadcast transmission from the host site), each individual PVC is still a bi-directional PVC capable of being used by the host site and remote site to communicate independently of the MultiCast PVC Group.

The customer shall provide a unique DLCI number to be used to identify each MultiCast PVC Group associated with a host site; this unique DLCI number will be used in establishing the MultiCast PVC and shall be utilized on an ongoing basis to refer to that specific MultiCast PVC when requesting any subsequent change activity to the associated MultiCast PVC Group. A host site can have more than one MultiCast PVC. A remote site can be a part of multiple MultiCast PVC Groups associated with the same or multiple other host site(s).

Each MultiCast PVC Group shall be established as a Standard MultiCast PVC Group or a Priority MultiCast PVC Group. A Standard MultiCast PVC Group shall be comprised of member PVCs established utilizing all Standard DLCIs; while not specifically required, it is strongly recommended that each member PVC in a Standard MultiCast PVC have DLCIs with an associated CIR value of greater than zero. A Priority MultiCast PVC Group shall be comprised of member PVCs established utilizing all Priority (Voice or Data) DLCIs; each member PVC in a Priority MultiCast PVC is required to have Priority (Voice or Data) DLCIs with an associated CIR value of greater than zero.

One MultiCast PVC Group Charge shall apply and be billed to the host site in association with each MultiCast PVC established. The appropriate MultiCast PVC Group Charge varies based; 1) upon whether the MultiCast PVC is to be a Standard MultiCast PVC or a Priority MultiCast PVC and 2) upon the transmission speed of the host site Frame Relay Customer Connection (e.g., the Priority 1.536 Mbps MultiCast PVC Group Charge would be applicable for a Priority MultiCast PVC established on a 1.536 Mbps Frame Relay Customer Connection).

A MultiCast PVC Group Modification Charge applies per member PVC that is requested to be modified, added to or deleted from an existing MultiCast PVC Group, subsequent to the initial establishment of the MultiCast PVC. The MultiCast PVC Group Modification Charges are billed to the host Customer Connection.

If a Standard MultiCast PVC is requested to be changed to a Priority MultiCast PVC (or vice versa), Feature Change Charges apply as set forth in A140.1.2.C.9 to change each DLCI in each member PVC from Standard to Priority (or vice versa). In addition to the nonrecurring charge associated with the MultiCast PVC Group Charge billed to the host for this change request, a MultiCast PVC Group Modification Charge shall also apply per member PVC so modified in the MultiCast PVC Group.

The Frame Relay Customer Connection associated with the host site must be of a transmission speed equal to or greater than 1.536 Mbps and may not be a MultiLink Customer Connection.

A service inquiry will be required in order to determine the availability of MultiCast PVC Capability to meet each customer request for a MultiCast PVC as a result of the following limitations. MultiCast PVC Capability is possible only where Frame Relay switch facilities are available (that serve the host site) that are currently technically capable of provisioning this feature. There is an additional limitation on the total number of MultiCast Groups which can be established per Frame Relay switch; consequently, capacity may not exist to fulfill a customer's request. Additionally, there is a per MultiCast PVC Group limit on the number of members possible which varies based upon the packet size transmitted by the host site; as the standard packet size increases, the number of members that may be in the MultiCast PVC Group decreases.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.1 Frame Relay Service (Cont'd)

A140.1.2 *Terms and Conditions* (Cont'd)

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D. Contract Plans

1. Contract plans as specified in the Fast Packet Services Payment Plan in A40.10 with contract periods are described as follows:
 - a. Term Payment Plan A - payment periods may be selected from 12 to 36 months.¹
 - b. Term Payment Plan B - payment periods may be selected from 37 to 60 months.²
2. (DELETED)
3. (DELETED)
4. A Termination Liability Charge will not apply to Frame Relay Service terminated on or after the date Frame Relay Service became an obsolete service offering.

Note 1: As of January 20, 2011, Term Payment Plan A payment periods greater than 24 months are no longer available for new or renewing subscribers.

Note 2: As of January 20, 2011, Term Payment Plan B payment periods are no longer available for new or renewing subscribers.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.2 Reserved for Future Use

A140.3 Native Mode LAN Interconnection (NMLI) Service

(Obsoleted 3/30/2004, Type 2. Installation of new service is not allowed on or after obsolescence date.)

A140.3.1 General

- A. Native Mode LAN Interconnection (NMLI) service is a high-speed (10, 100 or 1000 Mbps) fiber optic transport service for the interconnection of customer-owned Local Area Networks (LANs).
- B. NMLI service provides a means of basic LAN extension for customer-owned Ethernet (IEEE Standard 802.3, 802.3u and 802.3z) LANs. A customer with multiple LANs in an area served by NMLI service may interconnect these LANs through NMLI service.
- C. The signals at the NMLI Port meet IEEE 802.3, 802.3u or 802.3z standards. Technical requirements for interfaces with customer premises equipment (CPE) are contained in ANSI/IEEE 802.3-1992, "Carrier Sense Multiple Access with Collision Detection (CSMA/CD) Access Method and Physical Layer Specifications". These technical documents may be ordered from:

American National Standards Institute
11 West 42nd Street
New York, New York 10036

- D. NMLI service is suitable for data transmission only.
- E. NMLI service, as provided under the provisions of this Section, is offered for intraLATA/intra-Company use only. (T)
- F. The **terms, conditions** and rates specified herein are in addition to the applicable **terms, conditions** and rates specified in other sections of this and other **service publications** of the Company. (T)
- G. The rates and charges set forth for NMLI service provide for the furnishing of service where suitable facilities are available. Where special construction of facilities is necessary, special construction charges may apply as set forth in Section A5. (T)

A140.3.2 Terms and Conditions

A. Explanation of Terms

1. Customer End Bridge Management

Customer End Bridge Management provides NMLI customers the ability to manage their Ethernet LANs by allowing them access to their end bridge devices in order to monitor and receive status reports of their network. Customers with NMLI extended range Ethernet equipment must be able to reply to BOOTP requests (which allows the end bridge to discover its own IP address) in order to subscribe to Customer End Bridge Management. Customer End Bridge Management is based on the Simple Network Management Protocol (SNMP), an Internet network management protocol, which is a widely-accepted, message-based protocol for the exchange of management information between a management station and managed devices.

2. Ethernet LAN

A type of Local Area Network (LAN). Ethernet is based on technology where a workstation on the LAN sends a message to another workstation on the LAN and "listens" to determine if any other station is sending. If another station begins sending at the same time, all stations back off and wait a pre-set delay before attempting to send again. Ethernet meets IEEE Standard 802.3. Ethernet LANs operate at 10 Mbps.

3. Fast Ethernet LAN

A type of Local Area Network (LAN). The same service functionality parameters for an Ethernet LAN apply for a Fast Ethernet LAN except it utilizes IEEE Standard 802.3u, 100 Base-FX, full duplex technology and operates at 100 Mbps

A140. OBSOLETE SERVICE OFFERINGS-FAST PACKET TRANSPORT SERVICES

A140.3 Native Mode LAN Interconnection (NMLI) Service (Cont'd)

A140.3.2 Terms and Conditions (Cont'd)

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4. Local Area Network (LAN)

A data communications network spanning a limited geographical area, usually a few miles at most. A LAN connects computers and other peripheral equipment for data communications purposes within a building or campus.

5. Native Mode of a Local Area Network (LAN)

The operating speed of the communication on the originating LAN which is not changed through interworking with NMLI service or after interconnecting with the terminating LAN.

6. NMLI Data Channel

The customer's fiber optic transport. The Data Channel is charged in 1/2 mile increments and is measured from the customer premises to their Serving Wire Center and through all intermediate Wire Centers required to reach the NMLI Wire Center in airline miles.

7. Token Ring Port at 16 Mbps

(Obsoleted 3/20/2003, Type 4, this service is not available for new installation, moves or transfers after the obsolescence date.)

The equipment that provides for interconnection of Token Ring LANs at 16 Mbps

8. Gigabit Ethernet

A LAN interconnection service being offered under the family of NMLI products. This service uses the 802.3 specification procedures to operate a LAN at 1 Gbps. This is 100 times the 10 Mbps Ethernet clocking speed with the existing physical medium, producing a LAN speed at 1 Gbps.

9. NMLI Port

The equipment that interconnects the customer's LAN or high-speed data devices with NMLI service. There are two categories of NMLI Ports offered – (1) for interconnection of Shared NMLI Service arrangements and (2) for interconnection of Dedicated NMLI Service arrangements. Within the Shared NMLI Service category, there are four types of Ports offered - (1) for interconnection of Ethernet LANs operating at 10 Mbps, and (2) for interconnection of Token Ring LANs operating at 16 Mbps as contained in Section A140, (3) for interconnection of Fast Ethernet LAN's operating at 100 Mbps and (4) for interconnection of Gigabit Ethernet LAN's operating at 1 Gbps. Within the Dedicated NMLI Service arrangement category, there are two types of Ports offered – (1) for interconnection of Fast Ethernet LAN's operating at 100 Mbps and (2) for interconnection of Gigabit Ethernet LAN's or data devices operating at 1 Gbps. The Port, whether associated with a Shared or Dedicated NMLI Service arrangement, is specific to a customer for addressing and security reasons.

10. Token Ring LAN

(Obsoleted 3/20/2003, Type 4, this service is not available for new installation, moves or transfers after the obsolescence date.)

A type of Local Area Network (LAN). For communication on this type of LAN a token is passed from workstation to workstation thereby passing permission to send a message. Only a workstation in possession of the token may send a message. Token Ring meets IEEE Standard 802.5. A Token Ring LAN operates at 16 Mbps

11. Shared NMLI Service Arrangement

This service arrangement is where a NMLI Port is associated with a network capable of interconnecting with one or more other NMLI Ports. This service arrangement is only available for all NMLI transmission speeds.

12. Dedicated NMLI Service Arrangement

This service arrangement is where a NMLI Port is associated with a network capable of interconnecting with only one other NMLI Port. Both NMLI Ports and their associated Data Channels are served from the same NMLI Wire Center. This service arrangement is only available for 100 Mbps Fast Ethernet Service and Gigabit Ethernet service.

