

DAS MASTER AGREEMENT NUMBER:

B-03-006

DAS APPROVAL DATE:

2/10/2016

VENDOR NAME: FRONTIER (SBC SNET)

SERVICE/PRODUCT NAME: Long Distance Service: IntraLATA Long Distance

SERVICE/PRODUCT DESCRIPTION:

FRONTIER (SBC SNET) Call Plans

FRONTIER (SBC SNET) long distance service is provided by its affiliate. FRONTIER (SNET) call plan rates are based on a commitment level of annual minutes of use. A call plan consists of a group of billing telephone numbers designated by the customer.

Long distance calls are rated as switched or dedicated. Calls are rated as switched if long distance calls are routed over existing local exchange trunks or lines. The dedicated rate would apply to toll calls that are routed over a dedicated T-1 access pipe. FRONTIER dedicated access facilities are used for toll calling only. Local, 911, 411 and incoming calls are routed over the local trunks or lines. FRONTIER (SBC SNET) will provide dedicated (non PRI) access at no charge for those locations that bill \$30,000 in toll annually.

SERVICE LEVELS:

Installation Intervals

Dedicated Access Facilities:

Less than 10 lines = 20 business days

10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour

Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when FRONTIER (SNET) receives a report of a problem or otherwise becomes aware of a problem, and the time that FRONTIER (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 (SNET) of a problem, and the time that FRONTIER (SNET) restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY

See Service Availability spreadsheet

MINIMUM LEVELS

The call plan rate is based on the annual commitment level per the customer's designated combined billing telephone numbers. At the end of each twelve-month period, an annual true up is conducted. If the plan has not met the commitment, FRONTIER (SBC SNET) will bill the difference. The true up will be at the lower rate if the rates are different.

Commitment Levels:

| |
|--|
| <1,000,000 annual minutes - switched |
| 1-3,000,000 annual minutes - switched |
| 3-5,000,000 annual minutes - switched |
| > 5,000,000 annual minutes - switched |
| <1,000,000 annual minutes - dedicated |
| 1-3,000,000 annual minutes - dedicated |
| 3-5,000,000 annual minutes - dedicated |
| > 5,000,000 annual minutes - dedicated |

LIMITATIONS

The following types of calls are not eligible for call plan rates:

- Directory Assistance Calls
- Directory Assistance Call Completion
- Busy Line Verification and Interruption
- 611, 911 calls
- Local Service usage
- Calls to 900 numbers, lottery, weather, OTB, etc.
- Calls billed from another carrier
- Call Trace
- Toll Access Lines (HOBIC - Hotel/Motel billing)
- Byram or Greenwich originated intrastate calls
- Operator handled local calls

VENDOR NAME: FRONTIER (SBC SNET)

SERVICE NAME: Long Distance Service: IntraLATA Long Distance

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 | | | Per Minute Cost |
|---|------------------------------|----------------------------|------|--------------|---|------|--|--|--------------------|
| Add | 09/10/15 | 02/10/16 | 1 | | <1,000,000 annual minutes - switched | min | | | \$0.046 |
| Add | 09/10/15 | 02/10/16 | 2 | | 1-3,000,000 annual minutes - switched | min | | | \$0.042 |
| Add | 09/10/15 | 02/10/16 | 3 | | 3-5,000,000 annual minutes - switched | min | | | \$0.040 |
| Add | 09/10/15 | 02/10/16 | 4 | | > 5,000,000 annual minutes - switched | min | | | \$0.035 |
| Add | 09/10/15 | 02/10/16 | 5 | | <1,000,000 annual minutes - dedicated | min | | | \$0.025 |
| Add | 09/10/15 | 02/10/16 | 6 | | 1-3,000,000 annual minutes - dedicated | min | | | \$0.023 |
| Add | 09/10/15 | 02/10/16 | 7 | | 3-5,000,000 annual minutes - dedicated | min | | | \$0.021 |
| Add | 09/10/15 | 02/10/16 | 8 | | > 5,000,000 annual minutes - dedicated | min | | | \$0.019 |
| Add | 09/10/15 | 02/10/16 | 9 | | Dedicated access non-PRI T-1s for locations that are billed >\$30,000 annual toll | ea | | | \$0.00 |

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