

TITLE SHEET

TELECOMMUNICATIONS SERVICES

This Service Guide applies to the provision of dedicated one-way and/or two-way information transmission services furnished by AboveNet Communications, Inc. ("AboveNet" or "Company" or "Carrier") between one or more points in the State of Ohio. Copies of this Service Guide may be inspected during normal business hours, at AboveNet's principal place of business, 360 Hamilton Avenue, White Plains, New York 10601.

This Service Guide contains Tier 2 Business Services that have been detariffed under Docket No. 06-1345-TP-ORD by the Public Utilities Commission of Ohio ("PUCO").

Table of Contents

TITLE SHEET	1
TABLE OF CONTENTS	2
1. SERVICE GUIDE FORMAT	3
2. DEFINITIONS	4
3. APPLICATION OF SERVICE GUIDE	7
4. REGULATIONS	8
5. SERVICE DESCRIPTIONS AND RATES	44

1. SERVICE GUIDE FORMAT

- 1.1.1 Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Service Guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.A.
- 1.1.2 Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version of the Service Guide. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- 1.1.3 Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 1.
 - 1.1.
 - 1.1.1.
 - 1.1.1.A.
 - 1.1.1.A.1.
 - 1.1.1.A.1.a.
 - 1.1.1.A.1.a.l.
 - 1.1.1.A.1.a.l.i.

2. DEFINITIONS

Certain terms used generally throughout this Service Guide are described below.

Advance Payment

Part or all of a payment required before the start of service.

Authorized User

A person, firm or corporation which is authorized by the Customer or joint user to be connected to the service of the Customer or joint user, respectively.

Carrier or Company or AboveNet

AboveNet Communications, Inc., the issuer of this Service Guide.

Commission

The Public Utilities Commission of Ohio.

Customer

The person, firm, or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

Dedicated

A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

End User or User

Any person or entity that obtains the Company's services provided under this Service Guide, regardless of whether such person or entity is so authorized by the Customer.

Individual Case Basis (ICB)

A service arrangement in which the regulation, rates and charges are developed based on the specific circumstances of the case.

2. DEFINITIONS (Cont'd)

LATA

A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the NATIONAL EXCHANGE CARRIER ASSOCIATION, Inc. Tariff F.C.C. No. 4.

Network

Refers to the Company's facilities, equipment, and services provided under this Service Guide.

Network Service

Intrastate communications service providing dedicated one-way and/or two-way information transmission paths between points within the State of Ohio.

Service Commencement Date

The first date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this Service Guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and the Customer may mutually agree on a substitute Service Commencement Date. If the Company does not have an executed Service Order from a Customer, the Service Commencement Date will be the first date on which the service or facility was used by a Customer.

2. DEFINITIONS (Cont'd)

Service Order

The written request for dedicated services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Service Guide, but the duration of the service is calculated from the Service Commencement Date. Should a Customer use the Company's dedicated service without an executed Service Order, the Company will then request the Customer to submit a Service Order.

Shared

A facility or equipment system or subsystem that can be used simultaneously by several Customers.

User

A Customer, joint user, or any other person authorized by a Customer to use service provided under this Service Guide.

3. APPLICATION OF SERVICE GUIDE

- 3.1 This Service Guide applies to intrastate dedicated communications service supplied to Customers by the Company in Cuyahoga, Geauga, Lake, and Medina counties.

This Service Guide applies only to the extent that services provided hereunder are used by a Customer for the purpose of originating, terminating, or completing intrastate communications. A communication is "intrastate" only if all points of origination and termination are located within the State of Ohio.

4. REGULATIONS

4.1 Undertaking of the Company

4.1.1 Scope

The Company undertakes to furnish dedicated services in accordance with the terms and conditions set forth in this Service Guide.

4.1.2 Shortage of Facilities

All service is subject to the availability of suitable facilities. The Company reserves the right to limit the length of communications or to discontinue furnishing services when necessary because of the lack of transmission medium capacity or because of any causes beyond its control.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.3 Terms and Conditions

- (A) Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this Service Guide, a month is considered to have 30 days.
- (B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Service Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) In any action between the parties to enforce any provision of this Service Guide, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- (D) This Service Guide shall be interpreted and governed by the laws of the State of Ohio regardless of its choice of laws provision.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.4 Limitations on Liability

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representatives, or use of these services; or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in this Service Guide.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in this Service Guide, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.4 Limitations on Liability (Cont'd)

(D) The Company shall not be liable for any claims for loss or damages involving:

- (1) Any act or omission of: (a) the Customer; (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen;
- (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
- (3) Any unlawful or unauthorized use of the Company's facilities and services;

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.4 Limitations on Liability (Cont'd)

(D) (Cont'd)

- (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services with Customer-provided facilities or services;
- (5) Breach in the privacy or security of communications transmitted over the Company's facilities;
- (6) Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in this Service Guide;
- (7) Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.4 Limitations on Liability (Cont'd)

(D) (Cont'd)

- (8) Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- (9) Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company; or
- (10) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Service Guide.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.4 Limitations on Liability (Cont'd)

- (E) The Company shall be indemnified, defended, and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use, or removal of any Company or Customer equipment or facilities or service provided by the Company.

- (F) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use, or removal of any equipment or facilities or the service.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.4 Limitations on Liability (Cont'd)

- (G) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- (H) Except as otherwise stated in this Service Guide, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
- (I) THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.5 Testing and Adjusting

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

4.1.6 Provision of Equipment and Facilities

- (A) Except as otherwise indicated, Customer-provided station equipment at the Customer's premises for use in conjunction with this service shall be so constructed, maintained, and operated as to work satisfactorily with the facilities of the Company.
- (B) The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to service furnished pursuant to this Service Guide, the responsibility of the Company shall be limited to the furnishing of services under this Service Guide and to the maintenance and operation of such services in the proper manner. Subject to this responsibility, the Company shall not be responsible for:
 - (1) the through transmission of signals generated by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - (2) the reception of signals by Customer-provided equipment; or
 - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

4. REGULATIONS (Cont'd)

4.1 Undertaking of the Company (Cont'd)

4.1.7 Special Construction

Subject to the arrangement of the Company and to all of the regulations contained in this Service Guide, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (D) in a quantity greater than that which the Company would normally construct;
- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

4.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this Service Guide remains in the Company, its agents, contractors, or suppliers.

