

6.9 OTHER CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE

A. DESCRIPTION

- (1) Telephone answering service consists of telephone answering facilities and services furnished according to the provisions of this tariff to customers engaged in the telephone answering service business and to other subscribers to telephone service who desire service arrangements whereby their incoming calls may be answered by a subscriber engaged in the telephone answering service business.
- (2) A customer will be considered to be engaged in the telephone answering service business where 10 or more off-premises extension station line services of one or more different subscribers are terminated in one or more adjoining rooms on customer's premises. The customer will be required to subscribe to telephone answering service and equipment under the terms of this Guidebook, and all different subscriber lines will be terminated on this equipment.

6.9 OTHER CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE

6.9.1.1 SECRETARIAL ANSWERING SERVICE

A. DESCRIPTION

Secretarial line service is a service employing an extension station line, extension of a trunk line, PBX station line, or CENTREX primary station line from a primary service terminating on telephone answering cord-operated or key equipment.

B. REGULATIONS

- (1) Secretarial line service is furnished for the sole purpose of enabling the subscriber to the telephone answering equipment to answer incoming calls of the subscriber to the secretarial line. These lines are equipped to prevent outgoing calls.
- (2) Secretarial line service is not offered for:
  - a. outgoing exchange or toll calls,
  - b. intercommunication between the secretarial line subscriber and the telephone answering equipment subscriber over the secretarial line, or
  - c. connections between the secretarial line and a central office (CO) line or other secretarial line through the telephone answering equipment.
- (3) Secretarial lines terminated on cord-operated answering equipment may be connected to telephone answering equipment stations located on the premises of the subscriber.
- (4) Different Subscribers

The following secretarial line service will be furnished to subscribers other than the subscriber to the telephone answering equipment:

The direct termination on telephone answering cord-operated or key equipment of an extension station line, extension of a trunk line or a PBX station line from a primary service.

6.9 CENTRAL OFFICE SERVICES

- 6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)
- 6.9.1.1 SECRETARIAL ANSWERING SERVICE (Cont'd)
- B. REGULATIONS (Cont'd)

5. Same Subscriber

The following secretarial line services will be furnished to the subscriber to the telephone answering equipment:

- a. direct termination on telephone answering cord-operated or key equipment of an extension station line from a primary service.
- b. joint user service in connection with the same subscriber's primary service from which the secretarial line is extended.

C. RATES AND CHARGES

Each secretarial extension line, extension of a trunk line, PBX or CENTREX primary line from a subscriber's primary service terminated on cord-operated equipment or key equipment.

Charge as appropriate for an extension line, PBX or CENTREX extension line plus the following mileage:

|  | <u>Monthly<br/>Rate</u> | <u>USOC</u> |
|--|-------------------------|-------------|
| 1/4 to 3/4 miles, flat rate<br>- Each extension line | \$17.70                 | 1LJPR       |

6.9 OTHER CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)

6.9.1.1 SECRETARIAL ANSWERING SERVICE (Cont'd)

C. RATES AND CHARGES (Cont'd)

|   | Monthly<br>Rate | <u>USOC</u> |
|---|-----------------|-------------|
| 4/4 to 7/4 miles, flat rate – Each extension line | \$28.00         | 1LJPR       |
| Over 7/4 miles, flat rate – Each extension line   | \$44.00         | 1LJPR       |

- a. Where the telephone answering equipment is located outside the base rate area or special rate area where the subscriber's primary service is located -----

Rate applicable above, plus appropriate suburban mileage charges as specified in Part 4 Section 1 of this Guidebook.

- b. Where the telephone answering equipment is located in an exchange contiguous to the exchange in which the customer's primary service is located -----

Rate applicable to off-premises mileage between contiguous exchanges as specified in Part 4 Section 5.

## 9.4 CENTRAL OFFICE SERVICES

### 6.9.1 TELEPHONE ANSWERING SERVICE

#### 6.9.1.6 LINES TERMINATING IN TELEPHONE ANSWERING SYSTEMS

##### A. REGULATIONS

##### 1. Trunk Line and Business Individual Line Service

- a. Trunk lines terminated on cord-operated telephone answering equipment and business individual lines terminated on telephone answering key equipment are provided solely for Inward and outward CO calls in connection with the affairs of the subscriber, except as the service may be extended to joint users.
- b. Trunk lines terminated on cord-operated answering equipment may be switched to stations of cord-operated answering equipment located on a premises of the subscriber to the answering equipment.

