This is Schedule Number **{{ScheduleNumber}}** to the Frontier Services Agreement dated **{{FSADate}}** (“FSA”) by and between **{{CustomerName}}** (“Customer”) and Frontier Communications of America, Inc. on behalf of itself and its affiliates (“Frontier”). Customer orders and Frontier agrees to provide the Services and Equipment identified in the Schedule below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Service Location:** | **{{DefaultServiceAccount}}** | **Schedule Date:** | **{{currentdate}}** |
| **Schedule Type/Purpose:** | **{{ScheduleTypePurpose}}** | **Service Term:** | **{{ServiceTerm}}** |

1. **Products and Services**The Services and Equipment provided under this Schedule are set forth in **Exhibit A** attached hereto and incorporated herein by this reference.
2. **Notice Address**
3. **Frontier Communications of America, Inc.**

111 Field Street

Rochester, NY 14620

Attn: Associate General Counsel

1. **Customer Notice Address**{{CustomerAddress}}  
   Attn:

1. **Payment Instructions**
2. If making payment by ACH or wire transfer, please e-mail (billing@highspot.com) a notice of ACH or wire transfer and the amount so that payment is recorded accurately:
3. ACH to Frontier
4. Routing Number: 1221000024
5. Account number: 13247977
6. Currency: United States Dollars (USD)
7. Bank Name: JP Morgan Chase
8. Preferred file type is EDI with Frontier account number to be paid
9. All wire transfer transaction fees must be covered by Customer and should be specified upon initiation of the wire transfer. Please include Customer Name and invoice number with your wire transfer to ensure accurate and timely application of your payment.

1. To pay by Check: Include Invoice Number on check and remit to:

FRONTIER  
Po Box 740407  
Cincinnati, OH 45274-0407

1. **Supplemental Terms**This Schedule incorporates the Supplemental Terms and Conditions for the Products and Services provided hereunder as an integral part of the Agreement and are attached hereto and incorporated herein as **Exhibit B**.
2. **Producer Price Index Adjustment.** Unless otherwise prohibited by tariff, regulation or applicable law, Frontier shall, once per year in July, increase the above MRC for each service by the annual increase in the Producer Price Index for Total Final Demand as published by the U.S. Bureau of Labor Statistics (“PPI-FD”). The adjustment will be based on the percentage increase, if any, in PPI-FD for the most recent yearly period ending April 30th compared to the prior 12 month period ending April 30th and shall not exceed 9.5% in any year.  The increase, if any, will be reflected as either an increase in the base MRC or as a separately stated item and occur for the first time in July of the calendar year after service installation

This Schedule is not effective and pricing, dates and terms are subject to change until signed by both parties, and may not be effective until approved by the FCC and/or applicable State Commission. This Schedule and any of the provisions hereof may not be modified in any manner except by mutual written agreement. The above rates do not include any taxes, fees or surcharges applicable to the Service. This Schedule, and all terms and conditions of the FSA, is the entire agreement between the parties with respect to the Services and described herein, and supersedes any and all prior or contemporaneous agreements, representations, statements, negotiations, and undertakings written or oral with respect to the subject matter hereof.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Frontier Communications of America, Inc.** | |  | **{{CustomerName}}** | |
| Signature: |  | Signature: |  |
| Printed Name: | {{FrontierPrintedName}} | Printed Name: |  |
| Title: | {{FrontierTitle}} | Title: |  |
| Date: |  | Date: |  |

**Exhibit A**

**DIA plus SIP – Information and Pricing Chart**

**{{#SA}}**

**Service Location: {{ServiceLocation}}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Description** | **Quantity** | **MRC** | **Total MRC** | **NRC** |
| **{{#DIA}}{{#ftr\_IsBundle}}**  **{{ProductName}}**  {{CoS}} {{SPEED}} {{IPBLOCK}} {{SDWANSpeed}} {{IKEv2}} {{HighAvail}} {{CTerm}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}**  **{{/DIA}}** |
| **{{#SIP}}{{#ftr\_IsBundle}}**  **{{ProductName}} (Concurrent Call Session)**  Service Type: {{**HandOff**}} – Hand Off | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}{{/SIP}}** |
| **{{#Line}}{{#ftr\_IsBundle}}**  **{{ProductName}}**  {{#ID}}Included DID {{ATTR\_DID\_INC\_NUMBER}}{{/ID}}  {{#LD}}{{ATTR\_INC\_LD\_BOT}} minutes @ $0/mo.,{{/LD}}  {{#OR}}${{ATTR\_OVERAGE\_RATE}}/min{{/OR}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}**  **{{/Line}}** |
| **{{#DID}}{{#ftr\_IsBundle}}**  **{{ProductName}}** | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}**  **{{/DID}}** |
| **{{#DIA}}{{^ftr\_IsBundle}}**  **{{ProductName}}**  {{CoS}} {{SPEED}} {{IPBLOCK}} {{SDWANSpeed}} {{IKEv2}} {{HighAvail}} {{CTerm}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}**  **{{/DIA}}** |
| **{{#SIP}}{{^ftr\_IsBundle}}**  **{{ProductName}} (Concurrent Call Session)**  Service Type: {{**HandOff**}} – Hand Off | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}{{/SIP}}** |
| **{{#Line}}{{^ftr\_IsBundle}}**  **{{ProductName}}**  {{#ID}}Included DID {{ATTR\_DID\_INC\_NUMBER}}{{/ID}}  {{#LD}}{{ATTR\_INC\_LD\_BOT}} minutes @ $0/mo.,{{/LD}}  {{#OR}}${{ATTR\_OVERAGE\_RATE}}/min{{/OR}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}**  **{{/Line}}** |
| **{{#DID}}{{^ftr\_IsBundle}}**  **{{ProductName}}** | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}**  **{{/ftr\_IsBundle}}**  **{{/DID}}** |

