

VENDOR NAME: FRONTIER (SBC SNET)

SERVICE/PRODUCT NAME: Internet Access – Dedicated Internet Service

SERVICE/PRODUCT DESCRIPTION:

FRONTIER (SBC SNET)'s Dedicated Internet Access (DIA) is a high-speed, digital, dedicated connection that provides a connection that's always available. FRONTIER (SBC SNET) Dedicated Internet Access delivers a range of Internet access options that are faster and more reliable than conventional dial-up access. Unlike dial-up Internet access, a dedicated connection is provided from your location to FRONTIER (SBC SNET)'s IP-based backbone.

With speeds ranging from 56Kbps to 1Gbps, FRONTIER (SBC SNET) DIA offers a wide range of speeds can quickly transfer large data and graphics files. The SBC companies have built redundant transport facilities and alternate routing arrangements to handle maximum traffic volumes. And, we actively manage your network to find and correct problems before they can impact your business.

FRONTIER (SBC SNET) Dedicated Internet Access (DIA) gives you these features:

- "Always Available" Access—Your Internet connection is only a click away with SBC Dedicated Internet Access
- Variety of Speed Options—FRONTIER (SBC SNET) Dedicated Internet Access (DIA) is available in many speeds. With guaranteed bandwidth and your choice of transport speeds, you can choose the right solution to meet your specific requirements.
- Secure Internet Connection—We offer strong protection against unauthorized viewers of your work.
- Redundant Network Architecture—We've purposely built our network with many levels of redundancy. We also monitor the integrity of our network 24 hours a day, 7 days a week
- Network Reliability—FRONTIER (SBC SNET) Internet Services is building a world-class network with a fully redundant and diversified design.
- Quality—FRONTIER (SBC SNET) designs and engineers all POPs. These POPs offer power back-up and limited access to help ensure security.
- Customer Service and Technical Support—We provide knowledgeable IP experts, 24x7, to quickly resolve problems so you don't have to develop your own in-house expertise.

System Interconnection

Every day, your users need to share information and communicate with the mainframe computer. You need to give remote offices access to corporate information and computing resources. New applications for multimedia and Internet access require higher bandwidth from your wide area network (WAN). Yet, working within the confines of your communications budget is becoming increasingly difficult.

To bring your multiple locations together, we suggest creating a WAN using SBC (DIA).can create a network of connections to tie your office LANs together into a corporate WAN.

With a WAN that is based on FRONTIER (SBC SNET) Dedicated Internet Access (DIA), users in different locations can effectively collaborate on their work. The vitality and success of your business depend on your ability to send, receive, and manage data effectively. Data volume, speed, and complexity are pushing the limits of your conventional networks. With our FRONTIER (SBC SNET) Dedicated Internet Access solution, you can feel confident that your current and future networking needs can and will be met.

- Frame Relay Service—offers one of the most cost-effective ways to get dedicated access to the Internet. Frame Relay's digital quality ensures high-speed, high-quality Internet access.
- Asynchronous Transfer Mode (ATM)—helps networks process data with the most efficient method of data transmission to date—cell relay, a fast-packet switching technology. ATM combines the reliability of circuit switching with the efficiency of packet switching, giving you the best way to deliver all types of diverse traffic—data, image, voice, and video.

National Security Emergency Preparedness (NS/EP) Telecommunications Service Priority (TSP) System

In 1988, the Federal Communications Commission revised the Restoration Priority System with the National Security Emergency Preparedness (NSEP) TSP System. This system ensures priority treatment of restoration to telecommunication services following natural or technical disasters.

TSP assigned telecommunication services are provisioned and restored before non-TSP services. Any Federal, State and local government, private industry or foreign government with telecommunications services supporting a national security or emergency preparedness mission qualifies for TSP.

Provisioning

If FRONTIER (SBC SNET) receives an Emergency (E) provisioning priority it must take immediate action to provide the service at the earliest possible date, including dispatching service personnel outside of normal business hours. The FCC order requires that service vendors provision Emergency (designated by an E) TSP services before any Essential (designated by a 1, 2, 3, 4, or 5) TSP service or non-TSP services. The order processing is escalated up through management as far as necessary to complete the order. Service vendors receiving service requests with an Essential provisioning priority must make their best effort to provide the TSP services by the service user's requested due date.

Restoration

When a trouble report is received, or FRONTEIR (SBC SNET) otherwise recognizes that the TSP circuit is out or unusable, it must allocate available resources to restore the service as quickly as possible. TSP services assigned restoration priorities of 1, 2, or 3 require dispatch outside normal business hours. Vendors must dispatch service personnel outside normal business hours to restore TSP service assigned a 4 or 5 priority only when the next business day is more than 24 hours away.