##### 2. Answering Line Service

- a. Answering line service is furnished only to a party other than the subscriber to the telephone answering equipment.
- b. Answering line service is a service employing a CO line terminating on telephone answering cord-operated equipment or key equipment and is designed to enable the subscriber to the telephone answering equipment to answer incoming calls of the subscriber to the answering line service. These lines are equipped to prevent outgoing calls.
- c. Answering lines terminated on cord-operated answering equipment may be switched to telephone answering equipment stations located on a premises of the subscriber to the answering equipment.

##### 3. Tie Line Service

Tie Line Service in connection with telephone answering service comprises a circuit between two cord-operated telephone answering equipment systems or between a cord-operated telephone equipment and a PBX system located in the same exchange area, and is furnished for two-point connections as follows:

6.9 CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)

6.9.1.6 LINES TERMINATING IN TELEPHONE ANSWERING SYSTEMS (Cont'd)

A. REGULATIONS (Cont'd)

- a. connection of a single tie line (at either end but not both ends simultaneously) to a CO line or, where facilities and operating conditions permit, to a full-period private line service line or another tie line.

4. Direct Inward Dialing Service

Direct Inward Dialing (DID) from the message network, for telephone answering service customer identification purposes, will be provided for use with equipment with which it is compatible at the rates and regulations as specified in Part 4 Section 1.

B. RATES AND CHARGES

1. Primary and Extension Lines:

A Service Connection Charge applies as specified in Part 3 Section 1.

2. Lines Terminated on Telephone Answering Equipment

- a. Trunk Line Service in connection with cord-operated telephone answering equipment:

Same Subscriber - Provided according to the rates listed for commercial PBX trunk lines as specified in Part 3 Section 1.

- b. Key Equipment Business Individual Line Service:

Same Subscriber - Provided according to the rates listed for business individual line service as specified in Part 4 Section 1.

6.9 CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)

6.9.1.6 LINES TERMINATING IN TELEPHONE ANSWERING SYSTEMS (Cont'd)

B. RATES AND CHARGES (Cont'd)

c. Answering Line Service - Different Subscribers:

Each answering lines - Provided according to the rates listed for business individual line service as specified in Part 4 Section 1.

d. Tie Line Service

- (1) Each tie line between cord-operated telephone answering systems or between cord-operated telephone answering equipment system and P3X system on the same or different premises of the same or different subscribers:

Rate applicable to tie line service between PBX systems as specified in Part 4 Section 1 and Part 8 Section 8 .

- (2) Each termination of a tie line in the attendant's position of a telephone answering equipment system:

Rates applicable to termination of tie lines in PBX attendant positions as specified in Part 4 Section 1 and Part 8 Section 8 .

6.9 CENTRAL OFFICE SERVICES

6.9.2 CALL MANAGEMENT SYSTEMS

A. DESCRIPTION

An automatic call distributing system will be furnished independently of, or in conjunction with, a manual or dial private branch exchange system, another automatic call distributing system, or a Centrex system, as desired.

B. TERRITORY

Within the exchange area of all exchanges.

C. RATES AND CHARGES

Rate table items listed below are applicable for use with Models 15, 60 and 200.

|   | Installation<br>Charge | Monthly<br>Rate | USOC |
|---|------------------------|-----------------|------|
| <u>Lines</u>  |                        |                 |      |
| Outward line from attendant's position<br>equipment to central office-* |                        |                 |      |
| - Each  | RR                     | RR              | NA   |
| Transfer equipment line to<br>Centrex Switching Equipment               |                        |                 |      |
| - Each  | RR                     | RR              | GJY  |

NOTE 1: Charge and rate applicable to business individual access line.

NOTE 2: Charge and rate applicable to CENTREX primary station line.

6.9 CENTRAL OFFICE SERVICES

6.9.2 CALL MANAGEMENT SYSTEMS (Cont'd)  
C. RATES AND CHARGES (Cont'd)

|                                   | <u>Installation<br/>Charge</u> | <u>Monthly<br/>Rate</u> | <u>USOC</u> |
|-----------------------------------|--------------------------------|-------------------------|-------------|
| Overflow lines:                   |                                |                         |             |
| - On premises line, each          | NO                             | NO                      | NA          |
| - Off-premises line, each         | RR                             | RR                      | NA          |
| <u>Trunks</u>                     |                                |                         |             |
| - Trunk lines to common equipment | NO                             | RR                      | NA          |

NOTE 1: Charges and rates applicable to local Channels or Interexchange Channels, Part 15 Section 2.

NOTE 2: Charge and rate applicable to private branch exchange trunks.