**{{#MFP}}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Additional Services** | **Quantity** | **MRC** | **Total MRC** | **NRC** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **{{#ftr\_IsBundle}}**  **{{ProductName}}**  {{**ATTR\_TIME\_MNGT**}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}{{/ftr\_IsBundle}}** |
| **{{^ftr\_IsBundle}}**  **{{ProductName}}**  {{**ATTR\_TIME\_MNGT**}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}{{/ftr\_IsBundle}}** |

**{{/MFP}}**

**{{#ADD}}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Additional Block of Time and Toll Free** | **Quantity** | **MRC** | **Total MRC** | **NRC** |
| **{{#ADDON}}{{#ftr\_IsBundle}}**  **{{ProductName}}**  {{#MB}}{{ATTR\_MIN\_BLOCKS}} minutes @ {{RecurringCharge}}/mo., {{/MB}}  {{#AOR}}${{ATTR\_OVERAGE\_RATE}}/min{{/AOR}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}{{/ftr\_IsBundle}}{{/ADDON}}** |
| **{{#ADDON}}{{^ftr\_IsBundle}}**  **{{ProductName}}**  {{#MB}}{{ATTR\_MIN\_BLOCKS}} minutes @ {{RecurringCharge}}/mo., {{/MB}}  {{#AOR}}${{ATTR\_OVERAGE\_RATE}}/min{{/AOR}} | **{{Quantity}}** | **{{RecurringCharge}}** | **{{RecurringChargeTotal}}** | **{{OneTimeCharge}}{{/ftr\_IsBundle}}{{/ADDON}}** |

**{{/ADD}}**

**{{/SA}}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Total:** |  |  | **{{RecurringTotal}}** | **{{OneTimeTotal}}** |

**Exhibit B-1 DIA**

**1. Service Description.**

**a.** **Dedicated Internet Access** **(“DIA”)** DIA is a dedicated bandwidth from Customer Service Location to the Frontier IP network then to the public Internet which provides reliable, secure and scalable bandwidth. Physical termination shall conform to applicable rules and regulations with respect to Minimum point of entry (MPOE) and demarcation point. If Customer requests extensions beyond the MPOE, such extension (s) shall be subject to Frontier’s cabling service policies and Frontier’s charges related thereto per separate Frontier Cabling Service and Fee Schedule.

**b.** **Managed Router**: Managed router consists of the following:

* + - 1. **Configuration**.  With the DIA Managed Router, Frontier provides, configures, monitors, manages and maintains the CPE necessary to use DIA by Frontier. Frontier will configure the Managed Router based upon technical requirements, but not limited to LAN/WAN interface and or IP assignment, host naming convention, as well as an introductory password.
      2. **Router Repair/Replacement**. Frontier maintains full management and operational control (including passwords) of the Frontier Customer Premises Equipment (“CPE”).  Frontier coordinates required software updates and configuration changes to Frontier CPE.  As needed, Frontier technicians will work remotely with Customer to diagnose failures and determine if the Frontier CPE should be replaced or repaired.  Frontier CPE shall be replaced or repaired.
      3. **Exclusions**.  Frontier has no responsibility with respect to:  (i) electrical work external to the Router, including but not limited to power or back-up power to or from the Router; (ii) Router failures caused by factors not related to the Router or outside Frontier’s control, including but not limited to failure of the Service Location or any of Customer’s other network equipment or facilities to conform with Frontier’s specifications; (iii) use of the Router for any purpose other than as intended by the manufacturer;  (iv) damage caused by anyone other than an Frontier employee or representative; (v) Router supplies, accessories, painting, or refurbishing; and (vi) any activity related to anything not furnished by Frontier, or use of Router which fails to conform to manufacturer or Frontier specifications.