A140. OBSOLETE SERVICE OFFERINGS-FAST PACKET TRANSPORT SERVICES

A140.3 Native Mode LAN Interconnection (NMLI) Service (Cont'd)

A140.3.2 *Terms and Conditions* (Cont'd)

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B. Basis of Offering

1. Suspension of service is not allowed.
2. NMLI service is available 24 hours per day, 7 days per week, except for preventive maintenance.
3. Due to the nature of NMLI service it will be necessary to perform preventive maintenance and software updates. This will mean that NMLI service will be unavailable during the period of time when preventive maintenance is being performed. This maintenance will be scheduled for between 1:00 A.M. and 5:00 A.M. Eastern Time on any given Saturday or Sunday morning. This maintenance window may be adjusted by the Company upon written notice to the customer.
4. Obligations of customer and Company
 - a. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.
 - b. The customer is responsible for the provision and maintenance of all customer provided equipment and to insure that the operating characteristics of this equipment is comparable with and does not interfere with the service offered by the Company.
 - c. At the Port the customer's signals must conform to IEEE Standards 802.3, 802.3u, or 802.3z. To meet end-to-end delay requirements contained in these aforementioned standards, the customer may be required to provide additional equipment.
 - d. Company provided shared network equipment, for use in NMLI service, is not accessible by the customer.
5. The minimum service period for all NMLI service *guidebook* components is twelve months.
6. Customer End Bridge Management is available only to NMLI customers with Ethernet LANs. For addressing and security reasons, this option can only be used between ports within the same domain/security screen. Customers with NMLI extended range Ethernet equipment must be able to reply to BOOTP requests (which allows the end bridge to discover its own IP address) in order to subscribe to Customer End Bridge Management. This option provides customers access to their end bridge device in order to:
 - a. Perform visibility tests on the end bridge to show connectivity between the main location and remote sites
 - b. Receive traps from the end bridge when error conditions occur
 - c. Obtain statistical information about the bridge and their LAN segments
 - d. NMLI Port

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A140. OBSOLETE SERVICE OFFERINGS-FAST PACKET TRANSPORT SERVICES

A140.3 Native Mode LAN Interconnection (NMLI) Service (Cont'd)

A140.3.2 Terms and Conditions (Cont'd)

C. Provision of Service

1. Rates and charges contained in this *Guidebook* consist of the following elements:
 - a. NMLI Data Channel
 - b. NMLI Port – Shared NMLI Service Arrangements
 - c. NMLI Port – Dedicated NMLI Service Arrangements
 - d. Address Reconfiguration
 - e. Customer End Bridge Management
2. The Data Channel is available in 1/2 mile increments and is measured from the customer's location to the customer's Serving Wire Center and through all intermediate Wire Centers required to reach the NMLI Wire Center in airline miles. A minimum of one 1/2 mile increment is required.
3. A Shared NMLI Service Arrangement utilizes two or more NMLI Ports, based on the customer's service arrangement. A Dedicated NMLI Service Arrangement utilizes two NMLI Ports per customer service arrangement.
4. The Address Reconfiguration charge applies whenever a customer requests software modifications to a specific NMLI or Port subsequent to the establishment of the Port.
5. Using NMLI service, an Ethernet LAN may only be extended to another Ethernet LAN.
6. All service charges for NMLI service are included in the respective nonrecurring charges specified herein. Service Charges from Section A4 are not applicable.
7. Customer End Bridge Management is available as an optional feature at the following rates and charges for customers with Ethernet LANs:
 - a. A monthly rate will apply for the first one to four ports managed under this option. For each subsequent one to four ports, a separate monthly rate will apply only when the subsequent ports are established at the same time as the first ports. The first ports and the subsequent ports must be in the same domain/security screen.
 - b. Service Establishment nonrecurring charges will apply for Customer End Bridge Management.

D. Contract Plans

1. Contract plans are available under conditions specified in the Fast Packet Services Payment Plan in A40.10 with contract periods described as follows.
 - a. Term Payment Plan A - payment periods may be selected from 24 to 42 months.
 - b. Term Payment Plan B - payment periods may be selected from 43 to 60 months.
2. Provided the applicable conditions set forth in A40.10.2 and A40.10.4.B are satisfied, a Termination Liability Charge will not be applicable at the date of termination if prior to fulfilling the period of the contract plan the customer requests a change to either Frame Relay Service or ATM Service under a contract plan. Full nonrecurring charges will apply for the installation the new service requested.

E. Moves

1. A move involves a change in the physical location of one of the following:
 - a. The point of interface at the customer premises.
 - b. The customer's premises.
2. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.
 - a. Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half the nonrecurring (i.e., installation) charge for the affected service termination at the customer's premises. There will be no change in the minimum period requirements.
3. Moves of Service(s) under Fast Packet SPP

Customer requests for moves of service under Fast Packet SPP, other than inside moves, will be subject to the conditions stated in A40.10.11 following.

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES**A140.4 (DELETED)****A140.5 Broadband Line Service****A140.5.1 General**

Except as specified in A140.5.2 and A140.5.3, terms and conditions located in A40.5 are applicable.

A140.5.2 Terms and Conditions

(Obsoleted 12/4/2002, Type 4) Not available for new installations, moves or changes.

An existing customer with a 128 Kbps (2B1Q) Broadband Line from A40.5 may request to convert to a 1.536 Mbps Broadband Line from A40.5 for use with their 128 Kbps Fractional T1 Frame Relay Customer Connection; the nonrecurring charges specified in A40.5 shall not apply for such conversions. Customers requesting to concurrently convert their 128 Kbps Fractional T1 Frame Relay Customer Connection to a 128 Kbps Subrate T1 Frame Relay Customer Connection shall not incur the Fractional T1 to Subrate T1 Change Charge from A40.1.3.A.3.

A140.5.3 Rates and Charges**A. Rates and Charges for the Fast Packet Option****1. Broadband Line-FPO**

	Nonrecurring Charge	Month To Month	A 12 to 36 Months	B 37 to 60 Months	USOC
(a) 128 Kbps (2B1Q)	\$ 450.00	\$ 105.00	\$ 92.00	\$ 77.00	FP112

A140.6 Reserved for Future Use**A140.7 Reserved for Future Use**

Pages 1.6 through 1.10 are hereby deleted in their entirety and removed from this Guidebook

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.8 (DELETED)

(D)

Pages 3 through 5 are hereby deleted in their entirety and removed from this Guidebook

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES**A140.8 (*DELETED*) (Cont'd)**

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A140.9 Reserved For Future Use**A140.10 Reserved For Future Use****A140.11 BellSouth Video Conferencing Service**

(Obsoleted 12/23/2003, Type 2 – Not offered for new installations on and after December 23, 2003. Available units used only for additions to or replacements of existing service at the same location.)

A140.11.1 General

- A. BellSouth Video Conferencing service is a video service that provides switching and distribution processes required for interactive multipoint video conferencing based on International Telecommunications Union-Telecommunications (ITU-T) (H.320) standard codec equipment which must be provided by the customer at the endpoint locations.

This service includes a reservations center which provides established network connections, tracks individual conference room capabilities and availability, and provides initial trouble isolations.

Access from the customer premises to BellSouth Video Conferencing service must be purchased from other services provided by the Company.

- B. BellSouth Video Conferencing service is provided as follows; (1) Automatic, Voice Activated Mode, (2) Chairman Control Mode and (3) Broadcast/Presentation Mode.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.11 BellSouth Video Conferencing Service (Cont'd)

A140.11.1 General (Cont'd)

- C. This service utilizes a network based Multipoint Control Unit (MCU) to manage and switch compressed digital video signals produced by customer owned video codec equipment at video bit rate capabilities of 1.536 Mbps, 672/768 Kbps, 336/384 Kbps, and 112/128 Kbps.
- D. Services that will interface with BellSouth Video Conferencing service are Broadband Line Service, Switched 56 Kbps services, and ISDN switched services. (T)
- E. BellSouth Video Conferencing service includes a full-time, centralized, scheduling center (twenty-four hours per day, 365 days per year) accessible to the customer either by telephone dial-in or facsimile. Scheduling can be established from two hours to eighteen (18) months in advance based on MCU/facility availability.
- F. In order to maintain the quality of BellSouth Video Conferencing service, the Company reserves the right to perform preventive maintenance or software upgrades to the network. This could result in the possibility of BellSouth Video Conferencing service being unavailable during the time period between 1:00 AM and 4:00 AM Eastern Time on any given Saturday or Sunday morning and 2:00 AM to 4:00 AM on any given Wednesday morning. However, the Company only expects to utilize this maintenance window for any given location on the average of once a quarter. In addition, the Company will make every reasonable effort to provide advance notice to those customers likely to be affected by such maintenance work. This maintenance window may be adjusted by the Company upon written notice to the customer.
- G. The *terms, conditions* and rates specified herein are applicable to BellSouth Video Conferencing service. *Terms, conditions* and rates specified in other sections of this and other *service publications* of the Company may also apply. (T)
- H. The rates and charges set forth for BellSouth Video Conferencing service provide for furnishing service where suitable facilities are available. Service inquires will be necessary to determine availability.
- I. The technical specifications and standard network interfaces for BellSouth Video Conferencing service are contained in BellSouth Technical Reference 73566. This publication is available from:

AT&T

Documentation Organization
20th Floor
600 North 19th Street
Birmingham, Alabama 35203

A140.11.2 Terms and Conditions

A. Explanation of Terms

1. Minute of Use (MOU)

The term "minute of use" denotes the usage of BellSouth Video Conferencing service facilities for the purpose of calculating chargeable usage. Partial minutes count as full minutes.

No credit will be given for scheduled time not actually utilized unless canceled at least forty-eight hours prior to the scheduled conference time.

2. Video Conferencing Serving Area

Company Central Office that have been designated as Serving Area Points for BellSouth Video Conferencing service.

A customer may access the Video Conferencing Serving Area via Broadband Line Service, ISDN switched services or Switched 56 Kbps services.

3. Serving Area Point (SAP)

A Company Central Office that is designated as a member of the Video Conferencing Serving Area and is equipped to provide BellSouth Video Conferencing service.

4. Network Compatibility Test

Company/Customer end-to-end testing of end user equipment, codecs, multiplexers, transmission facilities, and Digital Crossconnect Systems at MCU H.320 standard compatibility.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.11 BellSouth Video Conferencing Service (Cont'd)

A140.11.2 Terms and Conditions (Cont'd)

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A. Explanation of Terms (Cont'd)

5. MOU Package

A usage sensitive offering of BellSouth Video Conferencing service for customers with fluctuating conference needs. The customer has the option of operating this service at or below the level of service quality purchased. Usage will be billed at the per-minute of use rate of the actual speed utilized. The fixed rate will be established based on the highest level of service required. For dial-in users, BellSouth Video Conferencing service charges are in addition to local exchange usage charges or expanded local exchange usage charges (as are specified in Section A3) or to toll usage charge, when applicable.¹

6. 50 Hour Package

A usage sensitive offering of BellSouth Video Conferencing service for customers wishing to purchase a minimum of 50 hours conference time per site, per month. Additional time is permitted and will be billed per minute of use greater than 50 hours. The customer has the option of operating this service at or below the level of service quality purchased. The recurring monthly rate will be based on the highest level of service required. For dial-in users, BellSouth Video Conferencing service charges are in addition to local exchange usage charges or expanded local exchange usage charges (as are specified in Section A3) or to toll usage charge, when applicable.¹

7. 100 Hour Package

A usage sensitive offering of BellSouth Video Conferencing service for customers wishing to purchase a minimum of 100 hours conference time per site, per month. Additional time is permitted and will be billed per minute of use greater than 100 hours. The customer has the option of operating this service at or below the level of service quality purchased. The recurring monthly rate will be based on the highest level of service required. For dial-in users, BellSouth Video Conferencing service charges are in addition to local exchange usage charges or expanded local exchange usage charges (as are specified in Section A3) or to toll usage charge, when applicable.¹

8. Occasional Use Package

A usage sensitive offering for BellSouth Video Conferencing service customers that will provide dial-in video capability for occasional participants to a specific video conference. A per minute of use charge is applicable for each occasional use video site activated.

9. Multispeed Capability

BellSouth Video Conferencing service provides the capability for customers to operate at various speeds at or below the level of service quality purchased.