4. REGULATIONS (Cont'd)

4.2 Prohibited Uses

- 4.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use for which the Customer has not obtained all required governmental approvals, authorization, licenses, consents, and permits.
- 4.2.2 The Company may require applicants for service who intend to use the Company's offering for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offering complies with relevant laws and regulations, policies, orders, and decisions.
- 4.2.3 The Company may require a Customer to immediately shut down its transmission if such transmission is causing interference to others.
- 4.2.4 A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated access services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in Section 4.3 will apply.

4. REGULATIONS (Cont'd)

4.3 Obligations of the Customer

4.3.1 Customer Premises Provisions

- (A) The Customer shall provide the personnel, power, and space required to operate all facilities and associated equipment installed on the premises of the Customer.
- (B) The Customer shall be responsible for providing Company personnel access to premises of the Customer at any reasonable hour for the purpose of testing the facilities or equipment of the Company.

4. REGULATIONS (Cont'd)

4.3 Obligations of the Customer (Cont'd)

4.3.2 Liability of the Customer

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invitees, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend, and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction, or damage to property of any third party, (2) the death of or injury to persons, including, but not limited to, employees or invitees of either party, and (3) any liability incurred by the Company to any third party pursuant to this or any other tariff or Service Guide of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this Service Guide including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this Service Guide is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

4. REGULATIONS (Cont'd)

4.4 Customer Equipment and Channels

4.4.1 Interconnection of Facilities

(A) Customer Provided Equipment

Customer provided terminating equipment such as CSUs, multiplexers, and other terminating equipment may, at the Customer's request, be provided by the Customer, at the Customer's expense. Carrier makes no guarantees or warranties as to the performance of Customer provided equipment.

- (B) In order to protect the Company's facilities and personnel and the services furnished to other Customers by the Company from potentially harmful effects, the signals applied to the Company's service shall be such as not to cause damage to the facilities of the Company. Any special interface equipment necessary to achieve the compatibility between facilities of the Company and the channels or facilities of others shall be provided at the Customer's expense.

4. REGULATIONS (Cont'd)

4.4 Customer Equipment and Channels (Cont'd)

4.4.2 Inspections

- (A) The Company may, upon notification to the Customer, at a reasonable time, make such tests and inspections as may be necessary to determine that the requirements regarding the equipment and interconnections are being complied with in respect to the installation, operation and maintenance of Customer-provided equipment and in the wiring of the connection of Customer channels to Company-owned facilities.
- (B) If the protective requirements in connections with Customer provided equipment are not being complied with, the Company may take such action as necessary to protect its facilities and personnel and will promptly notify the Customer by registered mail in writing of the need for protective action. In the event that the Customer fails to advise the Company within 10 days after such notice is received or within the time specified in the notice that corrective action has been taken, the Company may take whatever additional action is deemed necessary, including canceling service, to protect its facilities and personnel from harm. The Company will upon request 24 hours in advance provide Customer with a statement of technical parameters that the Customer's equipment must meet.

4. REGULATIONS (Cont'd)

4.4 Customer Equipment and Channels

4.4.3 Station Equipment

- (A) Customer-provided terminal equipment on the premises of the Customer or other authorized user, the operating personnel there, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer, authorized user, or joint user.
- (B) The Customer or other authorized user is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

4.4.4 Interconnection Provisions

Facilities furnished under this Service Guide may be connected to Customer-provided terminal equipment in accordance with the provisions of this Service Guide.

4. REGULATIONS (Cont'd)

4.5 Advance Payments

4.5.1 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount up to two months of estimated monthly usage charges. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements

4.6.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

(A) Taxes

The Customer is responsible for payment of any sales, use, gross receipts, excise, access, or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on the Company's net income) imposed on or based upon the provision, sale, or use of Network Services.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements

4.6.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within 30 days after the date of the invoice.
- (B) The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the date of the invoice. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.2 Billing and Collection of Charges (Cont'd)

- (D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Service Guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement, or component is discontinued.
- (E) If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor. The late factor shall be the lesser of:
 - (1) a rate of 1.5 percent per month; or
 - (2) the highest interest rate which may be applied under Ohio state law for commercial transactions.
- (F) If service is disconnected by the Company in accordance with Section 4.6.4 following and later reinstalled, service will be subject to all applicable installation charges. If service is suspended by the Company and later restored, service will be subject to all applicable restoration charges.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.3 Billing Disputes

(A) General

All bills are presumed accurate, and shall be binding on the Customer unless notice of the disputed charge(s) is received by the Company within 90 days (commencing 5 days after such bills have been mailed or otherwise rendered per the Company's normal course of business). For the purposes of this section, "notice" is defined as written notice to the Company, containing sufficient documentation to investigate the dispute, including the account number under which the bill has been rendered, the date of the bill, and the specific items on the bill being disputed.