1. **Equipment or Software Not Provided by Frontier**. Customer must (a) provide a CPE necessary to access Frontier Service, (b) configure, install, manage, monitor, and maintain all such equipment, and (c) manage certain elements of its Internet access
   * + 1. Upon notice from Frontier that the facilities, services, equipment or software not provided or approved by Frontier is causing or is likely to cause hazard, interference or service obstruction, Customer shall immediately eliminate the likelihood of hazard, interference or service obstruction. If Customer requests Frontier to troubleshoot difficulties caused by the equipment or software not provided by Frontier, and Frontier agrees to do so, Customer shall pay Frontier at its then current rates.
       2. Frontier reserves the right to approve/reject the make, model and or software of the Customer-provided router. Frontier will identify for Customer makes or models of routers and modems with which it has experience, but no such information shall be deemed a recommendation, representation or warranty with respect to such equipment.
2. **Frontier Equipment**. Upon termination of this Schedule, all Frontier property shall be returned to Frontier in the same condition as installed, normal wear and tear excepted.  Customer will not tamper with, remove or conceal any Frontier identifying plates, tags or labels. In the event Frontier property is not returned to Frontier in accordance with this Section, Customer will be billed for and pay to Frontier an amount equal to the retail value of the Frontier property, except to the extent such failure is caused by the negligence or willful misconduct of Frontier or its agents.
3. **Frontier Vendors**. Customer agrees that the Service provided by Frontier hereunder are subject to the terms, conditions and restrictions contained in any applicable agreements (including software or other intellectual property license agreements) between Frontier and Frontier’s vendors).

**5.** **Pre-installation cancellation fees, FOC Notice and Special Construction.**

**(a) Pre-installation cancellation fees.** Notwithstanding any provision of the FSA: (1) If Customer cancels any Service or Equipment prior to delivery of any Equipment or installation of the Service or Equipment, Customer shall pay a processing fee of $750 (the “Processing Fee”) and (2) Frontier will provide Customer with notice (the “FOC Notice”) of the project completion date (the “FOC Date”) as soon as possible in light of the requested services and customer’s location. If Customer cancels more than ten (10) business days after the issuance of the FOC Notice, Customer shall pay the Processing Fee and the total costs and expenditures of Frontier in connection with establishing the Service and / or providing the Equipment prior to Frontier’s receipt of notice of cancellation including but not limited to any construction and engineering costs and Equipment restocking fees.

**(b) Special Construction: All Services are subject to availability and Frontier Network limitations.** The rates identified in this Schedule are estimated based on standard installation costs and Services may not be available at all service locations at the rates identified.   If Frontier determines, in its reasonable discretion, that the costs of provisioning Service to any service location are materially higher than normal, Frontier will notify Customer of the additional costs associated with provision of the Services and request Customer’s acceptance of such costs as a condition to proceeding (“Special Construction”).  Upon notification that Special Construction is required, Customer will have ten (10) business days to notify Frontier of its acceptance. If the Customer does not agree to the Special Construction within ten (10) business days, the Customer shall be deemed to have cancelled the Service Schedule without further liability.  If the Customer agrees to the Special Construction, Frontier and Customer will execute a replacement Schedule.

**6. Obligations of Customer.** Customer is responsible to ensure appropriate processes and protocols are in place for rate shaping to the amount of throughput ordered.  Customer acknowledges that failure to comply with this responsibility may negatively impact Service performance.  Customer shall properly use any equipment or software, and all pass codes, personal identification numbers (**“PINs”**) or other access capability obtained from Frontier or an affiliate or vendor of Frontier and shall surrender the equipment and software in good working order to Frontier at a place specified by Frontier and terminate all use of any access capability upon termination or expiration of this Schedule. Customer shall be responsible for all uses of PINs, pass codes or other access capability during or after the term hereof. Customer agrees that the Equipment and Service provided by Frontier hereunder are subject to the terms, conditions and restrictions contained in any applicable agreements (including software or other intellectual property license agreements) between Frontier and Frontier’s vendors. Customer is responsible to ensure appropriate processes and protocols are in place for rate shaping to the amount of throughput ordered.  Customer acknowledges that failure to comply with this responsibility may negatively impact Service performance, and the ability to collect service credits as defined in Exhibit 1.

**7. After Hours/Holiday Labor Hours**. If Customer desires coordinated turn up services (“After Hours”) during non-business hours, defined below, then the After Hours services shall be provided at the rate of $175.00 per hour. Non-business hours include: (1) weeknights between the hours of 5:00 p.m. and 7:59 a.m. local time; (2) weekends, including Saturday and/or Sunday and (3) the Frontier designated holidays (New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day and Christmas Day).