B. Basis of Offering

1. Detailed billing is not part of this service. It may be provided under special arrangements.

2. Suspension of service is not allowed.

3. Service Charges as defined in Section A4 are not applicable.

4. The minimum service period for monthly subscribers is one month. The minimum service period for occasional users is thirty minutes.

5. BellSouth Video Conferencing service is available to customers under occasional use, month-to-month and variable rate period options. Variable rate periods have rates based on lengths of twelve to thirty-six months or thirty-seven to sixty months under conditions specified in the Fast Packet Services Payment Plan, in A40.10, except as modified in D.

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Note 1: Rates for IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.11 BellSouth Video Conferencing Service (Cont'd)

A140.11.2 Terms and Conditions (Cont'd)

- B. Basis of Offering (Cont'd)
- 6. BellSouth Video Conferencing service is not eligible for discount in accordance with provisions for concession service specified elsewhere in this Guidebook.
 - 7. BellSouth Video Conferencing service is not available for use with Broadcast Quality Video Service.
 - 8. BellSouth Video Conferencing service is provided on a per site basis.
 - 9. A Network Compatibility Test is required and must be completed for each BellSouth Video Conferencing service site prior to scheduling the first conference. Initial testing is provided at no charge to the customer. Retesting may be necessary for changes such as CPE upgrades/moves, bit rate changes, or conference failure. Customers will be charged as provided in A140.11.3.E for any retesting. (T)
 - 10. When Multispeed Capability is provided with an initial installation of BellSouth Video Conferencing service, nonrecurring charges do not apply. When Multispeed Capability is provided subsequent to the initial installation of service, nonrecurring charges will apply as provided in A140.11.3.E. (T)
 - 11. Rates applicable to occasional use and month-to-month payment option are subject to company initiated changes.
 - 12. BellSouth Video Conferencing service must be provisioned with Extended Superframe Format (ESF) and Bipolar with 8 Zero substitution (Clear Channel Capability/B8ZS).
 - 13. All dedicated DSO facilities utilized for video must be reserved entirely for video and will be under full control of the BellSouth Video Conferencing service Master Scheduler.
 - 14. Cascading of MCU's is not available with this service offering.
 - 15. Inter-mixing of various speeds within a single conference is not available with this service offering.
 - 16. The minimum conference time for all video bit rates is thirty minutes.
 - 17. Conference sites canceled less than forty-eight hours prior to the scheduled conference time will be billed as scheduled.
 - 18. BellSouth Video Conferencing service usage will not be applied for any conference site that fails due to any cause other than the negligence or willful act of the subscriber or the failure of customer provided equipment.
 - 19. Trouble Determination is provided as specified in Section A15.
 - 20. Access to BellSouth Video Conferencing service for customers outside of **Company** territory may be provided and billed for by other local exchange companies under the existing meet point guidelines. (T)
 - 21. Obligations of Customer and Company.
 - a. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.
 - b. The customer is responsible for the provision and maintenance of all CPE and to ensure that the operating characteristics of this equipment is compatible with and does not interfere with the service offered by the Company.
- C. Provisions of Service
- 1. Rates and charges contained in this Section consist of the following elements:
 - a. MOU Package
 - b. 50 Hour Package
 - c. 100 Hour Package
 - d. Occasional Use Package
 - 2. Customers accessing BellSouth Video Conferencing service via Broadband Line Service must utilize Broadband Line Extensions when the customer's serving wire center is not a SAP.
 - 3. Customers accessing BellSouth Video Conferencing service via ISDN switched services or Switched 56 Kbps services must utilize interoffice channels when the customer's serving wire center is not a SAP.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.11 BellSouth Video Conferencing Service (Cont'd)

A140.11.2 Terms and Conditions (Cont'd)

(T)

D. Contract Plans

1. Contract Plans are available under conditions specified in the Fast Packet Services Payment Plan in A40.10, with contract periods as follow:
 - a. Term Payment Plan A - payment periods may be selected from 12 to 36 months.
 - b. Term Payment Plan B - payment periods may be selected from 37 to 60 months.
2. The Termination Liability Charge is applicable as stated in A40.10, and is determined by multiplying the number of months remaining in the contract payment period by the contracted monthly rate by sixty percent.
3. Video bit rate changes are permitted with no Termination Liability Charge when:
 - a. the completed service period is twelve months, or twenty-five percent of the length of the originally selected contract service period, whichever is greater, and
 - b. the service period of the new Fast Packet SPP arrangement for the new video bit rate is equal to or longer than the remaining service period of the disconnected video bit rate, and
 - c. the service orders to install the new video bit rate and disconnect the old video bit rate are related together and received by the Company at the same time, and there is no lapse in service between installation of the new video bit rate and the disconnection of the old video bit rate.

A140.11.3 Rates and Charges

		Month To Month	A 12 to 36 Months	B 37 to 60 Months	USOC
A. MOU Package¹					
1. 672/768 Kbps, per site, per month					
(a) Fixed	\$63.00	\$50.00	\$45.00	MVCM7	
(b) Per MOU 672/768 Kbps	.42	.42	.42	NA	
(c) Per MOU 336/384 Kbps	.28	.28	.28	NA	
(d) Per MOU 112/128 Kbps	.22	.22	.22	NA	
2. 336/384 Kbps, per site, per month					
(a) Fixed	38.00	30.00	27.00	MVCM3	
(b) Per MOU 336/384 Kbps	.28	.28	.28	NA	
(c) Per MOU 112/128 Kbps	.22	.22	.22	NA	
3. 112/128 Kbps, per site, per month					
(a) Fixed	25.00	20.00	18.00	MVCM2	
(b) Per MOU 112/128 Kbps	.22	.22	.22	NA	
B. 50 Hour Package¹					
1. 1.536 Mbps, per site, per month					
(a) Fixed (includes 50 hours of usage)	885.00	708.00	602.00	MVCF1	
(b) Each additional MOU greater than 50 hours	.22	.22	.22	NA	
2. 672/768 Kbps, per site, per month					
(a) Fixed (includes 50 hours of usage)	690.00	552.00	469.00	MVCF7	
(b) Each additional MOU greater than 50 hours	.22	.22	.22	NA	
3. 336/384 Kbps, per site, per month					
(a) Fixed (includes 50 hours of usage)	511.00	409.00	348.00	MVCF3	
(b) Each additional MOU greater than 50 hours	.22	.22	.22	NA	
4. 112/128 Kbps, per site, per month					
(a) Fixed (includes 50 hours of usage)	435.00	348.00	296.00	MVCF2	
(b) Each additional MOU greater than 50 hours	.22	.22	.22	NA	

Note 1: Customer must subscribe to highest bit rate needed when utilizing multi-speed capability.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.12 Customer Network Management

(Obsoleted 9/19/2011, Type B – Not available for new installations, additions or on transfers of service to new location.)

A140.12.1 General

- A. Customer Network Management (CNM) is available on an optional basis as a feature of Frame Relay Service and Asynchronous Transfer Mode (ATM) Service.
- B. The CNM option provides customers a view into their *Company* Fast Packet network for monitoring and trouble-shooting purposes.
- C. The CNM platform supports hierarchical customer names. For example, a customer defines an overall network name (usually the customer name) and then may choose to establish multiple sub-network names. A maximum of five hierarchical tiers are available (the overall network plus four sub-network tiers).
- D. Access to CNM is via a Web interface. A dial or dedicated method available in Section A32, Integration Plus Management Services, may also be used to access CNM. Switched service and private line service used as a means of accessing FlexServ service has been obsoleted (see Section A132). For security reasons, customers are required to identify themselves via a username and password. The username and password are assigned at the time the account is established. Following is a description and requirements for each type of access:
 - 1. Web Interface - This interface allows customers to access CNM via the Web using a standard Web browser. This type of access requires a Security Card.
 - a. Security Card (Note 1) – This card provides the customer a unique password identification code which will electronically change periodically.

If the customer has purchased a Security Card in conjunction with another feature or service offered by *the Company*, that Security Card may also be used in conjunction with CNM. It is the customer's responsibility to notify *the Company* of an existing Security Card so *the Company* can ensure that the card is validated for multiple features and/or services. (T)
 - 2. Dial Interface – See A32.1.2 (Note 1)
 - 3. Dedicated Interface – See A32.1.2. (Note 1)

Note 1: (Obsoleted 6-23-08, Type 4; not available for new installations, moves or transfers. Existing customers may continue to utilize existing Dial or Dedicated Access arrangements.) (M)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.12 Customer Network Management (Cont'd)

A140.12.1 General (Cont'd)

- E.** CNM is offered in packages which provide the following CNM options: Fault Management, On Demand Statistics and Performance Reporting. (M)
1. Fault Management (M)
- The Fault Management option provides the ability to monitor fault and alarm information as network events occur. If a **Company** network event results in automatic rerouting of customer owned PVCs on a Customer Connection within the **Company** Fast Packet network, such that those PVCs are not service impacted, then the Company will not send PVC events to the customer. The following Fault Management features are available on a customer and sub-network basis:
- The Company will provide to the customer, in near real time, all events, faults, and network alarms on any Customer Connection or PVC. (M)
 - The customer can determine the severity level of alarms displayed and suppress the alarms they do not wish to view. (M)
2. On Demand Statistics
- CNM provides customers statistics for each Customer Connection and PVC on a customer and sub-network basis.
3. Performance Reporting (PR) (T)
- CNM-PR provides Frame Relay and/or ATM Service customers network performance reports on their **Company** Fast Packet network. Customers have the capability of requesting performance reports for interfaces. Interfaces are defined as customer connections and PVCs. CNM-PR provides a measure of the level of network performance of a customer's network and individual interfaces that is called the Network Performance Level. The Network Performance Level components include Incoming Utilization, Outgoing Utilization, Discarded Frames/Cells and Congestion. The Network Performance Level is used in several reports to provide a weighted performance measure taking into account all the performance parameters mentioned above.
- Historical Performance reports will baseline historic network performance, trend future performance and highlight network performance problems. The following selection of reports is available:
- a. Network Summary Report - Provides an overview of the customer's network performance in terms of Total Frames/Cells Transmitted and Received, Percent Total Utilization, Total Frames/Cells Discarded, and Percent Frames/Cells Discarded of Total Frames/Cells Transmitted and Received.
 - b. Forecast Report - Provides the network interfaces that are projected to exceed customer specific thresholds of Utilization and Congestion.
 - c. Network Interface Performance Report - Provides the Network Performance Level on a customer selectable interface (customer connection or PVC).
 - d. Capacity Planning Report - Provides the top ten over-utilized and top ten under-utilized interfaces.
 - e. Threshold Exceptions Report - Provides a daily report on the top ten interfaces that exceed a customer selectable threshold parameter. These parameters are Input Utilization, Output Utilization, Incoming Congestion, Outgoing Congestion, In Discards, and Out Discards.
 - f. Top Ten Report - Provides a daily report of the top ten interfaces with the highest volumes and the worst Network Performance Level. It also specifies the top ten interfaces with the greatest change in both volume and Network Performance Level.
- F.** The **terms, conditions** and rates specified herein are in addition to the applicable **terms, conditions** and rates specified in other sections of this and other service publications of the Company. (T)
- G.** The rates and charges set forth for CNM provide for the furnishing of service where suitable facilities are available.
- H.** CNM is only available for use with Frame Relay Service described in A140.1, and ATM service described in A140.8. (T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES
A140.12 Customer Network Management (Cont'd)**A140.12.2 Terms and Conditions**

(T)

A. Basis of Offering

1. Suspension of service is not allowed.
2. CNM is not available on Back-Up Customer Connections nor Intelligent PVCs.
3. A customer may subscribe to CNM on a monthly basis. An account is established which will include the Customer Connections designated by the customer to have CNM capability. Customers may choose to subscribe to CNM for all Customer Connections in their **Company** Fast Packet network or choose CNM for only a portion.
4. Obligations of Customer and Company
 - a. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.
 - b. The customer is responsible for the provision and maintenance of all Customer Provided (CPE) and to ensure that the operating characteristics of this equipment are compatible with and do not interfere with the service offered by the Company.
5. In order to maintain the quality of CNM, the Company reserves the right to perform preventive maintenance and software updates. This could result in CNM being unavailable during the time period between midnight and 3:00 A.M. Eastern Time on any given Sunday morning. In addition, preventive maintenance may be performed on the Frame Relay or ATM network being monitored by CNM on any given Saturday or Sunday between 2:00 A.M. and 4:00 A.M. Eastern Time. CNM will be unable to view these circuits while preventive maintenance is being performed. However, the Company only expects to utilize this maintenance window for any given switch on the average of once a quarter. In addition, the Company will make every reasonable effort to provide advance notice to those customers likely to be severely affected by such maintenance work.
6. The minimum service period is one month.