(B) Late Payment Charge

- (1) The undisputed portions of the bill must be paid by the payment due date to avoid assessment of a late payment charge on the undisputed amount as provided in this Service Guide.
- (2) In the event that a billing dispute is resolved by the Company in favor of the Customer, any disputed amount withheld pending resolution of the billing dispute shall not be subject to the late payment charge.
- (3) In the event that a billing dispute is resolved in favor of the Company, the Customer shall pay the late payment charge.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.3 Billing Disputes (Cont'd)

(C) Adjustments or Refunds to the Customer

- (1) In the event that the Company resolves the billing dispute in favor of a Customer who has withheld payment of the disputed amount pending resolution of the disputed bill, the Company will credit the Customer's account for the disputed amount in the billing period following the resolution of the dispute.
- (2) In the event that the Company resolves the billing dispute in favor of a Customer who has paid the total amount of the disputed bill, the Company will credit the Customer's account for any overpayment by the Customer in the billing period following the resolution of the dispute.
- (3) In the event that the Company resolves the billing dispute in favor of a Customer who has paid the total amount of the disputed bill but canceled the service, the Company will issue a refund of any overpayment by the Customer.
- (4) All adjustments or refunds provided by the Company to the Customer at the Customer's request, or provided by the Company to the Customer by way of compromise of a billing dispute, and which are accepted by the Customer, are final and constitute full satisfaction, settlement, and/or compromise of all of the Customer's claims for the billing period for which the adjustment or refund was issued.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.3 Billing Disputes (Cont'd)

(D) Unresolved Billing Disputes

In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer has up to 90 days (commencing 5 days after such bills have been mailed or otherwise rendered per the Company's normal course of business) to take the following course of action.

- (1) First, the Customer may request and the Company will provide an in-depth review of the disputed amount.
- (2) Second, if after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer may file an appropriate complaint with:

Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, OH 43215
(614) 466-3016

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.4 Discontinuance of Service for Cause

- (A) Upon nonpayment of any amounts owing to the Company, the Company may, by giving 24 hours prior written notice to the Customer, discontinue or suspend service without incurring any liability.
- (B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 24 hours prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- (C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- (D) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- (E) Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.4 Discontinuance of Service for Cause (Cont'd)

- (F) In the event of fraudulent use of the Company's network, the Company may without notice suspend or discontinue service. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- (G) Upon the Company's discontinuance of service to the Customer under this section, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Service Guide, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

4.6.5 Notice to Company for Cancellation of Service

Customers desiring to terminate service shall provide Company thirty (30) days written notice of their desire to terminate service.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.6 Customer Overpayment

The Company will pay interest on a Customer overpayment. Customer overpayment shall mean a payment to the Company in excess of the correct charges for service when caused by erroneous billing by the Company. The rate of interest shall be the unadjusted interest rate paid on Customer deposits or the late payment penalty rate, whichever is greater. Interest shall be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit interest rate or late payment penalty rate, and compounded monthly, until the date when the overpayment is refunded. No interest shall be paid on Customer overpayments that are refunded within thirty (30) days after such overpayment is received by the Company.

4. REGULATIONS (Cont'd)

4.6 Payment Arrangements (Cont'd)

4.6.7 Cancellation of Application for Service

- (A) The Customer may cancel an application for service prior to installation of the equipment provided that the Customer immediately pay the Company any out of pocket expenses incurred by the Company plus a cancellation fee of two times the applicable monthly recurring service charge.
- (B) Out of pocket expenses include but are not limited to the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.

4. REGULATIONS (Cont'd)

4.7 Allowances for Interruptions in Service

4.7.1 General

- (A) A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this Service Guide.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- (C) If the Customer reports a service, facility, or circuit to be interrupted but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility, or circuit considered by the Company to be impaired.

4. REGULATIONS (Cont'd)

4.7 Allowances for Interruptions in Service (Cont'd)

4.7.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- (A) Due to the negligence of or noncompliance with the provisions of this Service Guide by any person or entity other than the Company, including but not limited to the Customer or other common carriers connected to the service of the Company;
- (B) Due to the failure of power, equipment, systems, connections, or services not provided by the Company;
- (C) Due to circumstances or causes beyond the control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- (E) During any period in which the Customer continues to use the service on an impaired basis;
- (F) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (H) That was not reported to the Company within thirty (30) days of the date that service was affected.

4. REGULATIONS (Cont'd)

4.7 Allowances for Interruptions in Service (Cont'd)

4.7.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

4.7.4 Application of Credits for Interruptions in Service

- (A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- (B) For calculating credit allowances, every month is considered to have thirty (30) days.
- (C) A credit allowance will be given for interruptions in service of 15 minutes or more. Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

4. REGULATIONS (Cont'd)

4.7 Allowances for Interruptions in Service (Cont'd)

4.7.4 Application of Credits for Interruptions in Service (Cont'd)

(D) Interruptions of 24 Hours or Less

<u>Length of Interruption</u>	<u>To Be Credited</u>	<u>Interruption Period</u>
Less than 15 minutes		None
15 minutes up to but not including 3 hours		1/10 Day
3 hours up to but not including 6 hours		1/5 Day
6 hours up to but not including 9 hours		2/5 Day
9 hours up to but not including 12 hours		3/5 Day
12 hours up to but not including 15 hours		4/5 Day
15 hours up to but not including 24 hours		One Day

(E) Continuous Interruption Over 24 Hours and Less Than 72 Hours.

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each three-hour period or fraction thereof that occurs following the expiration of the initial 24-hour period. No more than one full day's credit will be allowed for any period of 24 hours.

(F) Interruptions Over 72 Hours.

Interruptions over 72 hours will be credited 2 days for each full 24-hour period that occurs following the expiration of the initial 72-hour period. No more than 30 days credit will be allowed for any one-month period.

4. REGULATIONS (Cont'd)

4.7 Allowances for Interruptions in Service (Cont'd)

4.7.5 Cancellation for Service Interruption

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

4. REGULATIONS (Cont'd)

4.8 Cancellation of Service/Termination Liability

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption, Customer agrees to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in this Service Guide.