Such After Hours services may be subject to change, based upon Frontier’s reasonable determination of increases in actual costs to provide such After Hours services, determined in accordance with generally accepted commercial accounting practices, and consistent with After Hours service charges for projects comparable to the project outlined in this Schedule

**8.** **Internet Acceptable Use Policy and Security.** Customer shall comply, and shall cause all Service users to comply, with Frontier’s Acceptable Use Policy (**“AUP”**), which Frontier may modify at any time. The current AUP is available for review at the following address, subject to change: <http://www.frontier.com/policies/commercial_aup/>. Customer is responsible for maintaining awareness of the current AUP and adhering to the AUP as it may be amended from time to time. Failure to comply with the AUP is grounds for immediate suspension or termination of Frontier Internet Service, notwithstanding any notice requirement provisions of the FSA. Customer is responsible for the security of its own networks, equipment, hardware, software and software applications. Abuse that occurs as a result of Customer’s systems or account being compromised or as a result of activities of third parties permitted by Customer may result in suspension of Customer’s accounts or Internet access by Frontier. Customer will defend and indemnify Frontier and its affiliates with respect to claims arising from Customer’s or third parties’ usage of Frontier Internet access through Customer’s hardware or software.

**9**. **Service Level Agreement.** The DIA Service Level Agreement for DIA is attached hereto and incorporated herein as Exhibit 1.

**Exhibit 1-Dedicated Internet Access Service Level Agreement**

The terms of this SLA apply exclusively to the Dedicated network elements directly within Frontier’s management responsibility and control (“On-Net Service”).

**1. Operational Objectives**

|  |  |  |
| --- | --- | --- |
| **Table 1A: Dedicated Internet Access** | | |
| **Circuit Availability (CA)** | | **MRC Service Credit** |
| **Availability** | **99.99%** | Below 99.99% Service Credit 30% MRC |

1. **Availability**: Circuit Availability is the ability to exchange data packets with the nearest Frontier Internet Point of Presence (“POP”) or DIA Customer egress port (Z location) via the ingress port   
   (A location). “Service Outage” occurs when packet transport is unavailable or when the output signal is outside the limits of this service guarantee. Availability is measured by the number of minutes during a calendar month that the On-Net Service is operational, divided by the total minutes in that calendar month. Calculation is based on the stop-clock method beginning at the date and time of the Customer-initiated trouble ticket and ends when Frontier restores SLA-compliant circuit operation. Frontier’s On-Net Service Availability commitment and applicable Service credit are outlined in **Table 1A**, subject to Sections 3 and 4 below.

|  |  |  |
| --- | --- | --- |
| **Table 1B: Dedicated Internet Access** | | |
| **Mean Time To Repair** | | **MRC Service Credit** |
| **MTTR** | **4 Hours** | 25 % MRC above 4 hrs |
| 50% MRC above 6 hrs. |

1. **Mean Time to Repair (MTTR)**: MTTR is a monthly calculation of the average duration of time between Trouble Ticket initiation (in accordance with Section 2B) and Frontier’s reinstatement of the DIA Service to meet the Availability performance objective. The MTTR objectives, and credits applicable to a failure to meet such objectives, are outlined in **Table 1B**, subject to Sections 3 and 4 below.
2. To the extent applicable, the Customer is entitled to one Service Credit per Service Outage (i.e. for either the higher of Circuit Availability credit or Mean Time to Repair credit, if applicable). If applicable, the On-Time Provisioning credit would be in addition to the Service Outage credit.

**2. Service Outage Reporting Procedure.**

1. Frontier will maintain a point-of-contact for Customer to report a Service Outage, twenty-four (24) hours a day, seven (7) days a week.
2. When DIA Service is impacted from a Service Outage, Customer must contact Frontier’s commercial customer support center (also known as the “NOC”) at 1-(888) 637-9620 to identify the Service Outage and initiate an investigation of the cause (“Trouble Ticket”). Responsibility for Trouble Ticket initiation rests solely with Customer. Once the Trouble Ticket has been opened, the appropriate Frontier departments will initiate diagnostic testing and isolation activities to determine the source. In the event of a Service Outage, Frontier and Customer will cooperate to restore the Service. If the cause of a Service Outage is a failure of Frontier’s equipment or facilities, Frontier will be responsible for the repair. If the degradation is caused by a factor outside the control of Frontier, Frontier will cooperate with Customer to conduct testing and repair activities at Customer’s cost and at Frontier’s standard technician rates.
3. A Service Outage begins when a Trouble Ticket is initiated and ends when the affected DIA Service is Available; provided that if the Customer reports a problem with a Service but declines to allow Frontier access for testing and repair, the Service will be considered to be impaired, but will not be deemed a Service Outage subject to these terms.
4. If Frontier dispatches a field technician to perform diagnostic troubleshooting and the failure was caused by the acts or omissions of Customer or its employees, affiliates, contractors, agents, representatives or invitees; then Customer will pay Frontier for all related time and material costs at Frontier's standard rates.

