

**VENDOR NAME:** Verizon Business VZB Communications, Inc.

**SERVICE/PRODUCT NAME:** xDSL Service: Internet DSL Office and Office Enhanced

**SERVICE/PRODUCT DESCRIPTION:**

VZB's Internet DSL (Digital Subscriber Line) services provide reliable, high-bandwidth communications using standard copper telephone lines. For remote workers and small branch offices, where leased-line costs would be difficult to justify, DSL enables rich, multi-media communication, including voice, video, and high-speed access to information and corporate LAN resources.

**Internet DSL Office**

Internet DSL Office is a multi-user business solution, designed to provide customers with a business-class Internet DSL service using DSL local loop technology as the last mile to deliver access to VZB's public IP backbone.

The service offers a DSL router, multiple static IP addresses, domain name registration and DNS services, multiple bandwidth options as well as other features to tailor the service to your customer.

Internet DSL Office is made with the business-user in mind. It is truly a multi-user business Internet access solution. This feature-rich product gives you everything you need to get your small office connected. These features include:

Feature	Description of Feature	Benefit to the Customer
<b>On-site installation</b>	Technician is dispatched to the customer location to install the service (including wiring and CPE setup).	Customer does not have to worry about installing the product themselves. When our technician leaves, the service is up and running.
<b>DSL router</b>	Single-box DSL router that terminates the DSL line and provides Ethernet handoff to the customer.	DSL Router provides multi-user access unlike a DSL modem, which only provides access for a single computer.
<b>Multiple static IP addresses</b>	Multi-user support with 64 routable static IP addresses	Static IP addresses are essential to an IT administrator for security and logging purposes. Each site can be identified uniquely. Consumer services typically use a dynamic IP address that changes, making it impossible for an IT administrator to track and control access to a corporate network.
<b>Domain name registration and DNS services</b>	VZB handles the domain name registration process and hosts the domain information.	One-stop process for customer to establish an online presence. No need to separately order Internet access and domain name services.
<b>E-mail</b>	SMTP transfer or POP3 mailboxes	Complete business solution including a choice of e-mail solutions. <ul style="list-style-type: none"> <li>• SMTP transfer allows</li> </ul>

		<p>customer to set up their own internal mail server.</p> <ul style="list-style-type: none"> <li>POP3 mailboxes are hosted by VZB; customer just uses their e-mail program to access our servers.</li> </ul>
<b>Multiple concurrent NNTP sessions with VZB news servers</b>	Up to five concurrent NNTP sessions to VZB's USENET news servers.	Customers can access the latest discussion groups on a variety of topics.
<b>Multiple symmetric bandwidth options</b>	Available at 128 Kbps, 192 Kbps, 384 Kbps, 768 Kbps, 1.0 Mbps, 1.5 Mbps, 2.3 Mbps	Business customers often need to send as much data as they receive (unlike consumers who download much more than they upload). Symmetric bandwidth means that you can send data at the same speed as you receive it.
<b>Low over-subscription rates</b>	VZB designs the DSL network to include a 4:1 ratio of sold bandwidth to backbone bandwidth.	VZB deliberately designs the network to avoid slowdown during busy usage times. Consumer services are known to slow down during peak times because Internet backbone bandwidth is limited.
<b>Service Level Agreements (SLAs)</b>	<p>Internet DSL SLAs are available to all Internet DSL Office customers with at least a one-year term agreement.</p> <p>There are four components to the DSL SLA:</p> <ul style="list-style-type: none"> <li>Installation interval</li> <li>Service availability</li> <li>Backbone latency</li> <li>Packet delivery</li> </ul>	Business quality assurances for business customers. Consumer services are usually "best-effort" with no SLAs.