4.8.1 Termination Liability

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid Non-Recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all Recurring Charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

4. REGULATIONS (Cont'd)

4.9 Customer Liability for Unauthorized Use of the Network

4.9.1 Unauthorized Use of the Network

- (A) Unauthorized use of the Network occurs when: (1) a person or entity that does not have actual, apparent, or implied authority to use the Network, obtains the Company's services provided under this Service Guide; or (2) a person or entity that otherwise has actual, apparent, or implied authority to use the Network, makes fraudulent use of the Network to obtain the Company's services provided under this Service Guide, or uses specific services that are not authorized.
- (B) The following activities constitute fraudulent use:
- (1) Using the Network to transmit a message, locate a person, or otherwise give or obtain information, without payment for the service;
 - (2) Using or attempting to use the Network with the intent to avoid payment, either in whole or part, of any of the Company's tariffed or published charges by either rearranging, tampering with, or making connections not authorized by this Service Guide to any service components used to furnish the Company's services or using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices and;
 - (3) Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices to defraud or mislead callers.

4. REGULATIONS (Cont'd)

4.9 Customer Liability for Unauthorized Use of the Network (Cont'd)

4.9.1 Unauthorized Use of the Network (Cont'd)

- (C) Customers are advised that use of telecommunications equipment and services, including that provided under this Service Guide, carries a risk of various forms of telecommunications fraud (including, but not limited to, toll and PBX fraud perpetrated by Users who gain access to a Customer's facilities, account numbers, security, or authorization codes, etc.). Customers should take all necessary steps to restrict access to their facilities, including the equipment and services provided hereunder, and to detect and prevent unauthorized use of the equipment and services provided by the Company under this Service Guide.

4. REGULATIONS (Cont'd)

4.9 Customer Liability for Unauthorized Use of the Network (Cont'd)

4.9.2 Liability for Unauthorized Use

- (A) Except as provided for elsewhere in this Service Guide, the Customer is responsible for payment of all charges for services provided under this Service Guide furnished to the Customer or User. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by Users or other third parties, the Customer's employees, or the public.
- (B) The Customer is liable for all costs incurred as a result of unauthorized use of the Network, including service charges and any direct, indirect, special, incidental, reliance, consequential, exemplary, or punitive charges.
- (C) The Customer is responsible for payment of any charges related to the suspension and/or termination of service, and any charges for reconnection of service, incurred as a result of unauthorized use of the Network.

5. SERVICE DESCRIPTIONS AND RATES

5.1 DS1 Service

5.1.1 Description

DS1 Service provides for the simultaneous two-way transmission of a serial, bipolar, return-to-zero, isochronous digital signal at a terminating bit rate of 1.544 megabits per second (Mbps). Timing is provided by the Company through the Company's facilities to the Customer in the receiving bit stream. The service is available in a point-to-point configuration between:

- Two Customer-designated premises;
- A Company wire center or Customer-designated premise and a Company wire center where multiplexing, hubbing or cross-connection functions are performed;
- Two Centrex locations;
- The patron of an Interconnector and a Company wire center for connection to Optical Interconnection Service;
- A Customer-designated or Other Telecommunications Carriers (OTC) premises to the premises of a OTC for connection to the services or facilities of the OTC;
- A Customer-designated premise and a Network Reconfiguration Service (NRS) System location, or between two NRS system locations;
- A Customer-designated premise and a Company wire center.
 - For access to Centrex
 - For digital trunk access with Digital Trunking Service or ISDN Prime Service

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.1 DS1 Service (Cont'd)

5.1.2 Definitions

- (A) Extended Superframe (ESF) Format - A signaling framing format for DS1 services consisting of frames with 192 information digit time slots preceded by a one digit time slot containing a Frame (F) bit. The ESF framing format consists of 24 consecutive frames as above in a structure where the F bits are divided into three groups used for framing, monitoring and datalink functions according to detailed specifications contained in industry standard ANSI T1.403-1995.
- (B) Superframe (SF or D4) Format - A signal framing format for DS1 services consisting of frames with 192 information digit time slots preceded by a one digit time slot containing a Frame (F) bit. The SF or D4 framing format consists of twelve consecutive frames as above in a structure where the F bits are used for framing only and are divided into two groups used for terminal framing and signaling framing functions according to detailed specifications contained in industry standard ANSI T1.403-1995.

5.1.3 Terms and Conditions

- (A) DS1 Service is provided at the option of the Company where facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
- (B) Rate Zone Wire Center Assignment

Each Company wire center has been assigned to a Rate Zone. A table listing all wire center Rate Zone assignments can be found in Ameritech Operating Companies tariff F.C.C. No. 2, Section 7.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.1 DS1 Service (Cont'd)

5.1.4 Features

(A) Optional Features

Network Reconfiguration - DS1 Service is available for use with Network Reconfiguration Service.

Central Office Multiplexing and Cross Connect Services - These optional services are available with DS1 Service.

Clear Channel Capability - Is an arrangement which allows a Customer to transport 1.536 Mbps of information on an DS1 Service with no constraint on the quantity or sequence of one and zero bits. Clear Channel Capability is a required option when 64 Kbps channels are multiplexed onto DS1 Service. Clear Channel Capability is only provided on non-channelized circuits between two Customer premises where facilities permit.

Extended Super Frame - Is available as a non-chargeable, Customer specified option.

Shared Network Arrangement - DS1 Service is available under a Shared Network Arrangement.