**3. Credit Request and Eligibility.**

1. In the event of a Service Outage, Customer may be entitled to a credit against the applicable DIA Service MRC if (i) Customer initiated a Trouble Ticket; (ii) the Service Outage was caused by a failure of Frontier’s equipment, facilities or personnel; (iii) the Service Outage warrants a credit based on the terms of Section 1; and (iv) Customer requests the credit within thirty (30) days of last day of the calendar month in which the Service Outage occurred.
2. Credits do not apply to Service Outages caused, in whole or in part, by one or more of the following: (i) the acts or omissions of Customer or its employees, affiliates, contractors, agents, representatives or invitees; (ii) failure of power; (iii) the failure or malfunction of non-Frontier equipment or systems; (iv) circumstances or causes beyond the control of Frontier or its representatives; (v) a Planned Service Interruption; (vi) Emergency Maintenance or (vii) interruptions resulting form Force Majeure events as defined in Customer’s FSA . In addition, Customer will not be issued credits for a Service Outage during any period in which Frontier is not provided with access to the Service location or any Frontier network element, or while Customer is testing and/or verifying that the problem has been resolved. “Planned Service Interruption” means any Service Outage caused by scheduled maintenance, planned enhancements or upgrades to the Frontier network; provided that Frontier will endeavor to provide at least five (5) business days’ notice prior to any such activity if it will impact the Services provided to Customer. “Emergency Maintenance” means maintenance which, if not performed promptly, could result in a serious degradation or loss of service over the Frontier network.
3. Notwithstanding anything to the contrary, all credit allowances will be limited to maximum of 50% of the MRC for the impacted DIA Service, per month. For cascading failures, only the primary or causal failure is used in determining Service Outage and associated consequences. Only one service level component metric can be used for determining Service credits. In the event of the failure of the Service to meet multiple metrics in a one-month period, the highest Service credit will apply, not the sum of multiple Service credits. For example, If Customer’s Service Outage triggers both operational objectives (i.e. Circuit Availability and Mean Time to Repair), Customer will receive the highest available Service Credit, but not both.
4. This SLA guarantees service performance of Frontier’s Dedicated Internet Access services only. This SLA does not cover TDM services [DS1, NxDS1, or DS3 services] or other voice or data services provided by Frontier. This SLA does not apply to services provided over third party non-partner facilities, through a carrier hotel, or over Frontier facilities which terminate through a meet point circuit with a third party non-partner carrier.
5. The final determination of whether Frontier has or has not met SLA metrics will be based on Frontier’s methodology for assessment of compliant performance. Service Outage credits are calculated based on the duration of the Service Outage, regardless of whether such Service Outage is the result of failure of the Service to meet one or more performance metric.
6. Credit allowances, if any, will be deducted from the charges payable by Customer hereunder and will be expressly indicated on a subsequent bill to Customer. Credits provided pursuant to this SLA shall be Customer’s sole remedy with regard to Service Outages.

**4. Chronic Outage:** An individual service in this Schedule qualifies for “Chronic Outage” status if such service fails to meet the Availability objectives, and one or more of the following: (a) a single Trouble Ticket extends for longer than 24 hours, (b) more than 3 Trouble Tickets extend for more than 8 hours, during a rolling 6 month period, or (c) 15 separate Trouble Tickets of any duration within a calendar month. If an individual service in this Schedule reaches Chronic Outage status, then Customer may terminate the affected DIA Service without penalty; provided that Customer must exercise such right within ten (10) days of the indivdiaul service in this Schedule reaching Chronic Outage status and provide a minimum of 15 days prior written notice to Frontier of the intent to exercise such termination right.

**Exhibit B-2 SIP TRUNKING**

**1. Service Descriptions.**

**A. SIP Trunking**

1. Service Description.

1. Frontier SIP Trunking Service is a business voice communications service using Internet Protocol (IP) technology. It provides voice communications between a station on an IP-capable PBX (IP-PBX) on Customer’s local area network (LAN) and (i) for off-net Services, a station on the Public Switched Telephone Network (“PSTN”); (ii) for on-net Services, a station on Frontier’s converged services network, in each case using IP technology and SIP Trunking service functionality.
2. Frontier SIP Trunking Service provides the following:
   * + Access to the PSTN, or additional ports on Frontier’s converged services network
     + VoIP service using the Session Initiation Protocol (SIP) to provide telephone services to Customer’s equipped with a SIP-based private branch exchange (IP-PBX)
     + Access to 9-1-1 Emergency Services, subject to the limitations and terms in this Schedule.