## Internet DSL Office Enhanced

Internet DSL Office Enhanced represents a new variety of Internet DSL Office. Internet DSL Office Enhanced has all the IP features and benefits as Internet DSL Office listed above. The key difference of Internet DSL Office Enhanced is the new local loop technology that extends the distance of DSL Office. The customer benefits of this extended distance are detailed below:

Feature	Description of Feature	Benefit to Customer
<b>HDSL technology</b>	Provisioned as HDSL technology instead of SDSL/IDSL	New local loop technology extends the distance of the service to the entire Central Office boundary. Virtually eliminating the distance limitation of IDSL/SDSL services.
<b>Two copper wire pairs</b>	Two copper pairs are provisioned	ILECs often deliver a Special-

	and included as part of the service.	Access T1 local loop using this same HDSL technology.
<b>Extended coverage</b>	HDSL extends coverage by enabling service to entire central office (CO) beyond ~20,000 ft. SDSL limit	Customer is no longer constrained by distance from the central office (CO).
<b>Predictable service fulfillment</b>	Because there are virtually no distance limitations of this service, the customer will know what can be delivered ahead of time.	Telco loop will be available at the requested speed; no downstream service rejections or downgrades to lower tiers/speeds.  Customer will receive the service ordered.
<b>Multiple symmetric bandwidth options</b>	Offered in two key speeds: DSL Office Enhanced are: <ul style="list-style-type: none"> <li>▪ 384 Kbps = 10-30 users</li> <li>▪ 768 Kbps = 30-75 users</li> </ul>	Most customers have requested broadband at 384 Kbps and 768 Kbps speeds.

**Note:** Internet DSL Office Enhanced will be supported by Covad and New Edge loops only (service not provisioned on-net initially).

**SERVICE LEVELS:**

SLA	Service Level	Remedy
<b>Install Interval</b>	Forty business days from a complete order to when it is considered up and billable in VZB's billing system.	1 month of MRC
<b>Service Availability</b>	99%	1 day of MRC

**DSL SLA Summary**

SLA	Service Level	Remedy
<b>Install Interval</b>	Forty business days from a complete order to when it is considered up and billable in Verizon's billing system.	1 month of MRC
<b>Service Availability</b>	99%	1 day of MRC

SLA	Off-Net Service Level	Remedy
<b>Latency</b>	55 ms or less U.S. and Europe (within and roundtrip) 95 ms N.Y. to London (within and roundtrip)	1 day of MRC

<b>Packet Delivery</b>	99.5% or greater North America, Europe, and transatlantic (within and roundtrip)	1 day of MRC
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## Internet DSL Solo

VZB's Internet DSL (Digital Subscriber Line) services provide customers with reliable, high-bandwidth communications using standard copper telephone lines. Remote workers and small branch offices will benefit from the following features:

<b>Feature</b>	<b>Description</b>	<b>Benefit to the Customer</b>
<b>Coverage</b>	Provides a nationwide footprint in more than 30 markets for the Internet DSL Solo 384K service and over 9,000 COs with the Internet DSL Solo 768K, Solo 1.5M and Solo Resale services.	This extensive coverage capability enables VZB to draw upon a broad array of access options to provide a complete network solution to customers.
<b>True "always-on" connection</b>	VZB's Internet DSL Solo is technically provisioned using static ATM PVCs through the network.	This design allows for a "connectionless" service. There is no log-on software required to activate sessions.
<b>Static IP addresses</b>	The number of static IP addresses provided vary with the individual service the customer orders: <ul style="list-style-type: none"> <li>• Internet DSL - Solo 384k: bridged, 2 host IPs (/30)</li> <li>• Internet DSL - Solo (768k, 1.5M, Solo 3M, Solo 6M, Resale): Routed CPE, 2 static IP addresses (/30) 1 usable</li> </ul>	Static IP addresses are essential to an IT administrator for security and logging purposes. Each site can be identified uniquely. Consumer services use a dynamic IP address that changes, making it impossible for an IT administrator to track and control access to a corporate network. Two static IP addresses are included in the price of the service (in the case of 3M (Covad) there are six IP addresses included). Additional IP addresses may be ordered for the DSL - Solo 768K, DSL Solo 1.5M, Solo 3M, Solo 6M, and DSL - Solo Resale services.  <b>Note:</b> Additional IP addresses are not available for the DSL - Solo 384K service.
<b>Low backbone network oversubscription</b>	VZB's Internet DSL Solo 384k is designed with a 12:1 backbone oversubscription ratio.	VZB designs the network to avoid slowdown during busy usage times. Consumer services are known to slow down during peak times because Internet backbone bandwidth is limited.
<b>No additional driver or log-on software necessary</b>	Internet DSL Solo does not require the installation of additional log-on software to activate the DSL service during each session.	Supports ease and reliability of installation and prevents conflict with other software already installed.
<b>Feature</b>	<b>Description</b>	<b>Benefit to the Customer</b>
<b>Service level agreements (SLAs)</b>	SLAs for Internet DSL - Solo (384K only) cover: <ul style="list-style-type: none"> <li>• Installation interval</li> <li>• Service availability</li> <li>• Backbone latency</li> <li>• Packet delivery</li> </ul> <b>Note:</b> SLAs currently do not apply to the Internet DSL - Solo 768k, 1.5M, Solo 3M, Solo 6M, and	Business quality assurances for business customers. Consumer services are usually "best-effort" with no SLAs.