Super Frame - Is available as a non-chargeable, Customer specified option.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)5.1 DS1 Service (Cont'd)5.1.5 Rates

(A) Service Elements

<u>Description</u>	<u>Non-recurring Charge</u>
Administrative Charge ¹	
- per order	
Zone 1	ICB
Zone 2	ICB
Zone 3	ICB
Design and Central Office Connection Charge ¹	
- per circuit	
Zone 1	ICB
Zone 2	ICB
Zone 3	ICB
Customer Connection Charge ¹	
- per termination	
Zone 1	ICB
Zone 2	ICB
Zone 3	ICB

¹For those Customers who choose a Term Payment Plan (TPP) period of 36 months or greater in length, the Administrative Charge, Design and Central Office Connection Charge and Customer Connection Charge will not apply. However, Customers requesting termination of service prior to the completion of a minimum of 36 months of a 36 month or greater TPP term will become liable for payment of Nonrecurring Charges described above.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.1 DS1 Service (Cont'd)

5.1.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

<u>Description</u>	Monthly Payment Term Payment Plans			
	<u>Monthly</u>	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Local Distribution Channel - per point of termination				
Zone 1	ICB	ICB	ICB	ICB
Zone 2	ICB	ICB	ICB	ICB
Zone 3	ICB	ICB	ICB	ICB
Channel Mileage Termination				
- per point of termination				
Zone 1	ICB	ICB	ICB	ICB
Zone 2	ICB	ICB	ICB	ICB
Zone 3	ICB	ICB	ICB	ICB
Channel Mileage - per mile				
Zone 1	ICB	ICB	ICB	ICB
Zone 2	ICB	ICB	ICB	ICB
Zone 3	ICB	ICB	ICB	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.1 DS1 Service (Cont'd)

5.1.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

<u>Description</u>	<u>Non-recurring Charge</u>
Optional Features and Functions	
Clear Channel Capability	
- per circuit arranged	
Zone 1	ICB
Zone 2	ICB
Zone 3	ICB
Shared Network Arrangement	
- processing charge, per service order	
Zone 1	ICB
Zone 2	ICB
Zone 3	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.1 DS1 Service (Cont'd)

5.1.5 Rates (Cont'd)

(B) Payment Plans

Month to Month - DS1 Service is available on a month to month basis.

Term Payment Plans - DS1 Service is available under the Term Payment Plan (TPP) whereby Customers may elect to pay a fixed rate for a 12, 36 or 60 month period. After the minimum period is satisfied, the monthly rate will apply unless a new TPP is selected.

Single Payment Option (SPO) - A Single Payment Option is available for this service.

(C) Termination Charges

Termination Charges will apply to service terminated prior to the contracted period. The termination charge for all TPP terms for DS1 Service will be calculated as described in Term Payment Plans.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.1 DS1 Service (Cont'd)

5.1.5 Rates (Cont'd)

(D) Credit Allowance

A failure to meet the installation interval service date for DS1 Service, will result in a Customer credit of the non recurring charges (consisting of the Administrative Charge, Design and Central Office Connection Charge and Customer Connection Charge only) billed to the Customer for that service, where the responsibility for the failure is solely that of the Company.

This guarantee does not apply to any installation involving the following circumstances:

- The Customer requests expedited orders.
- Other Telephone Companies are involved in the service installation.
- The Customer's premises is inaccessible.
- The Customer changes interface requirements.
- The Customer is not ready to accept service.
- Building facilities are not ready (includes space, cable support structures, building risers and entrance facilities to be provided by builder or owner or owner's subcontracted vendors).

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service

5.2.1 Description

DS3 Service is a two-point dedicated service that provides for simultaneous two way transmission of serial, isochronous digital signals at a terminating bit rate of 44.736 Megabits per second (Mbps). The service is available in a point-to-point configuration between:

- Two Customer-designated premises.
- A Company wire center or Customer-designated premises and a Company wire center where multiplexing, hubbing or cross-connection functions are performed.
- The patron of an Interconnector and a Company wire center for connection to Optical Interconnection Service.
- A Customer-designated or Other Telecommunications Carriers (OTC) premises to the premises of a OTC for connection to services or facilities of the OTC.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.2 Definitions

DS3 Service Channel - The individually activated DS3 channel(s) within a DS3 Service Package.

DS3 Service Package - Provides the capability to provision a maximum number of DS3 channels.

Local Distribution Channel - Provides interconnection between the Company Serving Wire Center (SWC) and the Customer premises. Consists of two rate elements: DS3 Service Packages and DS3 Service Channels.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)5.2 DS3 Service (Con't)5.2.3 Terms and Conditions

In addition to the Terms and Conditions set forth in this Service Guide, the following applies to DS3 Service.

(A) DS3 Service Package

Each DS3 Service Package must have a minimum number of Service Channels (SCs) activated at all times. A new DS3 Service Package must be installed with at least the minimum required SCs. A Customer may not disconnect SCs from an existing DS3 Service Package below the minimum required in that package without downgrading the Service Package size or terminating the DS3 LDC Service.

DS3 Service Package (with Electrical Interface)	Minimum Required SCs	Maximum Available SCs
DS3	1	1
DS3B	1	2
DS3C	1	3
DS3F	3	6
DS3L	7	12
DS3X	13	24

DS3 Service Packages are available with an optical channel interface. These DS3 Service Packages provide a single optical interface for multiple DS3 SCs and are available as follows:

DS3 Service Package (with Optical Interface)	Minimum Required SCs in Package	Maximum Number of DS3 Equivalent SCs
DS3012	1	12
DS3024	13	24

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.3 Terms and Conditions (Cont'd)

(A) DS3 Service Packages (Cont'd)

All DS3 service channels within the package must be ordered for termination at the same Customer designated premises, billed to the same Customer and in the same Serving Wire Center (SWC). All service channels in a package are required to be connected to other service components (i.e., channel mileage, multiplexing, or another service channel) at the time the service channel is installed, except at the fiber hub.

The interconnection of individual service channels with other components, such as channel mileage and multiplexing, may be different. For example, one service channel within the package may have multiplexing, while another service channel may have channel mileage associated with it. Components connected to each service channel in the service package may have different Term Payment Plans periods from the service package in which the service channels reside.

(B) Rate Zone Wire Center Assignment

Each Company wire center has been assigned to a Rate Zone. A table listing all wire center rate zone assignments can be found in Ameritech Operating Companies Tariff FCC #2, Section 7.