**B.** **SIP Service with TDM Handoff**

1. Service Description.

1. SIP Service with TDM Handoff is a business voice communications service using Internet Protocol (IP) technology. It provides voice communications between a station on a TDM-capable PBX on Customer’s local area network (LAN) and (i) for off-net Services, a station on the Public Switched Telephone Network (“PSTN”); (ii) for on-net Services, a station on Frontier’s converged services network, in each case using IP technology and SIP Trunking service functionality.
2. Frontier **SIP Service with TDM Handoff** provides the following:
3. Access to the PSTN, or additional ports on Frontier’s converged services network
   * + VoIP service using the Session Initiation Protocol (SIP) to provide telephone services via an IAD to Customer’s equipped with a TDM-based private branch exchange (PBX)
     + Access to 9-1-1 Emergency Services, subject to the limitations and terms in this Schedule

D. Service related to the IAD consists of the following:

* Configuration. Frontier will configure the IAD based on documented Customer requirements.
* Response. Frontier will work to isolate and determine the source and severity of the problems. If a problem is caused by either the network transport or the IAD, Frontier and Customer will cooperate to restore the IAD to operational condition. If the source of the problem is within the IAD, Frontier will be responsible for the repair or replacement of the IAD, in Frontier’s sole discretion. If the source of the problem is not the IAD, at Customer’s request Frontier will cooperate with Customer to conduct testing and repair activities, subject to Frontier’s standard technician rates.
* **Exclusions.** Frontier has no responsibility with respect to: (i) electrical work external to the IAD, including but not limited to power or back-up power to or from the IAD; (ii) IAD failures caused by factors not related to the IAD or outside Frontier’s control, including but not limited to failure of the Service Location or any of Customer’s other network equipment or facilities to conform with Frontier’s specifications; (iii) use of the IAD for any purpose other than as intended by the manufacturer; (iv) damage caused by anyone other than an Frontier employee or representative; (v) IAD supplies, accessories, painting, or refurbishing; and (vi) any activity related to anything not furnished by Frontier, or use of IAD which fails to conform to manufacturer or Frontier specifications.

**C. Ethernet Virtual Private Line (EVPL)** is a data transport configuration providing point-to-point or point-to-multipoint Ethernet connections between a pair of User Network Interfaces (UNIs). EVPL as a point-to-point configuration can be used to support delivery of eligible Frontier services to a designated Customer. Location (e.g. Frontier Connect—Cloud). EVPL is a carrier grade data networking service featuring Quality of Service (QoS) and the following progressively higher Class of Service (CoS) levels: Platinum Service (Real Time). Frontier provides EVPL Silver Service on a standard best efforts’ basis and subject to unspecified variable bit rate, latency, and packet loss with dependencies on current traffic load(s) within Frontier’s Shared Infrastructure. EVPL will be designed, provisioned and implemented according to standard switched Ethernet components consisting of service multiplexed capability over UNIs and Ethernet Virtual Connections (EVCs) through the use of Virtual Local Area Networks (VLANs) in order to secure traffic separation, privacy and security between Customer’s Service Locations over Frontier’s shared switch and backbone infrastructure. Ethernet Virtual Private Line will accept and carry untagged and or tagged traffic as described per IEEE 802.1Q networking standards specific to Frontier’s Ordering Guidelines for this Service. Physical termination shall conform to applicable rules and regulations with respect to Minimum point of entry (MPOE) and demarcation point. If Customer requests extensions beyond the MPOE, such extension (s) shall be subject to Frontier’s cabling service policies and Frontier’s charges related thereto per separate Frontier Cabling Service and Fee Schedule.

**2. Emergency 911 Service.**

A. **E911 Limitation Issues: Customer acknowledges that the Service is provided directly to Customer’s IP PBX server, and the outgoing telephone number or numbers (Emergency Location Identification Numbers, or “ELIN”) sent to Frontier’s network and used for Automatic Number Identification (“ANI”) for locating the origination position of an E911 call is/are provisioned and programmed into the PBX. Customer understands and acknowledges that changing the Service location affects emergency 911 location services, and agrees that the SIP Trunking Service will not be used at any location other than the Primary Service Location identified in this Schedule. Customer requests and agrees that all emergency 911 calls made through Frontier's network will be sent to the Public Safety Answering Point serving the Primary Service Location. If Customer wishes to change the Primary Service Location, Customer will contact Frontier, and Frontier will provide Customer with information about how to update the registered location of the Equipment. Customer is responsible for managing and maintaining the accuracy of ANI with respect to the Services, including but not limited to providing timely, accurate and inclusive information to Frontier for submission into the E911 database. Frontier assumes no liability for use of the Service other than as described herein. Customer is responsible for notifying each individual using the Service that the Equipment cannot be used for any calls (including but not limited to emergency calls) if the broadband connection or electrical power to the Equipment fails. CUSTOMER SPECIFICALLY ACKNOWLEDGES RECEIPT OF AND UNDERSTANDS THE LIMITATIONS OUTLINED HEREIN. CUSTOMER WILL DEFEND, INDEMNIFY, AND HOLD FRONTIER HARMLESS FROM ANY LOSS, COST, EXPENSE OR LIABILITY (I) ARISING FROM OR IN ANY WAY RELATED TO CUSTOMER’S FAILURE TO PROVIDE THE REQUIRED NOTICES, OR (II) OTHERWISE RELATED TO THE USE OF E-911 SERVICES, EXCEPT TO THE EXTENT CAUSED BY FRONTIER’S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.**