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.12 Customer Network Management (Cont'd)

A140.12.2 Terms and Conditions (Cont'd)

B. Provision of Service

1. CNM is available in three packages – Gold, Silver or Bronze. All Customer Connections within a customer's account must be under the same package. If a customer desires to have multiple packages, a separate account must be established for each package type. Following is a description of what is available in each package:
 - The Gold Package includes all CNM options; Fault Management, On Demand Statistics and Performance Reporting. (M)
 - The Silver Package includes Fault Management and On Demand Statistics. (M)
 - The Bronze Package includes only Fault Management. (M)
2. Customers who subscribe to CNM may choose to monitor their entire **Company** Fast Packet network or selected Customer Connections. The following rates and charges are applicable for customers who subscribe to CNM:
 - a. Service Establishment Charge

The Service Establishment Charge is a nonrecurring charge which applies per Frame Relay or ATM customer account. If a customer is both a Frame Relay and ATM customer, only one Service Establishment Charge will apply. This charge covers the initial establishment and set-up of the CNM account for the customer. A username(s) and password(s) will be assigned for use by the customer in accessing their account. At the time the account is established, a customer may also choose to establish sub accounts.
 - b. Reporting Packages – Gold, Silver, Bronze

A monthly charge applies for each Customer Connection the customer has chosen to monitor. A nonrecurring charge is applicable per Customer Connection at the time of installation.
 - c. Subsequent Modification Charge

The Subsequent Modification Charge is a nonrecurring charge which applies per Customer Connection when a CNM customer requests that existing CNM Customer Connections, or PVC's on the Customer Connection, be modified. Examples of this charge include change of customer name and movement between packages. This charge is not applicable:

 - when a new PVC is added to an existing CNM Customer Connection and CNM is requested for the new PVC, or
 - for a request to change a password.
 - d. Management Access Interface

All customers must have a Management Access Interface. This connection allows the customer to monitor their network. A monthly charge applies for each Web Interface. A nonrecurring charge is applicable per web access at the time of installation. A Security Card described below is required for each web access. See A32.1.2 for a dial or dedicated access option.

 - Security Card – The Security Card charge specified in A140.12.3.B will apply for the initial card or for the issuance of additional cards for additional users or to replace a lost, damaged or expired card.

C. Contract Plans

1. Contract plans are available under conditions specified in the Fast Packet Services Payment Plan in A40.10 with contract periods described as follows:
 - a. Term Payment Plan A - payment periods may be selected from 12 to 36 months.
 - b. Term Payment Plan B - payment periods may be selected from 37 to 60 months.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service

(Obsoleted 9/19/2011, Type B – Not available for new installations, additions or on transfers of service to new location.)

A140.14.1 General

- A. Asynchronous Transfer Mode (ATM) Service (herein referred to as ATM Service) is a data transport service based on ATM cell-based switching technology.
- B. ATM Service provides flexible connectivity using virtual connections implemented over digital facilities operating at transmission speeds of 1.536 Mbps, 44.210 Mbps, 149.760 Mbps or 599.040 Mbps. This service provides for the switching of symmetrical duplex transmissions of fixed-length ATM cells, utilizing virtual circuits. To transfer information between at least two sites a virtual circuit must be set up across the ATM network. ATM service supports the establishment of both permanent virtual circuits (PVCs) and switched virtual circuits (SVCs). Information transmitted by ATM Service is segmented into fixed length cells, transported to and re-assembled at the specified destination. An ATM cell has a fixed length of 53 bytes. An ATM cell is broken into two main sections, the header and the payload. The payload is the portion which carries the actual information. The header is used for network functions such as addressing and error correction.
- C. Network interface specifications for ATM Service are contained in the following documents:
 - ATM Forum document, "ATM User-Network Interface Specification" (Versions 3.0 and 3.1 and UNI Version 4.0). This document may be obtained from:

ATM Forum
2570 West El Camino Real
Suite 304
Mountain View, CA 94040
 - BellSouth Technical Reference 73585, "Asynchronous Transfer Mode (ATM) Network Interface and Performance Specifications". This document may be obtained from:

AT&T

(T)

Regional Documentation Coordinator
20th floor
600 North 19th Street
Birmingham, AL 35203

- D. ATM Service, as provided for in this section, is offered for intraLATA use only.
- E. The **terms, conditions** and rates specified herein are in addition to the applicable **terms, conditions** and rates specified in other sections of this and other **service publications** of the Company.
- F. The rates and charges set forth for ATM Service provide for the furnishing of service where suitable facilities are available.
- G. ATM Service is only available when provided in conjunction with Broadband Line Service. Specifications for Broadband Line Service are contained in A40.5.
- H. ATM Service PVCs may be interconnected with Frame Relay Service subject to the provisions set forth in A140.1.

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions

(T)

A. Explanation of Terms

1. Customer Connection to ATM Service

The Customer Connection provides the customer with the standard interface to the ATM Service network. This interface receives the data cells from the customer's network or device and verifies that the addressing and traffic parameters are valid before relaying the cell to the specified destination. Included in the Customer Connection rate element are the customer's termination on the ATM Service switching equipment and the transport from the Serving Area Point to the switching equipment (unless specified otherwise herein). These interfaces connect the ATM Service network with digital facilities operating at transmission speeds of 1.536 Mbps, 44.210 Mbps, 149.760 Mbps or 599.040 Mbps. Unless specifically stated otherwise herein, a customer may have both PVCs and SVCs on the same Customer Connection. Unique ATM Customer Connections operating at transmission speeds of 44.210 Mbps and 149.760 Mbps are available to provide Back-Up Capability as described in A140.14.2.A.22.

A Circuit Emulation Customer Connection is available for customer requirements to interwork existing DS1 level services utilizing time division multiplexing (TDM) across public ATM networks.

Customers with ATM Service requirements between 1.536 Mbps and 44.210 Mbps at a single premises may utilize either ATM Customer Connections using Inverse Multiplexing for ATM (IMA) or ATM Subrate T3 Customer Connections to economically serve that location. IMA Customer Connections provide the customer ATM Customer Connections at speeds of 3.072 Mbps, 4.608 Mbps, 6.144 Mbps, 7.680 Mbps, 9.216 Mbps, 10.752 Mbps, and 12.288 Mbps. ATM Subrate T3 Service provides ATM Customer Connections at speeds of 18 Mbps, 24 Mbps, 30 Mbps, and 36 Mbps.

2. ATM Service Network Serving Area

Certain Company Central Offices are designated by the Company as Serving Area Points for the ATM Service Network Serving Area.

A customer accessing the ATM Service network, whose Serving Wire Center is designated a Serving Area Point, requires a Broadband Exchange Line-Fast Packet Option (FPO) as described in A40.5. An ATM Service customer, whose Serving Wire Center is not designated a Serving Area Point, will use a Broadband Exchange Line-FPO to the Serving Wire Center, as well as, the Broadband Exchange Line Extension-FPO (also described in A40.5) to gain access to the closest designated Serving Area Point.

3. Permanent Virtual Circuit (PVC)

A PVC is a software defined data path transporting data within the ATM Service network between two ATM Customer Connections. This data path, once defined in the network software, does not have to be established again. PVCs are end-to-end, bi-directional channels that are established via the service provisioning process.

4. PVC Service Categories

PVC service categories are established to support the service requirements of various categories of customer applications for ATM PVCs. Four PVC service categories are available. The customer must specify the desired service category for each PVC that is ordered. ATM Service supports the following types of PVC service categories:

- a. Constant Bit Rate (CBR): CBR allows for applications where a PVC requires special network timing requirements (i.e., strict PVC cell loss, cell delay and cell delay variation performance). For example, a CBR PVC would be utilized for applications requiring circuit emulation (i.e., a continuously operating logical channel) over ATM Service at transmission speeds comparable to DS1 and DS3. Such applications would include private line like service or voice type service where delays in transmission cannot be tolerated. The customer specifies the bandwidth required for each CBR PVC when it is ordered.
- b. Variable Bit Rate - Real Time (VBR-RT) : VBR-RT allows for applications where a PVC requires low cell delay variation. For example, VBR-RT would be utilized for applications such as variable bit rate video compression and packet voice and video which are somewhat tolerant of delay. The customer specifies the bandwidth required for each VBR-RT PVC when it is ordered.
- c. Variable Bit Rate - Non-Real Time (VBR-NRT): VBR-NRT allows for a PVC that can tolerate larger cell delay variations than VBR-RT. For example, VBR-NRT would be utilized for applications such as data file transfers. The customer specifies the bandwidth required for each VBR-NRT PVC when it is ordered.
- d. Unspecified Bit Rate (UBR): UBR allows for a PVC where the user does not require one of the PVC service categories described in a. through c. preceding. For example, UBR would be utilized where the customer seeks a low cost method of transporting bursty data for non-critical applications that can tolerate delay variations. The Company will attempt to deliver all ATM cells received via UBR PVCs; however, network congestion may result in loss of ATM cells.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

(T)

A. Explanation of Terms (Cont'd)

5. PVC Traffic Parameters

In accordance with the specifications for ATM Service set forth in the technical publications referenced in A140.8.1.C, each non-UBR type PVC has a set of traffic parameters to describe the characteristics of the information being transmitted. Fixed values for these traffic parameters are derived from the PVC bandwidth specified by the customer for each PVC. These parameters are:

- a. Peak Cell Rate (PCR) - The PCR, in cells per second, is an upper bound on the source traffic that can be submitted on an ATM Customer Connection. PCR is a traffic parameter considered for both CBR and VBR service categories.

PCR is the only traffic parameter considered for a CBR PVC; the equivalent bandwidth per CBR PVC equals the PCR, in cells per second, times 0.000424.