**6.9 CENTRAL OFFICE SERVICES****6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)****6.9.3.1 GENERAL**

A. Non-emergency 311 Service (NE 311) is a local telephone exchange communications service which allows telephone customers to reach non-emergency local government services by dialing an abbreviated telephone number, three-one-one (3-1-1). NE 311 traffic is routed over the public switched network to destinations such as call centers designated by the NE 311 customer.

The FCC reserved the abbreviated telephone number 3-1-1 for non-emergency access to public services. NE 311 Service is an optional service which may be purchased by a local municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service.

NE 311 Service is offered subject to the availability of facilities.

**B. REGULATIONS**

1. A minimum service period of one month applies to this service.
2. Only calls originating within a NE 311 customer's area of jurisdiction (the "NE 311 Service Area") will be routed to a call center. Other customers will receive a recorded message that the call cannot be completed as dialed.
3. There can be only one NE 311 customer in each geographic area; NE 311 service areas may not overlap. This assures that NE 311 calls from a telephone line within a NE 311 service area can be routed to a unique NE 311 call center.
4. NE 311 is a local service. Each NE 311 call must route to a local telephone number. NE 311 calls are not permitted where local calling is restricted (e.g. prisons, or lines equipped with soft dial tone).
5. The Company's network will correctly route Telephone Text (TTY) calls to the appropriate NE 311 Call Center. The NE 311 customer is responsible for operating the appropriate customer premises to handle TTY calls.
6. The Company is not responsible for establishing NE 311 Service calls originating from other Telecommunications providers.

6.9 CENTRAL OFFICE SERVICES

6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)

B. REGULATIONS (Cont'd)

7. NE 311 Service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward or any right of action on behalf of, any third person or other legal entity.
8. Nevada Bell will make every effort to route NE 311 calls to the appropriate calling center; however, Nevada Bell will not be held responsible for routing mistakes or errors.
9. NE 311 Service will not complete calls dialed using the 0-3-1-1 or 1-3-1-1 dialing pattern.
10. A summary bill is not available where summary billing is on MAG tape.

C. APPLICATION OF RATES

1. The non-recurring charges associated with initial NE 311 Service establishment are specified in section 6.9.3 E. These are one-time charges which apply only when a customer establishes or modifies NE 311 Service.
2. The charges associated with ongoing basic service offering are monthly charges.
3. Customers may choose to be billed on an actual usage basis or using the Budget Billing Option as described in the following sections.

**6.9 CENTRAL OFFICE SERVICES****6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)****D. BUDGET BILLING OPTION**

1. To accommodate NE 311 customers' desire for billing stability, the usage charge defined in 6.9.3.E of this section may be billed using the budget billing option, as defined below.
  - a. Budget billing customers are charged each month based on estimated average monthly usage.
  - b. For a new NE 311 customer, the average monthly usage will be estimated jointly by the customer and the Nevada Bell representative. The result will be rounded to the nearest 5000 calls. After six months actual usage is available, the estimate will be modified, as necessary. In addition, Nevada Bell reserves the right to negotiate changes to the budget billing estimated usage at any time.
  - c. After an NE 311 customer has received service for twelve months. The monthly usage estimate will be calculated based on the average actual usage over a recent 12-month period, rounded to the nearest 5000 calls.
  - d. The Budget Billing Option bill rendered will reflect the monthly Budget Billing Option level purchased by the customer.
  - e. A monthly report will be provided to the customer to identify monthly cumulative variances.
  - f. The customer may adjust their Budget Billing plan at any time.
  - g. If the customer has more than a fifteen percent variance over three consecutive months. The customer is required to adjust their Budget Billing Option level either up or down to minimize an end-of-year true up.
  - h. If the customer switches from the Billing Option to actual per call billing, a true up will be generated.
  - i. If a customer who has selected the Budget Billing Option disconnects NE 311 Service, the actual usage will be calculated to perform an account true up for the final NE 311 bill.
  - j. A non-recurring charge applies when a customer implements the Budget Billing Option, as specified in section Part 6, Section 9.3.E.

