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SECTION 1 – DEFINITIONS AND ABBREVIATIONS

**Customer:** A person or legal entity which subscribes to the Company's Services and thereby assumes responsibility for the payment of charges and compliance with the Company's Tariff.

**Customer Commitment Date:** The date in which the Company receives a firm commitment from a Customer for the provision of one of the Company's Data Service offerings.

**Customer Premises/Customer's Premises:** Location(s) designated by a Customer where Service is originated/terminated.

**D-Channel:** The Delta, Data, or D, Channel. Used to carry signaling and control information associated with B-Channels. D-Channel provides out-of-band signaling for a faster call setup, dynamic Channel allocation, and other call information. Also known as non facility associated signaling.

**Data Services:** Communication Services which are designed to allow the transfer of formatted information between points.

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**DE:** Discard Eligible. A Frame Relay service standard that specifies that data sent across a PVC in excess of that connections' CIR will be marked by the network as being eligible for discard by the network in the event of network congestion.

**Dedicated Access:** Where Customer's Premises has a non-switched connection to the POP selected by the Company for origination and or termination of calls. When Dedicated Access is used to provide Data Services, the Dedicated Access is referred to as local loop.

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SECTION 1 – DEFINITIONS AND ABBREVIATIONS

**Defects or Defective Service:** A shortcoming or an imperfection in Data Service(s) as a result of mistakes, accidents, errors, omissions, interruption or delay in Service.

**Disaster Recovery PVCs:** PVCs that allow for the implementation of logical connections between branch locations and a secondary processor/server center (disaster recovery site) should a non-recoverable disaster occur at the primary host site.

**Diversity:** Customer-designated routing which indicates a Customer-designated departure from the primary route, usually with physical separation.

**DLCI:** Data Link Connection Identifier. The address information assigned to Customer-designated end points used to identify PVCs and route frames of data.

**DSO:** Digital Signal level Zero. Composed of one 64 kiloBit Channel.

**DS1:** Digital Signal level One. Composed of twenty-four 64 Kbps Channels with a throughput capacity of 1.544 Mbps. Also called T-1.

**DS3:** Digital Signal level Three. Composed of 28 DS1 Channels and operating at 44.736 Mbps. Also called T-3.

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SECTION 1 – DEFINITIONS AND ABBREVIATIONS

**Plexar:** A central office based switching service that provides the user with the ability to intercommunicate among stations at the user's premises while also providing station access to local exchange service dial tone and long distance service and many optional features and functions associated with sophisticated Customer Premises equipment.

**POP:** Point-of-Presence. A physical place at which the local telephone company terminates subscriber Circuits for long distance dial-up or leased-line communications or a Company-designated location where a facility is maintained for the purpose of providing access to the Company's Service.

**Port:** The physical or electrical interface through which access to the communications network is obtained.

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**Priority FRATM:** A VCC connection with VBRrt QoS that connect a FR Port to an ATM Port.

**Priority PVCs:** Priority Quality of Service offers reduced delay and packet loss between end-points when used with small, fixed-length frame traffic.

**Private Line:** Discrete communication Bandwidth dedicated for a Customer's exclusive use. A Private Line is provisioned on facilities that may be shared and accomplished through a variety of technologies and media.

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SECTION 2 – RULES AND REGULATIONS

2.16 Application of Rates and Charges (continued)

2.16.2 Application of Ancillary/Administrative Charges (continued)

(B) Reserved for Future Use

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## SECTION 2 – RULES AND REGULATIONS

## 2.16 Application of Rates and Charges (continued)

### 2.16.2 Application of Ancillary/Administrative Charges (continued)

(B) Reserved for Future Use (continued)

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SECTION 2 – RULES AND REGULATIONS

2.16 Application of Rates and Charges (continued)

2.16.2 Application of Ancillary/Administrative Charges (continued)

(B) Reserved for Future Use (continued)

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SECTION 2 – RULES AND REGULATIONS

2.16 Application of Rates and Charges (continued)

2.16.3 Reserved for future Use

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SECTION 2 – RULES AND REGULATIONS

2.26 Term Plan Agreements (continued)

2.26.3 Change in Term Plan Agreement

- (A) Change of Service involving a change in term plan agreement may result in a TLC.
- (B) A Customer will not be charged for discontinuing Service under a term plan agreement if the Customer selects and commits to a new term plan for the same Circuit with a longer term. The change in rates will be effective at the start of the next billing cycle following the Company's completion of the processing of the Customer's request.
- (C) The Customer may upgrade Service, either Bandwidth or term, when conditions are met, at the same premises without incurring TLCs provided that a term rate plan is of equivalent or longer period and the Bandwidth is of equivalent or greater Bandwidth.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.5 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.5 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.6 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.6 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.6 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.7 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.7 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.7 Reserved for Future Use (continued)

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.7 Reserved for Future Use (continued)

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SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

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SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

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6.5 Reserved for Future Use

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SECTION 7 - MISCELLANEOUS CHARGES AND INFORMATION

7.1 Return Check Charge

When another telecommunications carrier provides the billing function on behalf of the Company, the other carrier's bad check charge applies. Otherwise, the Company will assess the Customer a return check charge of \$25.00 for any check that is returned for any reason by the financial institution on which it is drawn.

7.2 Reserved for Future Use

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SECTION 7 - MISCELLANEOUS CHARGES AND INFORMATION

7.3 Reserved for Future Use

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SECTION 7 - MISCELLANEOUS CHARGES AND INFORMATION

7.7 PremierSERV<sup>SM</sup> Frame Relay Service Order Change Charge (SOCC) (continued)

7.7.2 Change in Service Before Installation and Acceptance by Customer (continued)

(C) Service Due Date Extensions

Requests to extend a Service due date will not incur a SOCC, but must be placed at least three (3) business days before the scheduled Service due date. Requests to extend a due date will be limited to a maximum of thirty (30) calendar days. If a due date more than thirty (30) calendar days beyond the originally scheduled Service due date is required, the Service Order will be cancelled and a new order for Service must be placed.

7.8 Reserved for Future Use

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