Sponsorship

The FCC designated the Executive Office of the President (EOP) as administrator of the TSP Program. The EOP delegated its responsibilities to the Manager of the National Communications System (NCS), which, in turn, assigned the administration and execution of the TSP Program to the Office of Priority Telecommunications (OPT) located at the NCS. The primary roles of a Federal sponsor are to:

- Review and determine whether to approve foreign, State, and local government and private industry requests for priority actions.
- Affirm that the requested priority level assignment is appropriate.

Sponsorship for TSP may be obtained from the National Communications System through the TSP Web Site at <http://tsp.ncs.gov>.

SERVICE LEVELS:

Installation Intervals

Individual Case Basis

Routine Repair Intervals

Response time = Less than 30 minutes

Repair Resolution time = 2 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when FRONTIER (SBC SNET) receives a report of a problem or otherwise becomes aware of a problem, and the time that FRONTIER (SBC SNET) responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies FRONTIER (SBC SNET) of a problem, and the time that FRONTIER (SBC SNET) restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY

See Service Availability spreadsheet

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A 2% credit will be issued monthly against the items ordered from this Product Schedule per the FRONTIER (SBC SNET) Master Agreement

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Monthly Cost	Recurring Monthly Cost
Add	09/15/15	02/05/16	1		56 Kbps Frame Relay		\$400.00	\$157.00
Add	09/15/15	02/05/16	2		128 Kbps Frame Relay		\$400.00	\$187.00
Add	09/15/15	02/05/16	3		256 Kbps Frame Relay		\$400.00	\$218.00
Add	09/15/15	02/05/16	4		384 Kbps Frame Relay		\$400.00	\$240.00
Add	09/15/15	02/05/16	5		768 Kbps Frame Relay		\$400.00	\$303.00
Add	09/15/15	02/05/16	6		1.536 Mbps Frame Relay		\$400.00	\$402.00
Add	09/15/15	02/05/16	7		1.54 Mbps ATM VBR		\$400.00	\$522.75
Add	09/15/15	02/05/16	8		3 Mbps ATM VBR		\$400.00	\$1,021.50
Add	09/15/15	02/05/16	9		4 Mbps ATM VBR		\$400.00	\$1,356.75
Add	09/15/15	02/05/16	10		6 Mbps ATM VBR		\$400.00	\$2,019.75
Add	09/15/15	02/05/16	11		10 Mbps ATM VBR		\$400.00	\$3,312.75
Add	09/15/15	02/05/16	12		15 Mbps ATM VBR		\$400.00	\$4,869.00
Add	09/15/15	02/05/16	13		30 Mbps ATM VBR		\$400.00	\$9,137.25
Add	09/15/15	02/05/16	14		50Mbps ATM VBR		\$0.00	\$10,043.33
Add	09/15/15	02/05/16	15		60 Mbps ATM VBR		\$0.00	\$11,924.00
Add	09/15/15	02/05/16	16		70 Mbps ATM VBR		\$0.00	\$13,762.00
Add	09/15/15	02/05/16	17		80 Mbps ATM VBR		\$0.00	\$15,557.33
Add	09/15/15	02/05/16	18		90 Mbps ATM VBR		\$0.00	\$17,310.00
Add	09/15/15	02/05/16	19		100 Mbps ATM VBR		\$0.00	\$19,020.00
Add	09/15/15	02/05/16	20		110 Mbps ATM VBR		\$0.00	\$20,687.33
Add	09/15/15	02/05/16	21		120Mbps ATM VBR		\$0.00	\$22,312.00
Add	09/15/15	02/05/16	22		130 Mbps ATM VBR		\$0.00	\$23,894.00
Add	09/15/15	02/05/16	23		140 Mbps ATM VBR		\$0.00	\$25,433.33
Add	09/15/15	02/05/16	24		Burstable OC3 50M - 155M		\$0.00	\$10,250.00
Add	09/15/15	02/05/16	25		Burstable Usage over 50M Min. (per Mb)		\$0.00	\$205.00
Add	09/15/15	02/05/16	26	ABD02	TSP Priority Installation	circ	\$113.59	\$0.00
Add	09/15/15	02/05/16	27	ABD04	TSP Priority Restoration	circ	\$101.82	\$0.00
Add	09/15/15	02/05/16	28	ABD06	TSP Priority Restoration change level	circ	\$6.47	\$0.00
Add	09/15/15	02/05/16	29	ABD09	TSP Priority Restoration maintenance	circ	\$0.00	\$8.82

1. Burstable usage over 50M is billed on monthly absolute peak of the 95th percentile of usage collected at 5 minute intervals.

2. Locations that do not currently have fiber in the adjacent public right of way may require special construction to extend FRONTIER (SBC SNET) facilities to support optical services.

3. Above rates do not include Frame Relay and ATM transport charges.

NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.