(C) DS3 Service is provided at the option of the Company where facilities permit. If appropriate facilities are not available, Special Construction charges may apply.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.4 Features

(A) Optional Features

Network Reconfiguration Service (NRS) - DS3 Service is available for use with Network Reconfiguration Service (NRS).

Central Office Multiplexing and Cross Connect Services - These optional services are available with DS3 Service.

Shared Network Arrangement - A Shared Network Arrangement is available with DS3 Service.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates

(A) Service Elements

<u>Description</u>	<u>Non-recurring Charge</u>
Administrative Charge ¹	
- per order	
Zone 1	ICB
Zone 2	ICB
Zone 3	ICB

¹For those Customers who choose a Term Payment Plan (TPP) period of 36 months or greater in length, the Administrative Charge will not apply. However, Customers requesting termination of service prior to the completion of a minimum of 36 months of a 36 month or greater TPP term will become liable for payment of Nonrecurring Charges described above,.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

Description	Monthly Payment Term Payment Plans			
	<u>Monthly Extension</u>	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Local Distribution Channel - per point of termination				
• Electrical Interface				
- per service package				
Zone 1				
DS3	ICB	ICB	ICB	ICB
DS3B	ICB	ICB	ICB	ICB
DS3C	ICB	ICB	ICB	ICB
DS3F	ICB	ICB	ICB	ICB
DS3L	ICB	ICB	ICB	ICB
DS3X	ICB	ICB	ICB	ICB
Zone 2				
DS3	ICB	ICB	ICB	ICB
DS3B	ICB	ICB	ICB	ICB
DS3C	ICB	ICB	ICB	ICB
DS3F	ICB	ICB	ICB	ICB
DS3L	ICB	ICB	ICB	ICB
DS3X	ICB	ICB	ICB	ICB
Zone 3				
DS3	ICB	ICB	ICB	ICB
DS3B	ICB	ICB	ICB	ICB
DS3C	ICB	ICB	ICB	ICB
DS3F	ICB	ICB	ICB	ICB
DS3L	ICB	ICB	ICB	ICB
DS3X	ICB	ICB	ICB	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

Description	Monthly <u>Extension</u>	Monthly Payment Term Payment Plans		
		<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Local Distribution Channel - per point of termination • Optical Interface - per service package				
Zone 1				
DS3012	ICB	ICB	ICB	ICB
DS3024	ICB	ICB	ICB	ICB
Zone 2				
DS3012	ICB	ICB	ICB	ICB
DS3024	ICB	ICB	ICB	ICB
Zone 3				
DS3012	ICB	ICB	ICB	ICB
DS3024	ICB	ICB	ICB	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

Description	Monthly <u>Extension</u>	Monthly Payment Term Payment Plans		
		<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
DS3 Service Channel				
- per point of termination				
• Electrical				
Zone 1	ICB	NA	NA	NA
Zone 2	ICB	NA	NA	NA
Zone 3	ICB	NA	NA	NA
• Optical				
Zone 1	ICB	NA	NA	NA
Zone 2	ICB	NA	NA	NA
Zone 3	ICB	NA	NA	NA
Channel Mileage				
Termination				
- per point of termination				
Zone 1	ICB	ICB	ICB	ICB
Zone 2	ICB	ICB	ICB	ICB
Zone 3	ICB	ICB	ICB	ICB
Channel Mileage				
- per mile				
Zone 1	ICB	ICB	ICB	ICB
Zone 2	ICB	ICB	ICB	ICB
Zone 3	ICB	ICB	ICB	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

<u>Description</u>	<u>Non-recurring Charge</u>
Optional Features and Functions	
Shared Network Arrangement - processing charge, per order	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates (Cont'd)

(B) Payment Plans

- Term Payment Plans - DS3 Service is only available under the Term Payment Plan (TPP) whereby Customers must select either a 12, 36 or 60 month period. After the minimum period is satisfied, the monthly extension price will apply unless a new TPP is selected.
- Single Payment Option (SPO) - A Single Payment option is available for this service. Refer to Term Payment Plans.

(C) Termination Charges

Termination Charges will apply to service terminated prior to the contracted period. The termination charge for all TPP terms for DS3 Service will be calculated as described in Term Payment Plans.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2 DS3 Service (Con't)

5.2.5 Rates (Cont'd)

(D) Credit Allowance

A failure to meet the installation interval service date for DS3 Service will result in a Customer credit of the non recurring charges (consisting of the Administrative Charge, Design and Central Office Connection Charge and Customer Connection Charge only) billed to the Customer for that service, where the responsibility for the failure is solely that of the Company.

This guarantee does not apply to any installation involving the following circumstances:

- The Customer requests expedited orders.
- Other Telephone Companies are involved in the service installation.
- The Customer's premises is inaccessible.
- The Customer changes interface requirements.
- The Customer is not ready to accept service.
- Building facilities are not ready (includes space, cable support structures, building risers and entrance facilities to be provided by builder or owner or owner's subcontracted vendors).

Failure to meet these parameters will result in a credit allowance to the Customer.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service

5.3.1 Description

OC-3, OC-12 and OC-48 Service provides high speed synchronous optical fiber-based full duplex data transmission capabilities. These services provide optical data transmission with the following characteristics:

- OC-3 Service provides channels operating at the terminating bit rate of 155.52 Mbps
- OC-12 Service provides channels operating at the terminating bit rate of 622.08 Mbps
- OC-48 Service provides channels operating at the terminating bit rate of 2488.32 Mbps

OC-3, OC-12 and OC-48 channels may be used to connect:

- A Customer-designated premises to another Customer-designated premises with add/drop multiplexing capability at wire center locations between the two premises, or a Customer-designated premises to another Customer-designated premises without the add/drop multiplexing capability.
- A Customer-designated premises to a Company location where add/drop multiplexing, add/drop functions and/or cross-connections are performed.