PCR is one of three traffic parameters considered for a VBR PVC. For a VBR-RT PVC, PCR is 200 percent of the SCR described following. For a VBR-NRT PVC, unless specified otherwise by the customer, PCR is 400 percent of the SCR described following.

- b. Sustainable Cell Rate (SCR) - The SCR, in cells per second, is an upper bound on the conforming average cell rate of an ATM Customer Connection over time.

SCR is a traffic parameter considered only for a VBR PVC. The equivalent bandwidth per VBR-RT PVC is equal to the SCR, in cells per second, times 0.000512. The bandwidth per VBR-NRT PVC is equal to the SCR, in cells per second, times 0.000804.

- c. Maximum Burst Size (MBS) - MBS is the maximum number of consecutive cells that may be transmitted at the peak cell rate.

MBS is a traffic parameter considered only for a VBR PVC. For a VBR-RT PVC, the MBS is fixed at 32 cells. For a VBR-NRT PVC, the MBS is fixed at 100 cells.

6. PVC Segment

For ATM Service, the PVC segment defines the logical path between a customer's premises and the ATM Customer Connection on the ATM switch. An ATM PVC segment must be provisioned by the Company via service order activity and remain in place until requested to be removed by the customer. For ATM Service, two PVC segments are mapped together through the ATM switch to create a PVC representing a virtual channel through the ATM network. To allow one customer premises to communicate with another customer premises, two ATM Customer Connections and two PVC segments are required.

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A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

7. PVC Segment Bandwidth

A PVC Segment Bandwidth Charge is applicable for each CBR or VBR PVC segment. Such non-UBR PVC equivalent bandwidth represents the ATM Service network resources based on the PVC's traffic parameters. The PVC Segment Bandwidth Charge is derived by multiplying the PVC segment's equivalent bandwidth (calculation following) by the appropriate PVC Segment Bandwidth Charge (expressed in megabits or increments of 64 Kbps as described following).

The following calculations are applicable for determining non-UBR PVC segment bandwidth based upon the PVC service category.

- (a) CBR equivalent bandwidth is equal to the PCR (cells per second) times 0.000424. PCR is equal to increments of 64 Kbps of equivalent bandwidth times 151, or megabits of equivalent bandwidth times 2358.
- (b) VBR-RT equivalent bandwidth is equal to the SCR (cells per second) times 0.000512. For VBR-RT service, the PCR is fixed at 200 percent of the SCR and the MBS is fixed at 32 cells per second. SCR is equal to increments of 64 Kbps of equivalent bandwidth times 125, or megabits of equivalent bandwidth times 1953.
- (c) VBR-NRT equivalent bandwidth is equal to the SCR (cells per second) times 0.000804. For VBR-NRT service, the PCR is fixed at 400 percent of the SCR (unless specified otherwise by the customer¹) and the MBS is fixed at 100 cells. SCR is equal to increments of 64 Kbps of equivalent bandwidth times 80, or megabits of equivalent bandwidth times 1244.

Where the result from the PVC segment equivalent bandwidth calculation is greater than 1.536 Mbps, the value is expressed in units of megabits and (if a fraction of a megabit) is rounded up to the next whole megabit. This bandwidth is multiplied by the Per Megabit Bandwidth Charge.

Where the result from the PVC segment equivalent bandwidth calculation is less than or equal to 1.536 Mbps, that number should be divided by .064 Mbps to arrive at a quantity of 64 Kbps increments. If the resulting number is not a whole number, it is rounded up to the next whole number and represents the number of 64 Kbps increments that should be utilized in the derivation of the PVC Segment Bandwidth Charge. This bandwidth is multiplied by the Per Increment of 64 Kbps Bandwidth Charge.

The following table illustrates the PVC segment equivalent bandwidth calculation for each non-UBR type PVC with one (1) megabit of bandwidth.

Traffic Parameters

ATM PVC Service Category	Equivalent Bandwidth	Peak Cell Rate ²	Sustainable Cell Rate ²	Maximum Burst Size ³
CBR	1 Megabit	2,358	N/A	N/A
VBR-RT	1 Megabit	3,906	1,953	32
VBR-NRT	1 Megabit	4,975	1,244	100

8. Switched Virtual Circuit (SVC)

An SVC is a software defined data path within the ATM Service Network between two ATM Customer Connections that is not permanent, but established on demand by the customer when information transfer is needed and then taken down after the transmission is finished by the customer.

Note 1: VBR-NRT equivalent bandwidth, where the PCR to SCR ratio is specified by the customer, is determined using the formula in Section 1.3.4 of BellSouth Technical Reference 73585.

Note 2: Cells per second.

Note 3: Cells.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

- A. Explanation of Terms (Cont'd) (T)
9. SVC Service Categories (M1)
- SVC service categories are established to support the service requirements of various categories of customer applications for ATM SVCs. The same four service categories are available for SVCs as PVCs (i.e. CBR, VBR-RT, VBR-NRT and UBR). These service categories are described in A140.14.2.A.4.
10. SVC Traffic Parameters (M1)
- In accordance with the specifications for ATM Service set forth in the technical publications referenced in A40.8.1.C preceding, each non-UBR SVC has a set of traffic parameters to describe the characteristics of the information being transmitted. The traffic parameters are the same for SVCs as for PVCs; these parameters are described in A140.14.2.A.5 preceding.
11. SVC Bandwidth (M1)
- SVC Bandwidth is selected by the customer to accommodate the total cumulative SVC bandwidth requirements for the maximum number of simultaneous SVC calls allowed on that Customer Connection. Per SVC bandwidth requirements are determined using the same parameters specified for PVC bandwidth requirements described in A140.14.2.A.7.
12. SVC Address (M1)
- The Company assigns SVC addresses for each Customer Connection requested to transmit and/or receive SVCs. The customer provisions these addresses in his customer premises equipment (CPE). The data path for an SVC is then established on demand via the customer's CPE issuing a call setup request to the ATM switch. The setup request contains the addresses of the two ATM Customer Connections to be connected and SVC traffic contract information. This information allows the ATM switch to establish the end-to-end, bi-directional virtual circuit between the specified addresses with the appropriate bandwidth and service quality information necessary to support the customer's application. The SVC is disconnected when the customer's CPE signals a release to the ATM switch.
13. SVC Traffic Contract Information (M1)
- Traffic contract information provided by the customer's CPE within each SVC setup consists of four major components: the SVC Service Category, the SVC Connection Traffic Descriptor, the SVC Conformance Definition and SVC Compliant Connection Definition.
- SVC Service Category: (T)
 - Service categories for SVCs are the same as described for PVCs in A140.14.2.A.4 preceding (CBR, VBR-RT, VBR-NRT and UBR).
 - SVC Connection Traffic Descriptor: (T)
 - This data identifies the rates of cell traffic to be expected with that SVC, i.e., the SVC traffic parameters are sustainable cell rate, peak cell rate and maximum burst size. The determination of SVC traffic parameters is identical to the determination of PVC traffic parameters as described in A140.14.2.A.5.
 - SVC Conformance Definition: (T)
 - This data identifies how the ATM network manages the user traffic to ensure that this SVCs traffic parameters are not exceeded.
 - SVC Compliant Connection Definition: (T)
 - This data determines the degree of tolerance that is afforded to a given SVC's non-conformity before it is considered non-compliant.
14. SVC Bundles
- ATM SVCs are offered in bundles of five SVCs as a rate element. For each bundle of 5 SVCs, a customer may have five simultaneous SVC calls. The customer determines the total maximum number of simultaneous SVC calls that will be required over his Customer Connection and selects the number of bundles which will meet this need.
15. SVC Point-to-Point and Point-to-Multipoint Capability
- SVCs can be either point-to-point or point-to-multipoint connections.
- A point-to-point SVC connects two ATM SVC addresses and is bi-directional.
 - A point-to-multipoint SVC connects a single originating SVC address to multiple destination SVC addresses and is unidirectional (permitting only the originating SVC address to transmit and the destination SVC addresses to receive). The originating SVC address specifies the destination addresses for each specific SVC connection. All cell replication is done within the ATM Service network. The customer's CPE must be capable of initiating point-to-multipoint connections.

(M2)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

16. SVC Closed User Group (CUG)

A SVC Closed User Group (CUG) may be established by an ATM customer in association with Customer Connections capable of transmitting SVCs. A CUG will restrict the requested SVC addresses to communicate with only the other ATM SVC addresses identified within its CUG; this precludes any SVC address to transmit or receive SVCs to/from any other SVC address not identified as a part of the CUG. An individual Customer Connection equipped for SVCs may be a part of more than one CUG.

17. ATM Circuit Emulation Service

ATM Circuit Emulation Service allows the interworking of ATM Service with time division multiplexing (TDM) services at a DS1 level. ATM Circuit Emulation allows the encapsulation of DS1 level TDM Service into ATM cells by using AAL1 adaptation. Adaptation defines how higher layer information such as voice, data and video are placed in the payload of the 53-byte ATM cells. ATM Circuit Emulation Service is provided to emulate a structured or unstructured DS1 service; when provided to emulate a structured DS1, service may be requested with or without Channel Associated Signaling (CAS).

18. ATM Customer Connection Using Inverse Multiplexing for ATM Service (IMA)

A customer requiring more ATM bandwidth than 1.536 Mbps but less than 44.210 Mbps, can economically utilize IMA to achieve ATM speeds in multiples of 1.536 Mbps and thereby avoid subscribing to a 44.210 Mbps Customer Connection. IMA is a physical layer technology in which a high-speed cell stream is broken down and transported across multiple 1.536 Mbps links, then reconstructed back into the original stream at the ATM switch or other associated ATM equipment. IMA Customer Connections are available at speeds in multiples of 1.536 Mbps (in quantities from 2 to 8) which results in ATM Customer Connections of 3.072 Mbps, 4.608 Mbps, 6.144 Mbps, 7.680 Mbps, 9.216 Mbps, 10.752 Mbps, and 12.288 Mbps.

19. Feature Change Charge

A Feature Change Charge is a nonrecurring charge which applies whenever a change is made (at the customer's request) to add or change ATM service as specified in A140.14.2.C.1.e.

20. Serving Area Point (SAP)

A Serving Area Point (SAP) is a Company Central Office that is designated as a member of the ATM Service Network Serving Area. (See the explanation of ATM Service Network Serving Area preceding.)

21. Oversubscription

A customer may establish multiple virtual circuits (VCs, which are PVCs and/or SVCs) on an ATM Service Customer Connection.¹ VCs with a VBR service category are eligible to subscribe to more than the available equivalent bandwidth on the Customer Connection after bandwidth for CBR is assigned. This is called oversubscription. This allows the customer to take advantage of the fact that not all of these VCs will be active simultaneously. However, the network's apparent performance will be degraded if the customer attempts to make use of this overbooked commitment (or oversubscription) beyond the capacity of the ATM Service Customer Connection. In the worst case, attempts to fully utilize such overbooked commitment may appear to the customer as network unavailability.