B. **Disclaimer: 911 SERVICE IS OFFERED SOLELY AS AN AID IN CONTACTING AN APPROPRIATE PSAP IN CONNECTION WITH FIRE, POLICE AND OTHER EMERGENCIES. FRONTIER IS NOT RESPONSIBLE FOR ANY LOSSES, CLAIMS, DEMANDS, SUITS OR ANY LIABILITY WHATSOEVER, WHETHER SUFFERED, MADE, INSTITUTED OR ASSERTED BY CUSTOMER OR BY ANY OTHER PARTY OR PERSON FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON OR PERSONS, AND FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY, WHETHER OWNED BY CUSTOMER OR OTHERS, CAUSED OR CLAIMED TO HAVE BEEN CAUSED BY: (1) MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR OTHER DEFECTS IN THE PROVISION OF EMERGENCY 911 SERVICE, OR (2) INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, LOCATION OR USE OF ANY EQUIPMENT AND FACILITIES FURNISHING THIS SERVICE. FRONTIER IS NOT RESPONSIBLE FOR ANY INFRINGEMENT OR INVASION OF THE RIGHT OF PRIVACY OF ANY PERSON OR PERSONS, CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, OCCASION OR USE OF EMERGENCY 911 SERVICE AND THE EQUIPMENT ASSOCIATED THEREWITH, OR BY ANY SERVICES FURNISHED BY FRONTIER INCLUDING, BUT NOT LIMITED TO, THE IDENTIFICATION OF THE TELEPHONE NUMBER, ADDRESS OR NAME ASSOCIATED WITH THE PHONE USED BY THE PARTY OR PARTIES ACCESSING EMERGENCY 911 SERVICE, AND WHICH ARISE OUT OF THE NEGLIGENCE OR OTHER WRONGFUL ACT OF FRONTIER, CUSTOMER, ITS END USERS, AGENCIES OR MUNICIPALITIES, OR THE EMPLOYEES OR AGENTS OF ANY ONE OF THEM.**

**3. Service Availability.**

A. Customer’s Local Area Network (“LAN”) environment must meet the requirements for speed, duplex, bandwidth, and appropriate “Managed Switch” support. LAN wiring must be Category 5 (CAT5) or better. Any IP-PBX used by Customer must be validated by Frontier for service availability. Frontier’s IP-VPN (without limitation) is not available at all locations, depending on the availability of appropriate enabling facilities and the condition of the facilities serving Customer’s location.

B. Customer is responsible for the correct setup and Customer is responsible for maintaining the quality and condition of its LAN, and thus, Frontier is not responsible for poor quality or outages of the Service that result from the quality or condition of Customer’s LAN. Frontier reserves the right to reject any order for Services for any reason, including without limitation the inability or impracticality of providing such Service in a particular geographic area in which Frontier does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service. In addition, Customer understands that use of the Services is restricted in the following manner: (i) At any given time, Customer may only place as many concurrent calls as it has purchased simultaneous calling capacity; (ii) Customer may modify Frontier installed design and/or configuration at their own risk; (iii) Customer may not utilize auto-dialers or any similar type of device in connection with Frontier SIP Trunking Service; and (iv) Customer may not use Frontier SIP Trunking Service for telemarketing, fax broadcasting, fax blasting, or continuous or extensive call forwarding. CUSTOMER EXPRESSLY ACKNOWLEDGES THAT ANY VIOLATION OF THE FOREGOING RESTRICTIONS ON ITS USE OF THE SERVICE MAY RESULT IN THE IMMEDIATE TERMINATION OF THE SERVICE BY FRONTIER.

**4. Obligations of Customer.**

A. Customer shall properly use any equipment or software, and all pass codes, personal identification numbers (“**PINs**”) or other access capability obtained from Frontier or an affiliate or vendor of Frontier and shall surrender the equipment and software in good working order to Frontier at a place specified by Frontier and terminate all use of any access capability upon termination or expiration of this Schedule. Customer shall be responsible for all uses of PINs, pass codes or other access capability during or after the term hereof.