OC-3 Service, OC-12 Service and OC-48 channels may be connected by:

- Using the appropriate OC-3, OC-12 or OC-48 add/drop multiplexer (mux) along with the add/drop function to an DS1 and/or DS3 at suitably equipped wire centers, or
- Using the full bandwidth premises to premises.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.1 Description (Cont'd)

OC-3 Service, OC-12 Service and OC-48 Service, based on Customer requirements, can be configured in any of the following ways:

- OC-3
 - Three STS-1 (Synchronous Transport Signals) channels which each contain:
 - One DS3 that is STS-1 mapped;
 - Up to 28 DS1s that are VT-mapped;
 - An STS-1 channel without constraint to payload mapping when the STS-1 channel does not terminate via an add/drop function to DS1 or DS3 services within the Ameritech network;
 - A single concatenated STS-3C channel

- OC-12
 - Twelve STS-1 channels which each contain:
 - One DS3 that is STS-1 mapped;
 - Up to 28 DS1S that are VT-mapped;
 - An STS-1 channel without constraint to payload mapping when the STS-1 channel does not terminate via an add/drop function to DS1 or DS3 services within the Ameritech network;
 - Four concatenated STS-3C channels;
 - From one to three STS-3C channels mixed with from three to nine STS-1 channels subject to utilization of the total OC-12 capacity;
 - A single concatenated STS-12C channel

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.1 Description (Cont'd)

- OC-48
- Forty-eight STS-1 channels which each contain:
 - One DS3 that is STS-1 mapped;
 - Up to 28 DS1S that are VT-mapped;
 - An STS-1 channel without constraint to payload mapping when the STS-1 channel does not terminate via an add/drop function to DS1 or DS3 services within the network;
 - Sixteen concatenated STS-3C channels;
 - From one to fifteen concatenated STS-3C channels mixed with from three to forty-five STS-1 channels subject to utilization of the total OC-48 capacity;
 - Four concatenated STS-12C channels;
 - From one to three concatenated STS-12C channels mixed with from twelve to thirty-six STS-1 channels subject to utilization of the total OC-48 capacity;
 - From one to three concatenated STS-12C channels mixed with from four to twelve concatenated STS-3C channels, also mixed with from three to thirty-three STS-1 channels subject to utilization of the total OC-48 capacity;
 - From one to three concatenated STS-12C channels mixed with from one to eleven concatenated STS-3C channels, also mixed with from three to thirty-three STS-1 channels subject to utilization of the total OC-48 capacity

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.1 Description (Cont'd)

Channel Configuration - OC-3, OC-12 and OC-48 Channels consist of Local Distribution Channels (LDCs), Interoffice Transport (which consists of a combination of Channel Mileage and Channel Mileage Terminations), and optional features and functions.

- OC-3, OC-12 and OC-48 Local Distribution Channels

OC-3, OC-12 and OC-48 Local Distribution Channels provide optical interconnection between a Company Serving Wire Center (SWC) and the Customer premises.

The following types of LDCs are available:

Terminating Bit Rate	Loop Format	Data Transmission Format
155.52 Mbps	4 fiber	Synchronous
622.08 Mbps	4 fiber	Synchronous
2488.32 Mbps	4 fiber	Synchronous

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.2 Definitions

Interoffice Transport - Interoffice Transport facilities, comprised of Channel Mileage Termination (CMT) and Channel Mileage (CM), provide the transmission paths between Serving Wire Centers associated with two Customer-designated premises or between a Serving Wire Center associated with Customer premises and a Company Hub location. Three interoffice transport types are available: OC-3 which supports a bit rate of 155.52 Mbps, OC-12 transport at the 622.08 Mbps bit rate and OC-48 transport at a bit rate of 2488.32 Mbps.

OC-3 LDCs are interconnected to OC-3 transport, OC-12 LDCs are interconnected to OC-12 transport and OC-48 LDCs are interconnected to OC-48 transport.

In addition, interoffice transport can be connected between wire centers with Add/Drop multiplexing at a lower OC-N speed than the LDC, if the transport is between a lower speed Add/Drop Function and:

- another lower speed Add/Drop Function;
- another lower speed Local Distribution Channel;
- a lower speed Dedicated Ring Port;
- a lower speed Cross-Connect;

All of the above terminations must be the same speed as the transport.

SONET (Synchronous Optical Network) - SONET is a set of international standards for fiber optic based transmission systems. SONET defines standard optical carrier transmission rates and utilizes a modular multiplexing approach based on the application of Synchronous Transport Signals (STS).

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.3 Terms and Conditions

- (A) The Customer is responsible via the ordering process to identify what STS signal configuration is to be contained in each OC-3, OC12 and OC-48 service connection and each STS-1, STS-3 and/or STS12 payload content. This information is needed for routing and connection purposes in the network.
- (B) When OC-3, OC-12 or OC-48 Service is provided, the Customer is responsible for providing the Optical Line Termination (OLT) at the Customer's premises. The OLT supplied at the Customer premises must be compatible with the OLT used by the Company in the Serving Wire Center.
- (C) All LDCs comprising a channel must have the same terminating bit rate unless multiplexing is performed at a Company Hub location.
- (D) The options in Add/Drop Multiplexing and Add/Drop Function cannot be used with Ameritech OC-3 or OC-12 Service configured by the Customer to contain a single non-channelized (concatenated) STS-3C or STS-12C signal, respectively.
- (E) Service Rearrangement Charges
 - If a change involves the rearrangement of an OC-3, OC-12 or OC-48 from point-to-point (non-channelized) service to an arrangement with an add/drop multiplexer and an Add/Drop function or vice-versa, an Administrative Charge, Design and Central Office Connection Charge and Customer Connection Charge will apply.
 - If a change is made in payload mapping within an-3, OC-12 or OC-48 package, this change will require a redesign of the OC-3, OC-12 or OC-48, and an Administrative Charge and Design and Central Office Connection Charge will apply.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.3 Terms and Conditions (Cont'd)

- (F) OC-3, OC-12 and OC-48 Services are provided at the option of the Company where appropriate SONET facilities are available. If appropriate facilities are not available, Special Construction charges may apply.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.4. Features

(A) Optional Features

OC-3, OC-12 and OC-48 Add/Drop Multiplexing - An arrangement that allows an OC-3, OC-12 or OC-48 channel operating at a terminating speed of 155.52 Mbps, 622.08 Mbps and 2488.32 Mbps, respectively, to add/drop a lower speed channel by using this feature along with the add/drop function as stated below.