The amount of oversubscription (expressed as a percentage) for a Customer Connection will be determined by:

Sum of VBR equivalent bandwidths

$$\text{Customer Connection speed} - \text{sum of CBR equivalent bandwidths} \quad \text{times 100}$$

In order to qualify for Network Service Level Agreements (SLAs) (as specified in B.6.), an ATM service Customer Connection may only oversubscribe PVC VBR bandwidth up to 200% according to the specific formula below, which also seeks to exclude SVC bandwidth from the total available bandwidth. In the event the customer exceeds this oversubscription limit, Network SLA credits will not be issued. The customer then must either upgrade their ATM Service Customer Connection speed or subscribe to an additional Customer Connection(s) to remain less than or equal to the 200% oversubscription limit to qualify for future Network SLA crediting.

Sum of PVC VBR equivalent bandwidths

$$\text{Customer Connection speed} - \text{SVC bandwidth} - \text{sum of CBR equivalent bandwidths} \quad \text{times 100}$$

(M2)

Note 1: The maximum VBR oversubscription allowed on a Subrate T3 Customer Connection (any speed) is 200%.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

22. Back-Up Capability

Back-Up Capability is available on an optional basis (via unique Back-Up Customer Connections with transmission speeds of either 44.210 Mbps or 149.760 Mbps) and provides the customer with the ability to have a back-up logical port configured to his PVC service needs in the event that the customer's primary connection at 44.210 Mbps or 149.760 Mbps is disabled. A Back-Up Customer Connection utilizes a Broadband Line (with Broadband Line Extension Service, as appropriate). Both the Back-Up Customer Connection and its associated Broadband Line Service are specifically dedicated to providing back-up service and remain idle except when being utilized for back-up purposes.

The customer must prearrange with the Company which primary Customer Connections(s) may be directed to a specific Back-Up Customer Connection so that the necessary work is done by the Company which is required prior to back-up capability being possible. An ATM Customer Connection so identified which may be redirected in the event of a failure is referred to as a back-up enabled primary Customer Connection, or referred to herein as simply the primary Customer Connection. An ATM primary Customer Connection may only utilize an ATM Back-Up Customer Connection. A primary Customer Connection must be in the same ATM Network Serving Area as its Back-Up Customer Connection. A primary Customer Connection may have only one Back-Up Customer Connection identified. A Back-Up Customer Connection may serve as the back-up for more than one primary Customer Connection, however a Back-Up Customer Connection may only be actively in use with one primary Customer Connection at any given time. The Back-Up Customer Connection must be the same size as the customer's largest primary Customer Connection.

The Back-Up Customer Connection is manually activated by the Company when the customer requests service from a primary Customer Connection to be redirected to its pre-identified Back-Up Customer Connection. All PVCs associated with the primary Customer Connection are rerouted to the Back-Up Customer Connection¹. As a technical limitation, Back-Up Capability does not function in association with SVCs; if a primary Customer Connection with both PVCs and SVCs is redirected to its Back-Up Customer Connection, only the PVCs will be redirected and operational.

A Back-Up Customer Connection is not eligible for Network Service Level Agreements (SLAs) specified in B.6.

B. Basis of Offering

1. Detailed monthly billing is not provided.

2. Suspension of service is not allowed.

3. Obligations of Customer and Company

- a. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.
- b. The customer is responsible for the provision and maintenance of all Customer Provided Equipment (CPE) and to ensure that the operating characteristics of this equipment are compatible with and do not interfere with the service offered by the Company.
- c. The maximum number of virtual channels (PVC segments plus simultaneous SVCs) allowed per Customer Connection are specified in BellSouth Technical Reference 73585.

4. In order to maintain the quality of ATM Service, the Company reserves the right to perform preventive maintenance and software updates to the network. This could result in ATM Service being unavailable during the time period between 2:00 A.M. and 4:00 A.M. Eastern Time on any given Saturday² or Sunday morning. However, the Company expects only to utilize this maintenance window for any given switch on the average of once a quarter. In addition, the Company will make every reasonable effort to provide advance notice to those customers likely to be severely affected by such maintenance work. This maintenance window may be adjusted by the Company upon written notice to the customer.

5. The minimum service period is 12 months.

Note 1: To appropriately provision new PVCs ordered subsequent to a primary Customer Connection being enabled for Back-Up Capability, subsequent orders for PVCs should specify that the PVCs are being requested in association with a primary Customer Connection.

Note 2: Effective March 14, 2001, the two days that preventive maintenance may be performed is changing from Wednesday and Sunday to Saturday and Sunday.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES**A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)****A140.14.2 Terms and Conditions (Cont'd)**

(T)

B. Basis of Offering (Cont'd)**6. Service Level Agreement**

ATM Service includes Service Level Agreements (SLAs) which specify the Company's provisioning, repair and performance commitments for ATM Service in specific areas. Provisioning and repair commitments are measured on a per occurrence basis. Network service level commitments are monthly performance measurements. The following service measurements will outline the service levels that the Company will deliver to its ATM customers.

Provisioning and Repair:

- ATM Installation Interval
- ATM Time-To-Repair

Network Service Levels:

- ATM Network Availability
- ATM Cell Loss Ratio
- ATM Cell Delivery Rate

Service Level Commitments will define ATM Service measurements that the Company agrees to provide every customer. If the Company fails to meet a Service Level Commitment, the customer is eligible for a SLA credit. Credits for missed Network Service Level Commitments will only be available to customers subscribing to the Gold Package in Customer Network Management from A140.12. Billing credits which may apply if the Company does not meet the objectives associated with these stated SLAs (specifically covering rates for ATM Service and associated Broadband Line Service from Section A40.) are provided as set forth in c. Credits only apply for portions of service supplied by the Company.

(T)

a. SLA Service Level Commitments

The Company's Service Level Commitments for ATM Service are as follows:

- ATM Installation Interval - Standard Interval
- ATM Time-To-Repair on customer sites within the ATM Network Serving Area - 4 hours
- ATM Network Availability on a customer's network within the ATM Network Serving Area – 99.9%
- ATM Cell Loss Ratio – 1%
- ATM Cell Delivery Rate with CBR Class of Service – 99.99%
- ATM Cell Delivery Rate with VBR real-time Class of Service – 99.9%
- ATM Cell Delivery Rate with VBR non real-time Class of Service – 99.5%

(M)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreement (Cont'd)

b. SLA Restrictions

The Company will implement SLA provisioning restrictions that will define customer network design requirements and limitations to the Company's commitment to meet Service Levels for ATM Service. Customer network design requirements are intended to limit or negate the Company's obligation to provide SLA credits when the customer has under-engineered their **Company** ATM network. The customer network design requirements are as follows:

- The customer's network must have a minimum of 10 customer connections for the Company to provide SLA credits. (T)
- The total VBR equivalent bandwidth on all PVCs (after the CBR bandwidth is subtracted) carried by any of the customer's ATM Customer Connections may not be greater than 200% of the Customer Connection speed (oversubscription). (T)
- A customer must be subscribing to the Gold Package in Customer Network Management (CNM) from A140.12 to receive credits for missed Network Service Level Commitments. Customer Connections at both ends of a PVC must have the CNM Gold Package or equivalent. In the event only one end of a PVC is ordered from this Guidebook, credits will only be issued for the rate elements ordered from this Guidebook. (M1)

SLA credits do not apply when any stated objective is not met because the Company does not have control over the circumstances causing the objective to be missed. Situations over which the Company does not have control can be defined as, but not limited to, the following:

- any act, any omission or negligence on the part of the customer, any other customer or any third party, or of any other entity providing a portion of the service,
- labor difficulties, governmental orders, civil commotions, declared National Emergencies, criminal actions against the Company, acts of God, war, or other circumstances beyond the Company's control,
- the customer's premises equipment,
- unavailability of the customer's facilities and/or equipment, and
- customer oversubscription of ATM Service Customer Connections.

SLA commitments only apply for service wholly within Company territory. SLA commitments will not apply for circuits which are part of a jointly provided service. SLA commitments do not apply for service provided by other telephone companies concurring in the rates. **terms and conditions** of the Company. (T)

The customer must request a credit within one calendar month of the Company missing an ATM Service Level Commitment. The Company will investigate customer requests for any SLA credits to determine the cause of any performance failures reported by the customer. The Company will investigate the customer's request over a period of up to 45 calendar days. The 45-day period will begin when the customer makes the request for credit with their Sales Representative. SLA credits will be provided to the customer if the Company determines that they had control over the circumstances causing the failure. If the Company determines that these failures are the result of oversubscription of ATM Service Customer Connections, the Company will provide the customer with the reports documenting the oversubscription and Network SLA credits will not be issued. The customer will be required to upgrade their ATM Service Customer Connections or no future SLA credits will be allowed on that ATM Service Customer Connection(s).

When a customer requests a SLA credit for ATM Network Availability, all requests for a calendar month must be submitted at the same time. For example, the customer receives a SLA report on May 1st providing a report on April performance. Any requests for Network Availability SLA credits on Customer Connections for the month of April must all be submitted together.

(M2)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

6. Service Level Agreement (Cont'd)

c. SLA Credits for ATM Service Level Commitments

The following credits will apply when the Company misses a Service Level Commitment (each credit is described in (1) thru (5) following):

- ATM Installation Interval – Credit non-recurring installation charges applicable to the customer (i.e., should a customer install service under a program where installation charges are waived or reduced, only those installation charges which would have been assessed to the customer will be credited). (M)
- ATM Time-To-Repair – Credit one day of Monthly Recurring Charge (MRC) (M)
- ATM Network Availability – Credit one day of MRC (M)
- ATM Cell Loss Ratio – Credit MRC (M)
- ATM Cell Delivery Rate – Credit MRC (M)

The SLA credit amount will be determined by applying the credits outlined above to the rate elements or total billed revenues specified following.

- (1) ATM Installation Interval Credit - this credit will only apply to the installation or upgrade of an ATM Customer Connection. The credit will be equal to the nonrecurring installation charge for the Customer Connection, Broadband Line and Broadband Line Extension. The credit will not apply to expedited installations or to installations where no facility and/or switch exist. If on the due date the customer is not ready or in a case where another of the customer's service providers (including the customer's provider of customer premises equipment, interexchange service, or other local service provider) is not ready, the Company is not liable for missing the due date and SLA credits do not apply. (T)
- (2) ATM Time-To-Repair Credit - this credit will require that the customer report the problem to the *Company* Repair Center. The repair interval will start with the time entered on the trouble ticket. The Service Level Commitment measurement will be based on each individual trouble ticket for a Customer Connection. Multiple trouble tickets on the same day for the same Customer Connection will only be eligible for one time-to-repair credit. The credit will be one day of the MRC for the Customer Connection and Broadband Line. Credits on any individual Customer Connection for a calendar month cannot exceed the MRC for the Customer Connection and Broadband Line. (T)
- (3) ATM Network Availability – this credit will apply in the event that the measurement for the customer's network is missed. The credit will then be for each ATM Customer Connection which does not meet the 99.9% availability commitment. The credit will be one day of the MRC of the ATM Customer Connection and the Broadband Line. The unavailability of a Customer Connection will be calculated from the trouble tickets submitted for the Customer Connection. The unavailability of a customer's network will be calculated from the trouble tickets submitted for each Customer Connection within the customer's network. The Service Level Commitment will be calculated by first subtracting the unavailable time from the total available time for a particular calendar month and then dividing it by the total available time. Included in available time are scheduled maintenance windows and time the network was unavailable due to circumstances outside the Company's control. (T)
- (4) ATM Cell Loss Ratio - measurement will be on each ATM PVC. The credit will be equal to the MRC for the PVC Segment Charge of the VPI/VCI pair making up the PVC. (T)
- (5) ATM Cell Delivery Rate - measurement will be on each ATM PVC. The credit will be equal to the MRC for the PVC Segment Charge of the VPI/VCI pair making up the PVC. (T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

(T)

C. Provision of Service

1. Rates and charges contained in this Section consist of the following elements:

(T)

a. Customer Connection to ATM Service

The ATM Customer Connection rate element includes the termination on the ATM switching equipment and the transport from ATM Serving Area Points to that switch (unless specified otherwise herein). A minimum of one Customer Connection is required per customer to subscribe to ATM Service.

