

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

DIGITAL LINK SERVICE TARIFF  
Section 18  
Original Sheet 1

**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.1 General Description**

Customized Switched Metro Ethernet Service (CSME) Service is a switched Layer 2 Ethernet network allowing for basic metropolitan Ethernet connectivity. CSME Service allows businesses to interconnect multiple customer locations within a LATA as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber facilities. CSME Service provides bandwidth of either 10 Mbps, 100 Mbps or 1 Gbps(1).

Customers connect to CSME Service via one of the following standard connections, as requested by the customer:

- 10/100 Base T (10 Mbps or 100 Mbps)
- Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX)

Customers may connect multiple locations together, as long as they are in the same LATA or MAN and the service is available. This service acts as an Ethernet bridge supporting LAN-to-LAN connections.

CSME Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network and the bandwidth that will be used across the network. An optional feature is the ability to segregate customer traffic, as deemed necessary by the customer. This traffic segregation is accomplished using Ethernet Virtual Connections (EVCs), at an additional charge.

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(AT) (1) Bandwidth is inclusive of allowances for overhead within the Ethernet network. If a customer orders 1 Gbps of bandwidth on a single port, the Company reserves the right to use up to 10 % of the bandwidth for traffic management.  
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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.2 Regulations**

In addition to the regulations contained in this tariff, the following regulations apply to CSME Service:

- A. CSME Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
- B. The customer provided equipment (CPE) must deliver the data signal for the CSME transport within the industry specification for the subscribed data service. See **TECHNICAL REFERENCES** following.
- C. CSME Service supports full duplex communication.
- D. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See **RATES AND CHARGES** following.
- E. CSME Service is distance limited, based on circuit configuration as determined by the Company. A repeater may be used to extend the transmission of CSME Service. See Repeater under **SERVICE COMPONENTS** following for further definition. See **RATES AND CHARGES** following.
- F. Should the customer wish to segregate traffic, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100 Base T connection. A total of 64 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more than 64 EVCs.
- G. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See **RATES AND CHARGES** following.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.2 Regulations (cont'd)**

- H. If the customer cancels service prior to installation being completed, a Service Order Cancellation charge (per port, per location) will apply. See **RATES AND CHARGES** following. The customer's intent to cancel service must be made in writing.
- I. CSME Service is not available in a meet-point billing arrangement involving other Carriers.
- J. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable.
- K. CSME customers will be required to migrate CSME Service to OPT-E-MAN Service when it becomes available within the serving area. The Company will notify affected customers when such migration is required. Existing contract terms for CSME will be honored, however a new service agreement for OPT-E-MAN Service will need to be negotiated upon the CSME contract expiration.
- L. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100 Base T connection.
- M. The responsibility of the Company shall be limited to furnishing the CSME network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting CSME to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of CSME render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.
- N. Customers will be permitted to move from a 10 Mbps or 100 Mbps Connection to a 1 Gbps Connection, however, the Nonrecurring Charge associated with the new 1 Gbps Connection will apply. See **RATES AND CHARGES** following.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.2 Regulations (cont'd)**

**N. Allowance for Interruption**

In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

The Company will be excluded from providing an Allowance for Interruption should any of the following conditions occur:

- Force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
- The failures of any components beyond the local facility including the Network Interface (NI), the CSU/DSU/Channel band/Extended Demarcation are excluded from the service outage calculation.
- Data loss during the Company's scheduled maintenance window.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.

**18.3 Technical References**

Technical specifications for CSME Service are described in the following technical references:

Ethernet Standards	SBC TP-76412
Network Equipment Design Requirements	SBC TP-76200MP

These publications may be obtained from:

SBC Help Desk and Document Center  
517-788-6872

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.4 Service Components**

- A. There is one standard (or required) rate element which applies for CSME Service: Usage, Port, Transport and Interface.

Usage, Port, Transport and Interface

Provides for the physical connection between the customer's premise and the serving wire center, as well as the bandwidth that will be used by the customer at each location. Several interface protocols are available: 10/100 Base T and Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX).