OC-3 add/drop multiplexing at a Company wire center will provide the capability to support the full add/drop function capacity of OC-3 Service bandwidth with up to three DS3 add/drop functions or equivalently up to three groups of 28 DS1 add/drop functions.

OC-12 add/drop multiplexing at a Company wire center will provide the capability to support the full add/drop function capacity of OC-12 Service bandwidth with up to four OC-3 add/drop functions or up to twelve DS3 add/drop functions or equivalent combinations of OC-3 and DS3 add/drop functions.

OC-48 add/drop multiplexing at a Company wire center will provide the capability to support one quarter of the add/drop function capacity of OC-48 Service bandwidth. Up to four OC-48 add/drop multiplexing options may be provided with each supporting one OC-12 add/drop function, or up to four OC-3 add/drop functions or up to twelve DS3 add/drop functions or equivalent combination of OC-3 and DS3 add/drop functions.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.4 Features (Cont'd)

(A) Optional Features (Cont'd)

Add/Drop Function - The OC-3 Service, OC-12 Service and OC-48 Service are able to add or drop lower level signals as shown in the matrix following. The add/drop function is offered at a circuit level. For example, if a Customer wants to drop one DS3 signal from an OC-12 service, they would pay one add/drop charge for the DS3, plus the OC-12 add/drop multiplexing charge.

An OC-3, OC-12 and OC-48 Service is only able to add or drop the services that have been identified by payload content (mapped) within the bandwidth. DS1 mapped STS-1 signals are only able to connect to an DS1, and DS3 mapped STS-1 signals are only able to connect to an DS3. If a change is required it may be accomplished by the Customer's CPE or through the current asynchronous environment for multiplexing of DS3 and DS1 services. See Central Office (CO) Multiplexing for DS1 and DS3 Services.

ADD/DROP Function				
	DS1	DS3	OC-3	OC-12
OC-48	No ²	Yes	Yes	Yes
OC-12	No ¹	Yes	Yes	N/A
OC-3	Yes	Yes	N/A	N/A

²To add/drop a DS1 from an OC-12 and/or OC-48, an intermediate step at either OC-3 or DS3 must be taken.

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)5.3 OC-3, OC-12 and OC-48 Service (Cont'd)5.3.5 Rates

(A) Service Elements

<u>Description</u>	<u>Non-recurring Charge</u>
Administrative Charge - per order	
OC-3 Service 155.52 Mbps	ICB
OC-12 Service 622.08 Mbps	ICB
OC-48 Service 2488.32 Mbps	ICB
Design and Central Office Connection Charge - per circuit	
OC-3 Service 155.52 Mbps	ICB
OC-12 Service 622.08 Mbps	ICB
OC-48 Service 2488.32 Mbps	ICB
Customer Connection Charge - per termination	
OC-3 Service 155.52 Mbps	ICB
OC-12 Service 622.08 Mbps	ICB
OC-48 Service 2488.32 Mbps	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

Description	Monthly Payment Term Payment Plans			
	<u>Monthly Extension</u>	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Local Distribution Channel				
- per point of termination				
OC-3	ICB	ICB	ICB	ICB
OC-12	ICB	ICB	ICB	ICB
OC-48	ICB	ICB	ICB	ICB
Channel Mileage				
Termination				
- per point of Mileage				
Termination				
OC-3	ICB	ICB	ICB	ICB
OC-12	ICB	ICB	ICB	ICB
OC-48	ICB	ICB	ICB	ICB
Channel Mileage				
- per mile				
OC-3	ICB	ICB	ICB	ICB
OC-12	ICB	ICB	ICB	ICB
OC-48	ICB	ICB	ICB	ICB
Optional Features				
Add/Drop Multiplexing				
- per arrangement				
OC-3	ICB	ICB	ICB	ICB
OC-12	ICB	ICB	ICB	ICB
OC-48	ICB	ICB	ICB	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)5.3 OC-3, OC-12 and OC-48 Service (Cont'd)5.3.5 Rates (Cont'd)

(A) Service Elements (Cont'd)

<u>Description</u>	<u>Non-recurring Charge</u>
Optional Features (Cont'd)	
Add/Drop Function	
OC-3 Service	
- per DS3 Add or Drop	ICB
- per DS1 Add or Drop	ICB
OC-12 Service	
- per OC-3 Add or Drop	ICB
- per DS3 Add or Drop	ICB
OC-48 Service	
- per OC-12 Add or Drop	ICB
- per OC-3 Add or Drop	ICB
- per DS3 Add or Drop	ICB

5. SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.3 OC-3, OC-12 and OC-48 Service (Cont'd)

5.3.5 Rates (Cont'd)

(B) Payment Plans

- Term Payment Plans - OC-3, OC-12 and OC-48 Service is available under the Term Payment Plan (TPP) whereby Customers may elect to pay a fixed price for a 12, 36 or 60 month period. The minimum service period for OC-3, OC-12 and OC-48 Services is 12 months. After the minimum period is satisfied, the monthly extension price will apply unless a new TPP is selected.
- Single Payment Option (SPO) - A Single Payment Option is available for this service.

(C) Termination Charges

Termination Charges will apply to service terminated prior to the contracted period. The termination charge for all TPP terms for OC-3, OC-12 and OC-48 will be calculated as described in this Service Guide.