6.9 CENTRAL OFFICE SERVICES

6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)

E. RATES AND CHARGES

1. Basic Service

a. Non-recurring Charges

|   | Non-recurring<br>Charge | Monthly<br>Rate | USOC  |
|---|-------------------------|-----------------|-------|
| i. NE 311 Service (per system)  | \$9,500.00              | \$ 725.00       | 3NE   |
| ii. NE 311 Central Office<br>connection charge                                  | \$1,800.00              | \$ 0.00         | NEMCO |
| iii. NE 311 Table Changes (per<br>customer request to change<br>routing number) | \$ 999.00               | \$ 0.00         | NEMTC |

b. Usage

|                   |  |                     |       |
|-------------------|--|---------------------|-------|
| - per call option |  | Each Item<br>\$0.10 | 3BAPC |
|-------------------|--|---------------------|-------|

c. Budget Billing Option

|   |          |           |       |
|---|----------|-----------|-------|
| i. NE 311 Budget Billing<br>(Monthly, per 5000 calls)       | \$0.00   | \$ 500.00 | 3BABB |
| ii. NE 311 Budget Billing<br>(add or change billing option) | \$225.00 | \$ 0.00   | BBNRC |

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6.9 CENTRAL OFFICE SERVICES

6.9.4. PREMIUM EXCHANGE SERVICES

6.9.4.1 HUNTING SERVICE

A. DESCRIPTION

1. Hunting Service is a feature which routes the call to an idle line in a prearranged group when the called line is busy. The hunting sequence over these prearranged groups can be accomplished as follows:
  - a. Series Complete hunting is a type of hunting in which the hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called only a portion of the group is hunted.
  - b. Circular hunting is a type of line hunting in which the hunt for an idle line starts with the called line and proceeds in a prearranged order to hunt all lines in the group once, completing the call to the first idle line encountered. When the hunt for an idle line commences beyond the first line in the hunt group and finds all higher numbered lines busy, the hunt returns to the first line in the group. The hunt ends with the line number preceding the starting line where the hunt in the group initially began.
  - c. Preferential hunting is a type of line hunting which permits a prehunt over a subset or preferential group of terminal before hunting through the prearranged group. The hunt through the prearranged group can be a regular or circular hunt.
  - d. Uniform Call Distribution (UCD) is a type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group. UCD requires the prearranged group to have circular hunting.

B. APPLICABILITY

Applicable to Individual Line or PBX Trunk Line Service.

C. TERRITORY

Within the territory served.

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6.9 CENTRAL OFFICE SERVICES

6.9.4 PREMIUM EXCHANGE SERVICES (Cont'd)

6.9.4.1 HUNTING SERVICE (Cont'd)

D. REGULATIONS

1. The type of hunting service features available is limited within specific areas dependent upon the facilities and operating conditions.
2. Hunting service features are limited to use on a particular customer's lines or trunks. Hunting features cannot be utilized between services billed to separate customers at the same or different addresses or for the same customer at the same or different addresses or for the same customer at different addresses.
3. When a service connection or service charge applies to a line/lines or trunk/trunks, hunting will be established without additional nonrecurring charge.
4. When existing lines or trunks are subsequently added to or removed from a hunting group or the type of hunting feature is changed, one \*M2 and one \*M4 as set forth in Part 3, Section 1 of this Guidebook will apply to each hunt group affected.
5. One \*M2 and one \*M4 will apply when existing lines or trunks are subsequently rearranged within the hunt group.

E. RATES

|  | Monthly<br><u>Rate</u> | <u>USOC</u> |
|--|------------------------|-------------|
| Hunting Service, each line in a hunt group |                        |             |
| - Series Complete                          | \$1.00                 | HTGSH       |
| - Circular                                 | 1.75                   | HTGCH       |
| - Preferential                             | 1.50                   | HTGPH       |
| - Uniform Call Distribution                | 1.50                   | HTGUH       |

**6.9 OTHER CENTRAL OFFICE SERVICES****6.9.5. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE****A. BASIC SERVICE DESCRIPTION**

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

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

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

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

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

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

## 6.9 OTHER CENTRAL OFFICE SERVICES

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

## B. REGULATIONS

In addition to the regulations contained in this Guidebook, the following regulations apply to CSME Service:

1. CSME Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
2. The customer provided equipment (CPE) must deliver the data signal for the CSME transport within the industry specification for the subscribed data service. See **TECHNICAL REFERENCES** following.
3. CSME Service supports full duplex communication.
4. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See **RATES AND CHARGES** following.
5. CSME Service is distance limited, based on circuit configuration as determined by the Company. A repeater may be used to extend the transmission of CSME Service. See Repeater under **SERVICE COMPONENTS** following for further definition. See **RATES AND CHARGES** following.
6. Should the customer wish to segregate traffic, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100 Base T connection. A total of 64 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more than 64 EVCs.
7. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See **RATES AND CHARGES** following.