- B. In addition, there are three optional rate elements which may apply to CSME, depending on the customer's configuration: Additional MAC Addresses, Ethernet Virtual Connections (EVC), and Repeater.

Additional MAC Addresses

Media Access Control (MAC) Addresses denote a data link layer protocol used for Layer 2 connectivity. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses.

Ethernet Virtual Connections (EVCs)

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the network to terminate at the demarcation point at the second customer location. Customers use EVCs if they desire traffic segregation, but EVCs will not provide for traffic prioritization. EVCs may be ordered to establish additional virtual connections over the same physical connection. When EVCs are ordered, the customer must designate the amount of bandwidth to be assigned to each EVC. EVCs can be set in 1 Mbps increments from 5 Mbps to 1 Gbps.

Repeater

For those customers who are located outside normal transmission parameters, service can be provided using a repeater to be placed in Company wire centers. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of CSME Service is subject to the availability and operational limitations of the equipment and associated facilities.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.5 Rates and Charges**

Description	Nonrecurring Charge	Monthly Payment			Monthly Extension
		Term Payment Plan			
		36 Months	60 Months	120 Months	
<u>Standard Charges</u>					
<b>Usage, Port, Transport, Interface, each customer location</b>					
10 Mbps Connection /P9FYX/	\$1,600.00	\$1,500.00	\$1,350.00	\$1,200.00	\$1,800.00
- Subsequent 10 Mbps Connection(1) /P9FZX/	1,150.00	950.00	800.00	650.00	1,200.00
100 Mbps Connection /P9FKX/	1,925.00	2,250.00	1,925.00	1,625.00	2,800.00
- Subsequent 100 Mbps Connection(1) /P9FPX/	1,200.00	1,200.00	1,025.00	775.00	1,560.00
1 Gbps Connection /P9FLX/	2,500.00	4,000.00	3,500.00	3,200.00	4,900.00
<u>Optional Charges</u>					
(AT) Repeater - each /VU4/	250.00	400.00	375.00	350.00	475.00

(AT) (1) Any Subsequent 10 Mbps or 100 Mbps Connections must terminate at the same locations as the original 10 Mbps or 100 Mbps Connections.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.5 Rates and Charges (cont'd)**

Description	Nonrecurring Charge	Monthly Price
<u>Optional Charges (cont'd)</u>		
Ethernet Virtual Connection (EVC) - per connection /EVNDE/	\$ 70.00	\$ 25.00
Additional MAC Addresses - 151-200 MAC addresses /M2CAX/	70.00	5.00
Service Order Cancellation - per location /OCGEO/	200.00	--
Expedite Order Charge - per location /EODEO/	300.00	--
Service Order Change Charge - applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for pending, initial service orders, per location /NHCEO/	75.00	--
Miscellaneous Change Charge - applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for subsequent changes to existing service, per location /NHCEN/	100.00	--

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.6 Term Pricing Plan**

- A. Recurring rates may be applied only over a 36, 60 or 120 month period under the terms and conditions of the Term Pricing Plan (TPP). Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase CSME Service on a month-to-month basis prior to the completion of a TPP.
- B. The TPP provides for 36, 60 or 120 month rate stabilization. Decreases in term monthly recurring tariff rates will be passed on to customers who participate in a TPP. Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the TPP.
- C. The customer may choose to terminate an existing TPP before the end of the 36, 60 or 120 month period and negotiate a new 36, 60 or 120 month TPP. The new TPP must be based upon the rates that are currently in effect and available to all customers.
- D. The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the tariffed monthly extension rates in effect at the time that TPP expires. Subsequently, customers under the tariffed monthly extension rates may convert their existing service to either a 36, 60 or 120 month TPP. Nonrecurring charges will be waived at the time of conversion.
- E. Any Special Construction charges incurred for services billed under a TPP will be applicable as provided for in Section 14 of the Arkansas Intrastate Access Service Tariff.
- F. If the customer terminates the TPP agreement prior to the expiration of the service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

- Fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

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**CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

(AT) **18.6 Term Pricing Plan (cont'd)**

- G. Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:
- The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
  - During the TPP, a customer may move a CSME Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
  - The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
  - Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable;
  - If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

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