

MASTER AGREEMENT NUMBER:

B-03-006

DAS APPROVAL DATE:

2/10/2016

**VENDOR NAME: FRONTIER (SBC SNET)**

**SERVICE/PRODUCT NAME: Local Exchange Service: Residential Service**

**SERVICE/PRODUCT DESCRIPTION:**

Residential Flat Rate service provides unlimited local calling. The monthly rate is dependent on the exchange class.

**SERVICE LEVELS:**

**Installation Intervals**

Less than 10 lines = 5 business days

10 or more lines = Individual Case Basis

**Routine Repair Intervals**

Response time = Less than 1 hour

Repair Resolution time = 36 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. It is calculated during a measurement period as an average time (expressed in hours and minutes of the Repair Response intervals) for all problems related to a particular network service for the State's entire network.

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. It is calculated during a measurement period and is expressed as an average time (expressed in hours and minutes of the Repair Resolution intervals) for all problems of a particular network service for the State's entire network.

**SERVICE AVAILABILITY/LIMITATIONS:**

See Service Availability spreadsheet

**VENDOR NAME: FRONTIER (SBC SNET)**

**SERVICE NAME: Local Exchange Service: Residential Service**

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

| Activity<br>(Add,<br>Delete,<br>Change) | Date of<br>Vendor<br>Request | Date<br>Approved<br>By DAS | Item | Item<br>Code            | Description of Service/Equipment                              | Unit | Non-Recurring<br>Monthly Cost | Recurring<br>Monthly Cost |
|---|------------------------------|----------------------------|------|-------------------------|---|------|-------------------------------|---------------------------|
| Add                                     | 09/29/15                     | 02/10/16                   | 1    | R1C1<br>R1C2<br>IFG83   | Residential Line- Exchange<br>Class 1                         | line | \$55.00                       | \$10.53                   |
| Add                                     | 09/29/15                     | 02/10/16                   | 2    | R1C1<br>R1C2<br>IFG84   | Residential Line- Exchange<br>Class 2                         | line | \$55.00                       | \$11.53                   |
| Add                                     | 09/29/15                     | 02/10/16                   | 3    | R1C1<br>R1C2<br>IFG85   | Residential Line- Exchange<br>Class 3                         | line | \$55.00                       | \$12.53                   |
| Add                                     | 09/29/15                     | 02/10/16                   | 4    | R1C1<br>R1C2<br>IFG86   | Residential Line- Exchange<br>Class 4                         | line | \$55.00                       | \$13.53                   |
| Add                                     | 09/29/15                     | 02/10/16                   | 5    | R1C1<br>R1C2<br>IFG87   | Residential Line- Exchange<br>Class 5                         | line | \$55.00                       | \$14.53                   |
| Add                                     | 09/29/15                     | 02/10/16                   | 6    | EUI04<br>EUI07<br>IFG88 | Residential Federal<br>Subscriber Line Charge                 | line | \$0.00                        | \$5.78                    |
| OPTIONAL FEATURES                       |                              |                            |      |                         |   |      |                               |                           |
| Add                                     | 09/29/15                     | 02/10/16                   | 7    | CWR<br>ECWR             | Custom calling feature call<br>waiting first feature per line | Ea   | \$5.00                        | \$8.00                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 8    | CFR<br>IFG90            | Custom Calling Feature-Call<br>Forwarding-1st feat-per line   | Ea   | \$5.00                        | \$7.00                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 9    | VFP01<br>IFG91          | Totalphone Service  | Ea   | \$5.00                        | \$14.00                   |
| Add                                     | 09/29/15                     | 02/10/16                   | 10   | CTR<br>IFG92            | Call Tracing add'l feature per<br>line-Res                    | Ea   | \$5.00                        | \$7.00                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 11   | CIBR<br>IFG93           | Caller ID Blocking  | Ea   | \$33.00                       | \$2.00                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 11a  | IFG94                   | Foreign Listing Residence<br>(Not to exceed)                  | Ea   | \$33.00                       | \$6.00                    |
| E911 Surcharge                          |                              |                            |      |                         |   |      |                               |                           |
| Add                                     | 09/29/15                     | 02/10/16                   | 12   |                         | E911 Surcharge - 1 Line<br>(Per Line Per BTN)                 | LINE | \$0.00                        | \$0.47                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 13   |                         | E911 Surcharge - 2 Lines<br>(Per Line Per BTN)                | LINE | \$0.00                        | \$0.35                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 14   |                         | E911 Surcharge - 3 Lines<br>(Per Line Per BTN)                | LINE | \$0.00                        | \$0.31                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 15   |                         | E911 Surcharge - 4 - 5 Lines<br>(Per Line Per BTN)            | LINE | \$0.00                        | \$0.28                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 16   |                         | E911 Surcharge - 6 - 10 Lines<br>(Per Line Per BTN)           | LINE | \$0.00                        | \$0.24                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 17   |                         | E911 Surcharge - 11 - 25 Lines<br>(Per Line Per BTN)          | LINE | \$0.00                        | \$0.19                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 18   |                         | E911 Surcharge - 26 - 50 Lines<br>(Per Line Per BTN)          | LINE | \$0.00                        | \$0.16                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 19   |                         | E911 Surcharge - 51 - 99 Lines<br>(Per Line Per BTN)          | LINE | \$0.00                        | \$0.12                    |
| Add                                     | 09/29/15                     | 02/10/16                   | 20   |                         | E911 Surcharge - 100+ Lines<br>(Per Line Per BTN)             | LINE | \$0.00                        | \$0.09                    |

\* NRC applies to new services only