	Resale services.	
<b>DSL bridge or modem</b>	VZB provides a consistent, limited set of CPE models across all providers.	This enables VZB to provide uniform installations across a customer's network. This consistent service model distinguishes VZB from many providers where the implementation varies by service provider and is key to reliable service support.
<b>Ethernet handoff to the service</b>	Most implementations only require the connection of an Ethernet cable to activate the service.	Supports ease of activation and consistency of network connectivity across all access types.
<b>Speeds</b>	<p>Broad range of speeds:</p> <p>DSL Solo 384K – 608 Kbps down x 128 Kbps up</p> <p>DSL Solo 768K – 768 Kbps down x 128 Kbps up</p> <p>DSL Solo 1.5M – 1.5 Mbps down x 128 Kbps up</p> <p>DSL Solo Resale – 1.5 Mbps down x 128 Kbps up</p> <p>DSL Solo 3M – 3.0 Mbps down x 512 Kbps up or 3.0Mbps down x 768Kbps up</p> <p>DSL Solo 3M Resale – 3.0 Mbps down x 512 Kbps up</p> <p>DSL Solo 6M – 6.0 Mbps down x 768 Kbps up</p>	Supports multiple speed options to match customers' application and price requirements.

**Note:** For Internet DSL Solo in the US: an ILEC-provided POTS line must be in place for all orders. Internet DSL Solo is not available on VZB UNE-P lines. Internet DSL Solo pricing does not include voice line costs.

**SERVICE AVAILABILITY/LIMITATIONS:**

DSL availability varies based on the end user location. Please contact your VZB Account Team to determine availability.