## 6.9 OTHER CENTRAL OFFICE SERVICES

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

## B. REGULATIONS (cont'd)

8. If the customer cancels service prior to installation being completed, a Service Order Cancellation charge (per port, per location) will apply. See **RATES AND CHARGES** following. The customer's intent to cancel service must be made in writing.
9. CSME Service is not available in a meet-point billing arrangement involving other Carriers.
10. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable.
11. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100 Base T connection.
12. The responsibility of the Company shall be limited to furnishing the CSME network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting CSME to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of CSME render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.
13. Customers will be permitted to move from a 10 Mbps or 100 Mbps Connection to a 1 Gbps Connection, however, the Nonrecurring Charge associated with the new 1 Gbps Connection will apply. See **RATES AND CHARGES** following.

6.9 OTHER CENTRAL OFFICE SERVICES

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

B. REGULATIONS (Cont'd)

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

## 6.9 OTHER CENTRAL OFFICE SERVICES

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

## B. REGULATIONS (cont'd)

## 15. Allowance for Interruption

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

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

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

## C. TECHNICAL REFERENCES

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

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

These publications may be obtained from:

APEX Support Team  
734-523-7348

## 6.9 OTHER CENTRAL OFFICE SERVICES

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

## D. SERVICE COMPONENTS

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

Usage, Port, Transport and Interface

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

2. In addition, there are three optional rate elements which may apply to CSME, depending on the customer's configuration: Additional MAC Addresses, Ethernet Virtual Connections (EVC), and Repeater.

Additional MAC Addresses

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

Ethernet Virtual Connections (EVCs)

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

Repeater

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

6.9 OTHER CENTRAL OFFICE SERVICES

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

E. RATES AND CHARGES

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

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

6.9 OTHER CENTRAL OFFICE SERVICES

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

E. RATES AND CHARGES (cont'd)

| Description /USOC/  | Nonrecurring<br>Charge | Monthly<br>Price |
|---|------------------------|------------------|
| <i><u>Optional Charges (cont'd)</u></i>   |                        |                  |
| Ethernet Virtual Connection (EVC)<br>- per connection /EVNDE/   | \$ 70.00               | \$ 25.00         |
| Additional MAC Addresses<br>- 151-200 MAC addresses /M2CAX/   | 70.00                  | 5.00             |
| Service Order Cancellation<br>- per location /OCGEO/  | 200.00                 | --               |
| Expedite Order Charge<br>- per location /EODEO/   | 300.00                 | --               |
| Service Order Change Charge<br>- applies to Bandwidth Usage Changes, EVC Changes<br>and Configuration Changes for pending, initial service<br>orders, per location /NHCEO/        | 75.00                  | --               |
| Miscellaneous Change Charge<br>- applies to Bandwidth Usage Changes, EVC Changes<br>and Configuration Changes for subsequent changes to<br>existing service, per location /NHCEN/ | 100.00                 | --               |

## 6.9 OTHER CENTRAL OFFICE SERVICES

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

## F. TERM PRICING PLAN

1. Recurring rates may be applied only over a 36 or 60 period under the terms and conditions of the Term Pricing Plan (TPP). Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase CSME Service on a month-to-month basis prior to the completion of a TPP.
2. The TPP provides for 36 or 60 rate stabilization. Decreases in term monthly recurring Guidebook rates will be passed on to customers who participate in a TPP. Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the TPP.
3. The customer may choose to terminate an existing TPP before the end of the 36 or 60 period and negotiate a new 36 or 60 month TPP. The new TPP must be based upon the rates that are currently in effect and available to all customers.
4. The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the Guidebook monthly extension rates in effect at the time that TPP expires. Subsequently, customers under the Guidebook monthly extension rates may convert their existing service to either a 36 or 60 TPP. Nonrecurring charges will be waived at the time of conversion.
5. Any Special Construction charges incurred for services billed under a TPP will be applicable.
6. If the customer terminates the TPP agreement prior to the expiration of the service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:
  - Fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

6.9 OTHER CENTRAL OFFICE SERVICES

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

F. TERM PRICING PLAN (cont'd)

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

6.9 OTHER CENTRAL OFFICE SERVICES

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

F. TERM PRICING PLAN (Cont'd)

8. Customers will be permitted to upgrade from CSME Service to any future Switched Ethernet products offered by the Company, without incurring Termination Charges, given all the following conditions are met:
  - The customer must issue a disconnect order for the existing CSME locations and place a new service order for the new Switched Ethernet offering at the same locations. Termination Charges for CSME Service at the current locations will be waived.
  - The term of the new Switched Ethernet service contract must be equal to or greater than the remaining time left on the existing CSME contract.
  - The existing CSME Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.
  - Upgrades are contingent on availability of fiber from premises to premises, and the availability of the new Switched Ethernet service in the serving area. Other Special Construction charges, as necessary, may apply.