Rates for the following ATM Customer Connections at speeds of 1.536 Mbps, IMA, Subrate T3 and 44.210 Mbps are flat rated based upon the average airline distance of ATM Serving Area Points from the ATM switch within a Network Serving Area: 1.536 Mbps (including Circuit Emulation¹), 3.072 Mbps, 4.608 Mbps, 6.144 Mbps, 7.680 Mbps, 9.216 Mbps, 10.752 Mbps, 12.288 Mbps, 18 Mbps, 24 Mbps, 30 Mbps, 36 Mbps, and 44.210 Mbps..

Rates for an ATM Customer Connection at speeds of 149.760 Mbps and 599.040 Mbps may include two components. A fixed charge applies per 149.760 Mbps or 599.040 Mbps ATM Customer Connection. In addition, a Per Mile Charge applies if the ATM switch is not located in the customer's Serving Wire Center. Airline distance will be calculated from the customer's Serving Area Point to the Company Central Office where the ATM switch is located within that Network Serving Area. Fractions of miles will be rounded up to the nearest whole mile.

b. PVC Feature Charges

PVC Feature Charges are required to establish PVC connections across the ATM network.

- (1) PVC Segment Charge - A PVC Segment Charge applies for each PVC segment established over a Customer Connection. A PVC Segment Charge is applicable under all ATM PVC service categories.
- (2) PVC Segment Bandwidth Charge - A PVC Segment Bandwidth Charge is required per PVC segment established under the CBR or VBR PVC service category (but is not applicable to UBR PVCs). PVC bandwidth represents ATM Service network resources required for the non-UBR PVC and is based on the non-UBR PVC's traffic parameters (i.e., PCR, SCR, and MBS). The total charge for this rate element per segment is determined by multiplying the non-UBR PVC segment bandwidth by the PVC Segment Bandwidth Charge, either Per Megabit or Per Increment of 64 Kbps (as appropriate per A.140.14.2.A.7.).
- (3) UBR Service Activation Charge - A UBR Service Activation Charge is applicable for each Customer Connection over which UBR PVCs will traverse. One charge is applicable per Customer Connection regardless of how many UBR PVCs will traverse that Customer Connection.

c. Inter-Network Serving Area Link PVC Feature Charges (Refer to A140.14.2.C.4.b)

Note 1: The Unstructured Circuit Emulation – PRI over ATM Customer Connection is flat rated; however, specific charges apply as set forth in A140.14.2.C.7.a.(1) for mileage between the ATM switch providing circuit emulation capability and the Primary Rate ISDN switch.

(T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

C. Provision of Service (Cont'd)

1. Rates and charges contained in this Section consist of the following elements: (Cont'd)

d. SVC Feature Charges

SVC Feature Charges are required to enable Customer Connections to establish SVC connections across the ATM network.

(1) SVC Service Activation Charge - The SVC Service Activation Charge applies per Customer Connection, which is requested to be enabled to transmit and/or receive SVCS.

(2) SVC Bundles - For each Customer Connection activated for SVCS, the customer must determine the maximum number of simultaneous SVC calls that Customer Connection should be sized to accommodate. The rate element for an SVC Bundle provides the capability for up to 5 simultaneous SVC calls. The customer determines how many bundles, or increments of 5 simultaneous SVC calls, are required for each Customer Connection. Where less than 5 simultaneous SVC calls are required, the customer is required to purchase a minimum of one bundle.

(3) SVC Bandwidth - For each Customer Connection activated for SVCS, the customer must determine the bandwidth required to accommodate the total volume of simultaneous SVC calls, or total number of SVC bundles, selected for each Customer Connection. Bandwidth represents the ATM Service network resources that will be utilized for that Customer Connection based upon its total SVCS' traffic parameters.

Where the bandwidth required per Customer Connection activated for SVCS is greater than 1.536 Mbps, the SVC bandwidth value is expressed in units of megabits and (if a fraction of a megabit) is rounded up to the next whole megabit. This bandwidth is multiplied by the SVC Per Megabit Bandwidth Charge.

Where the bandwidth required per Customer Connection activated for SVCS is less than or equal to 1.536 Mbps, that number should be divided by .064 Mbps to arrive at a quantity of 64 Kbps increments. If the resulting number is not a whole number, it is rounded up to the next whole number and represents the number of 64 Kbps increments that should be utilized in the derivation of the SVC Bandwidth Charge. This bandwidth is multiplied by the SVC Per Increment of 64 Kbps Bandwidth Charge.

(4) SVC Closed User Group (CUG)

Nonrecurring charges apply for each customer requested CUG.

A Per Group nonrecurring charge applies per CUG at the time of initial establishment of that CUG. A Feature Change Charge is applicable for each subsequent request to change the parameters of an existing CUG; the Per Group nonrecurring charge is not applicable for such requests.

A Per Entry nonrecurring charge applies per SVC Address (on an ATM SVC Customer Connection enabled for SVC capability) which is requested by the customer to be included in a CUG. The Per Entry nonrecurring charge applies for each SVC Address requested to be included in a CUG at the time the CUG is established. The Per Entry nonrecurring charge also applies for each SVC Address requested to be included in an already established CUG.¹

Customer requests to change an SVC Address from being included in one CUG to another CUG shall be treated as a disconnect from the CUG the SVC Address is deleted from (at no charge) and as a new entry to the other CUG (where a Per Entry nonrecurring charge shall be applicable.¹)

Note 1: The application of a Feature Change Charge is not required for such requests.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES**A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)****A140.14.2 Terms and Conditions (Cont'd)**

(T)

C. Provision of Service (Cont'd)**1. Rates and charges contained in this Section consist of the following elements: (Cont'd)**

(T)

(M)

e. Feature Change Charge

A Feature Change Charge applies for a customer request to change an existing ATM Service PVC feature from A140.14.3.B and C for which there is no nonrecurring charge. One Feature Change Charge applies per service order to perform the work requested by the customer.

Examples:

- A Feature Change Charge applies when a customer requests a change in the PVC segment bandwidth required on an existing non-UBR PVC.
- A Feature Change Charge applies when a customer requests that UBR Service Activation be added to an existing ATM Customer Connection which currently is not activated to carry UBR PVCs if the request does not also include an order for a UBR PVC Segment which carries a nonrecurring charge.
- A customer request to change the service category of an existing CBR PVC to a VBR-RT PVC would not involve a Feature Change Charge but would be treated as a disconnect of the CBR PVC and a new request for a VBR-RT PVC for which there is a nonrecurring charge.

Only one Feature Change Charge applies per customer request that involves changes to multiple existing PVCs of the same PVC service category that are provisioned out of the same ATM switch. For example, one Feature Change Charge would apply per customer request to change the PVC segment bandwidth associated with two existing CBR PVCs provisioned out of the same ATM switch.

A Feature Change Charge applies for a customer request to increase or decrease the quantity of SVC Bundles⁴ and/or SVC Bandwidth associated with an existing ATM Customer Connection equipped for SVCs. One Feature Change Charge applies per service order required to perform the work requested by the customer.

(T)

A Feature Change Charge applies for a customer request to change the parameters on an existing SVC CUG.

2. Certain Company Central Offices are designated by the Company as Serving Area Points (SAPs) for the ATM Service Network Serving Area. A customer accessing the ATM Service network, whose Serving Wire Center is designated a SAP, will only require a Broadband Line-FPO as described in A40.5. An ATM Service customer, whose Serving Wire Center is not designated a SAP, will require a Broadband Line-FPO to the Serving Wire Center as well as a Broadband Line Extension-FPO (also described in A40.5) to gain access to the closest designated SAP.

Note 1: The nonrecurring charge per SVC Bundle applies for each additional SVC Bundle requested.

(T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

(T)

C. Provision of Service (Cont'd)

3. Charges for installing ATM Service are included in the respective nonrecurring charges specified herein. Service Charges from Section A4 are not applicable for installing such services. Charges applicable for customer requested change of service installation due date and cancellation of service installation are as specified in A40.9.
4. Should a customer, having locations in more than one Company ATM Network Serving Area within a LATA, desire to send PVC data traffic between these locations, the customer can interconnect these locations through the following two options:
 - a. Dedicated Connection:
The customer subscribes to additional Customer Connections (in each Network Serving Area) which are enabled to support inter-serving area connectivity and Broadband Line Extension-FPOs to connect them. These additional rate elements will be used solely to transport this customer's data traffic between affected ATM Network Serving Areas. PVC and SVC Feature Charges apply for VCs through each connection except when these connections have been specifically requested by the customer to be provisioned as customer specific trunks.
 - b. Shared Connection:
The Company may establish facilities between ATM Service switching equipment in different Network Serving Areas in the same LATA and may allow customers to share bandwidth on these facilities; where these shared facilities are available to customers, a shared connection is an option. The customer must establish one or more Inter-Network Serving Area Links (INSAL) that extend between ATM switches.
 - (1) Where the customer wishes to extend PVC Service, one PVC exists between both customer premises through each link. Charges for the PVC Inter-Network Serving Area Link are applied as follows:
 - the PVC Inter-Network Serving Area Link Establishment is charged at each end of the link per PVC,
 - for CBR or VBR PVCs, the appropriate PVC Inter-Network Serving Area Link PVC Bandwidth Charge is applicable for each end of the link per PVC; for UBR PVCs, an Inter-Network Serving Area UBR PVC Service Activation Charge applies per PVC for each end of the link, and
 - no additional PVC Segment Charges apply.
5. In some cases, the Company and another Incumbent Local Exchange Company that offers ATM technology will jointly connect ATM switching equipment within a LATA to provide customers the ability to interconnect their locations served by the different companies. In order to utilize the Company's portion of this jointly provided shared connection for PVC traffic, the customer must subscribe to one end of a PVC Inter-Network Serving Area Link with either an Inter-Network Serving Area Link PVC Bandwidth Charge (per CBR or VBR PVC) or a PVC Inter-Network Serving Area Link UBR Service Activation Charge (per UBR PVC).
6. For customer locations within Company LATAs served by an Incumbent Local Exchange Carrier other than the Company, the appropriate ATM Customer Connection charge for mileage associated with transmission speeds of 149.760 Mbps and 599.040 Mbps will be determined by using the airline distance from the switch location to the Company central office within the ATM Network Serving Area which is the closest designated SAP.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 *Terms and Conditions* (Cont'd)

(T)

C. Provision of Service (Cont'd)

7. Circuit Emulation Service provides for the emulation of a time division multiplexed (TDM) DS1 circuit through the ATM network so that the customer may interwork TDM services with their ATM Service. The customer is responsible for the appropriate charges for such TDM services from other service publications in addition to the charges specified herein for ATM Service.

a. An Unstructured Circuit Emulation Customer Connection accepts the termination of a full DS1 TDM bit stream.