**VENDOR NAME: Verizon d/b/a MCI Communications, Inc.**

**SERVICE NAME: xDSL Service: Internet DSL Solo, Office and Office Enhanced**

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Cost per Month
Add	03/21/06	04/05/06	1		Internet DSL Solo 384K	ea	\$0.00	\$50.00
Change	04/11/07	04/26/07	1		Internet DSL Solo 384K (128K up/384K down)	ea	\$0.00	\$50.00
Add	03/21/06	04/05/06	2		Router for Internet DSL Solo 384K - Efficient Networks Router (note that it is required that the VZB supplied router is ordered with the service - no substitutions. Does not include installation. Unit is self installed).	ea	\$100.00	\$0.00
Add	03/21/06	04/05/06	3		Internet DSL Solo 768K	ea	\$0.00	\$69.00
Change	04/11/07	04/26/07	3		Internet DSL Solo 768K (128K up/768K down)	ea	\$0.00	\$69.00
Add	03/21/06	04/05/06	4		Internet DSL Solo 1536K	ea	\$0.00	\$89.00
Change	04/04/07	04/26/07	4		Internet DSL Solo 1536K (128K up/1.5M down)	ea	\$0.00	\$89.00
Add	03/21/06	04/05/06	5		Router for Internet DSL Solo 768K or 1536K - Efficient Networks Router (note that it is required that the VZB supplied router is ordered with the service - no substitutions).	ea	\$200.00	\$0.00
Add	03/21/06	04/05/06	6		Internet DSL Office 128k	ea	\$0.00	\$120.00
Change	04/04/07	04/26/07	6		Internet DSL Office 128k (128K up/128K down)	ea	\$0.00	\$120.00
Add	03/21/06	04/05/06	7		Internet DSL Office 384k	ea	\$0.00	\$160.00
Change	04/04/07	04/26/07	7		Internet DSL Office 384k (384K up/384K down)	ea	\$0.00	\$160.00
Add	03/21/06	04/05/06	8		Internet DSL Office 768k	ea	\$0.00	\$200.00
Change	04/11/07	04/26/07	8		Internet DSL Office 768k (768K up/768K down) See Note 1	ea	\$400.00	\$200.00
Add	03/21/06	04/05/06	9		Internet DSL Office 1M	ea	\$0.00	\$240.00
Delete	04/11/07	04/26/07	9		Internet DSL Office 1M	ea	\$0.00	\$240.00
Add	03/21/06	04/05/06	10		Router for Internet DSL Office Service (all speeds) - Efficient Networks Router (note that it is required that the VZB supplied router is ordered with the service - no substitutions). Includes installation.	ea	\$320.00	\$0.00
Add	03/21/06	04/05/06	11		Internet DSL Office Enhanced 384k	ea	\$0.00	\$349.00
Change	04/11/07	04/26/07	11		Internet DSL Office Enhanced 384k (384K up/384k down)	ea	\$0.00	\$349.00
Add	03/21/06	04/05/06	12		Internet DSL Office Enhanced 768k	ea	\$0.00	\$399.00
Change	04/11/07	04/26/07	12		Internet DSL Office Enhanced 768k (768K up/768K down)	ea	\$0.00	\$399.00

**VENDOR NAME: Verizon d/b/a MCI Communications, Inc.**

**SERVICE NAME: xDSL Service: Internet DSL Solo, Office and Office Enhanced**

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Cost per Month
Add	03/21/06	04/05/06	13		Router for Internet DSL Enhanced Office Service Off-Net - Efficient Networks Router (note that it is required that the VZB supplied router is ordered with the service - no substitutes). Includes installation.	ea	\$650.00	\$0.00
Add	03/21/06	04/05/06	14		Missed Appointment Fee	ea	\$99.00	\$0.00
Add	03/21/06	04/05/06	15		Installation for 384K DSL Solo	ea	\$199.00	\$0.00
Delete	04/11/07	04/26/07	15		Installation for 384K DSL Solo	ea	\$199.00	\$0.00
Add	03/21/06	04/05/06	16		Installation for 768K and 1536K DSL Solo	ea	\$400.00	\$0.00
Delete	04/11/07	04/26/07	16		Installation for 768K and 1536K DSL Solo	ea	\$400.00	\$0.00
Add	04/11/07	04/26/07	17		Internet DSL Office 1.5M (1.5M up/ 1.5M down)	ea	\$0.00	\$320.00
Add	04/11/07	04/26/07	18		Internet DSL Solo 3M (51K up/3.0M down)	ea	\$0.00	\$109.00
Add	10/25/13	11/06/13	18a		Internet DSL Solo 3Mx768K	ea	\$0.00	\$109.00
Add	04/11/07	04/26/07	19		Internet DSL Solo 6M (768Kup/ 6.0M down)	ea	\$0.00	\$139.00
Add	04/11/07	04/26/07	20		Router for Internet DSL Solo 3M or 6M - BroadXent Router (note that it is required that the VZB supplied router is ordered with the service - no substitutions).	ea	\$180.00	\$0.00
Add	04/11/07	04/26/07	21		Internet DSL Office 1.5M	ea	\$0.00	\$320.00
Add	04/11/07	04/26/07	22		Internet DSL Office 2.3M	ea	\$0.00	\$380.00
<p><b>Note:</b> A LEC-provided POTS line is required for all Internet DSL Solo orders. If a LEC-provided POTS line is not in place already, one will have to be provided by the customer. Internet DSL Solo is not available on VZB UNE-P lines.</p> <p><b>Note 1:</b> NRC was previous list as item 16</p> <p><b>NOTE:</b> Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.</p>								