(1) A unique Unstructured Circuit Emulation Customer Connection is provided to accept the termination of a full DS1 TDM bit stream from a Primary Rate ISDN Service. One Unstructured Circuit Emulation Customer Connection - PRI over ATM rate element is required per Primary Rate ISDN Interface. One ATM CBR PVC Segment with 2 Megabits of CBR PVC Segment Bandwidth shall apply in association with the service originating from each Primary Rate ISDN Interface to the ATM Switch. Additionally, the standard charges apply for the corresponding 2 Megabit ATM CBR PVC Segment to which this is mapped within the ATM switch, which is requested on the ATM Customer Connection associated with the customer's premises.

(T)

Appropriate rate elements for the Primary Rate ISDN Service when so terminated in ATM Service are as set forth in A42.3. Only Primary Rate ISDN Service provided from a central office which is a Serving Area Point within the same ATM Service Network Serving Area as the customer premises to which the service is to be transported may utilize this option. If the ATM switch used to provide the circuit emulation capability for the Primary Rate ISDN Service is not in the same central office as the Primary Rate ISDN switch, interoffice mileage charges from the Primary Rate ISDN Service *guidebook* shall apply between these two switch central offices.

(T)

The ATM Customer Connection (associated with the customer premises) to which the PVC segment associated with the Unstructured Circuit Emulation Customer Connection – PRI over ATM may be mapped must be a transmission speed of Subrate T3 or higher in order to accept the 2 Megabit CBR PVC associated with this service.

(T)

The PVC Segment associated with the Unstructured Circuit Emulation Customer Connection - PRI over ATM may only be mapped to a PVC Segment associated with a local ATM Service Customer Connection whose service terminates to a premises within the same LATA as the Primary Rate ISDN Service switch. The provision of the Primary Rate ISDN Service (via the Unstructured Circuit Emulation Customer Connection - PRI over ATM) to the premises associated with the local ATM Service Customer Connection must be in accordance with all *terms and conditions* governing the provisioning of local exchange service via Primary Rate ISDN Service.

(2) An Unstructured Circuit Emulation Customer Connection is provided to accept the termination of a full DS1 TDM bit stream from the customer's premises through a 1.536 Mbps Broadband Line Service. One Unstructured Circuit Emulation Customer Connection - Other TDM over ATM is required per such DS1 TDM service. One ATM CBR PVC Segment with 2 Megabits of CBR PVC Segment Bandwidth shall apply in association with the service originating from the TDM premises to the ATM Switch. Additionally, the standard charges apply for the corresponding 2 Megabit ATM CBR PVC Segment to which this is mapped within the ATM switch; the associated ATM Customer Connection must be a transmission speed or type which can accept the 2 Megabit CBR PVC.

(T)

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

(T)

C. Provision of Service (Cont'd)

7. (Cont'd)

- b. A Structured Circuit Emulation Customer Connection accepts up to 24 DS0 terminations from a channelized DS1 bit stream(s) from the customer (e.g., MegaLink Service with MegaLink Channel Service). Where MegaLink Service is used, the customer is responsible for paying the appropriate charges for MegaLink Service and MegaLink Channel Service. MegaLink Channel Service Broadband Line Service Feature Activation Charges apply for each DS0 termination to be directed to the Structured Circuit Emulation Customer Connection. The customer specifies the desired grouping of such DS0 terminations into ATM PVCs. An ATM CBR PVC Segment and Bandwidth Charges¹ apply for each PVC requested in association with the service originating from the TDM premises to the ATM Switch. Additionally, the standard charges apply for the corresponding ATM CBR PVC Segments to which these are mapped within the ATM switch.

A Structured Circuit Emulation Customer Connection is available with or without Channel Associated Signaling (CAS) and is specified by the customer when service is ordered. CAS is necessary to support channelized DS1 TDM applications requiring DS1 Robbed Bit Signaling support.

8. A customer requiring connectivity to ATM Service greater than 1.536 Mbps but less than 44.210 Mbps may select ATM Service Customer Connections Using IMA. An IMA Customer Connection allows the customer to select an ATM Customer Connection at a speed that is an even multiple of 1.536 Mbps service. IMA Customer Connections are available at speeds of 3.072 Mbps, 4.608 Mbps, 6.144 Mbps, 7.680 Mbps, 9.216 Mbps, 10.752 Mbps, and 12.288 Mbps.

To access an IMA Customer Connection, the customer subscribes to the appropriate quantity of 1.536 Mbps Broadband Lines and Broadband Line Extensions to equal the bandwidth of the IMA Customer Connection. A reference chart is provided in A40.5.3.A.3.

9. The appropriate nonrecurring charges for an existing IMA Customer Connection to be changed to another speed of IMA Customer Connection shall be the appropriate nonrecurring charges from Section A40.5 for any additional Broadband Line Service plus the full nonrecurring charges from Section A140.14 for the new speed IMA Customer Connection requested and any associated PVC Features.

10. A customer requiring connectivity to ATM Service greater than 1.536 Mbps but less than 44.210 Mbps may select an ATM Subrate T3 Customer Connection. ATM Subrate T3 Customer Connections are available at speeds of 18 Mbps, 24 Mbps, 30 Mbps and 36 Mbps.

Several technical limitations exist in association with the provisioning of ATM Subrate T3 Service. An ATM Subrate T3 Customer Connection is provisioned utilizing 44.210 Mbps of transport bandwidth (e.g., a 44.210 Mbps Broadband Line Service); no other service(s) may utilize the remaining bandwidth. While an ATM Subrate T3 Customer Connection can simultaneously support both PVCs and SVCs, bandwidth reserved for SVCs is not available for use by PVCs (or vice versa). UBR PVCs and UBR SVCs are not allowed on an ATM Subrate T3 Customer Connection.

Note 1: PVC Segment Bandwidth charges shall be based upon the equivalent bandwidth required for each PVC requested. The transport of TDM service as ATM Circuit Emulation Service requires additional overhead, sometimes referred to as "cell tax". Consequently, the bandwidth required for a given PVC will be greater than the sum of the DS0 TDM bandwidth. For example, the PVC resulting from a single DS0 TDM bit stream of 64 Kbps will be greater than 64 Kbps as a result of the equivalent bandwidth required for overhead and will require two Increments of 64 Kbps Bandwidth per CBR PVC Segment.

Note 2: However, Channel Associated Signaling (CAS) may not be available at all ATM switch locations.

A140. OBSOLETE SERVICE OFFERING - FAST PACKET TRANSPORT SERVICES

A140.14 Asynchronous Transfer Mode (ATM) Service (Cont'd)

A140.14.2 Terms and Conditions (Cont'd)

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C. Provision of Service (Cont'd)

11. To have ATM Back-Up Capability as an option for a 44.210 Mbps or 149.760 Mbps Customer Connection, the customer is required to have an ATM Service Back-Up Customer Connection and a separate Broadband Line (with Broadband Line Extension Service, as appropriate) which are designated specifically for back-up purposes. Monthly rates and nonrecurring charges applicable for a Back-Up Customer Connection are provided in A140.14.3.A. Monthly rates and nonrecurring charges for Broadband Line Service are found in A40.5.

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The activation of a Back-Up Customer Connection via the rerouting of traffic from a primary Customer Connection to the Back-Up Customer Connection is a manual operation performed by the Company at the direction of the customer. At the direction of the customer, the Company will subsequently then redirect traffic from the Back-Up Customer Connection to the primary Customer Connection.

A Primary Customer Connection Back-Up Enablement/Change Charge provided in A140.14.3.A is applicable per existing primary Customer Connection which is requested by the customer to be back-up enabled and is billed to each primary Customer Connection account. A Primary Customer Connection Back-Up Enablement/Change Charge is also applicable for each existing back-up enabled primary Customer Connection when the customer requests a reassignment of that primary Customer Connection to a different Back-Up Customer Connection.

D. Contract Plans

1. Contract plans as specified in the Fast Packet Services Payment Plan (SPP) in A40.10 with contract periods are described as follow:
 - a. Term Payment Plan A - payment periods may be selected from 12 to 36 months.
 - b. Term Payment Plan B - payment periods may be selected from 37 to 60 months.
2. (DELETED)
3. To be included under a Fast Packet Services Payment Plan, PVC Features and SVC Features must be associated with Customer Connections also under a Fast Packet Service Payment Plan. The length of the Fast Packet Service Payment Plan for the PVC Features and SVC Features cannot be for a longer period than the associated Customer Connection. A Termination Liability Charge will not be applicable for the disconnection of PVC Features and SVC Features set forth in A140.14.3.B, C and D that are selected under the Fast Packet Service Payment Plan.
4. A Termination Liability Charge will not apply to Frame Relay Service terminated on or after the date Frame Relay Service became an obsolete service offering.

A142. OBSOLETE SERVICE OFFERINGS - INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A142.2 ISDN - Residence Service (IRS) (Cont'd)

A142.2.4 Rates and Charges (Cont'd)

D. Packages

1. Packages EZ1, EZ1A, EZ2 and EZ2A are available for use with IRS on National ISDN lines. The packages will not be available on Custom ISDN lines. A credit will be applied to the monthly billing for customers purchasing IRS via one of these packages. Packages must be ordered exactly as stated in the descriptions of the packages. If any feature listed in the package is deleted or provisioning options are changed, the package credit will no longer apply. Additional optional features compatible with the package configurations are allowed with the packages. Additional features may be added only on the User Profile already provisioned with features. The addition of one D-Channel Low Speed Packet is allowed per package.
2. Description of Packages
 - a. Package EZ1 - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button.
 - b. Package EZ1A - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop Hold, & Transfer, 1 Call Forwarding Variable - Button, Visual Message Waiting, Call Forwarding Busy Line, Call Forwarding Don't Answer. Voice mail service will be allowed with this package.
 - c. Package EZ2 - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button, 2 Secondary DN's.
 - d. Package EZ2A - Low Speed DSL, 2 B-channel CSV/CSD - Channel Activation, 2 B-channel CSV/CSD - User Profile, 2 Additional Call Appearances, 1 Conference, Drop, Hold & Transfer, 1 Call Forwarding Variable - Button, 2 Secondary DN's, Visual Message Waiting, Call Forwarding Busy Line, Call Forwarding Don't Answer. Voice Mail service will be allowed with this package.
3. Packages Rates and Charges
 - a. Per DSL
 - (1) Packages - Credit Per DSL

		Installation Charge	Monthly Credit	USOC
(a)	Package EZ1 Credit	-	\$5.50	LPEO1
(b)	Package EZ1A Credit	-	6.00	LPE1A
(c)	Package EZ2 Credit	-	6.50	LPEO2
(d)	Package EZ2A Credit	-	7.00	LPE2A

E. Termination Charges

IRS lines placed in service after the effective date of this *Guidebook* will incur a Termination Charge at the date of termination if the customer terminates or disconnects the service prior to fulfilling the minimum service period. Termination Charges will not apply for IRS lines upgrading to another service offered by the Company.

1. Termination Charge:

	Termination Charge	USOC
(a) Per DSL	\$200.00	LPER1

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