B. Except as otherwise expressly stated herein, Customer is responsible for obtaining, installing, configuring and maintaining all equipment (including, but not limited to, SIP phones, and firewalls), software, wiring, power sources, telephone connections and/or communications services necessary for I interconnection with Frontier’s network or otherwise for use in conjunction with IP Service (Facilities). Customer is responsible for ensuring that such Facilities are compatible with Frontier’s requirements and that they continue to be compatible with subsequent revision levels of Company-provided equipment, software and services. Frontier is not responsible for the availability, capacity and/or condition of any Facilities not provided by Frontier. Customer is responsible for operation and configuration of its computer(s) and LAN/WAN. If Customer connects any Facilities to IP Service that Customer reasonably should know may not be compatible with IP Service, Customer is solely responsible for any effects that arise from that connection and Customer waives any claims against Frontier relating to the performance of IP Service. Customer may purchase CPE necessary for use of the Services, as well as extended Maintenance in such CPE from Frontier under the terms of a separate Equipment Purchase, Installation and Maintenance agreement.

C. Use of IP Service, like other network-based services, carries certain security risks to the systems and networks of Customer, Frontier and third parties including, but not limited to: misuse; unauthorized access; alterations; theft; destruction; corruption; and attacks (“Occurrences”). Customer shall, at its own expense, take security measures including but not limited to use of firewalls, passwords, access restrictions, encryption, policies, and physical access restrictions (“Security Measures”) to protect from Occurrences all Services, IP traffic, Facilities and other equipment, software, data and systems located on Customer’s premises or otherwise in Customer’s control and used in connection with IP Service, whether owned by Customer, Frontier, or Frontier’s subcontractors.

D. Customer agrees that Frontier is not liable, in contract, tort, or on any other basis, for any loss resulting from any Occurrences or use of Services, Facilities or other equipment, software, data and systems. Customer is responsible for all security measures, even if Customer uses a third party or Frontier to configure and implement them.

E. Customer is responsible to ensure appropriate processes and protocols are in place for rate shaping to the amount of throughput ordered.  Customer acknowledges that failure to comply with this responsibility may negatively impact Service performance.

F. Customer shall permit Frontier to access the Router’s Simple Network Management Protocol (SNMP) variables, and Customer shall, at Frontier’s request, permit one or more Frontier network management systems to be the recipient of SNMP trap messages. Frontier will perform monitoring based on standard SNMP traps received from the Router. Frontier will work to isolate and determine the source and severity of the problems. If a problem is caused by either the network transport or the Router, Frontier and Customer will cooperate to restore the Router to operational condition. If the source of the problem is within the Router, Frontier will be responsible for the repair or replacement of the Router, in Frontier’s sole discretion. If the source of the problem is not the Router, at Customer’s request Frontier will cooperate with Customer to conduct testing and repair activities, subject to Frontier’s standard technician rates. Frontier has no responsibility with respect to: (i) electrical work external to the Router, including but not limited to power or back-up power to or from the Router; (ii) Router failures caused by factors not related to the Router or outside Frontier’s control, including but not limited to failure of the Service Location or any of Customer’s other network equipment or facilities to conform with Frontier’s specifications; (iii) use of the Router for any purpose other than as intended by the manufacturer; (iv) damage caused by anyone other than an Frontier employee or representative; (v) Router supplies, accessories, painting, or refurbishing; and (vi) any activity related to anything not furnished by Frontier, or use of Router which fails to conform to manufacturer or Frontier specifications.

**5. Equipment or Software Not Provided by Frontier.**

A. Upon notice from Frontier that the facilities, services, equipment or software not provided or approved by Frontier is causing or is likely to cause hazard, interference or service obstruction, Customer shall immediately eliminate the likelihood of hazard, interference or service obstruction. If Customer requests Frontier to troubleshoot difficulties caused by the equipment or software not provided by Frontier, and Frontier agrees to do so, Customer shall pay Frontier at its then current rates.

B. Frontier reserves the right to approve/reject the make, model and or software of the Customer-provided router and modem to be used as the gateway to the Frontier network. Frontier will identify for Customer makes or models of routers and modems with which it has experience, but no such information shall be deemed a recommendation, representation or warranty with respect to such equipment.

C. Frontier and Customer will cooperatively establish the initial configuration for the Customer-provided router’s interface with the Frontier network.

D. Frontier may, from time to time, procure Services or facilities from an affiliate of Frontier, and in doing so, may act as an agent and not a principal for the affiliated entity with respect to the procurement and provision of the Service or facility. The Service or facility may be provided by an affiliate or vendor that is a common carrier, in which case the provision of the service or facility may be provided pursuant to terms and conditions stated in a filed federal or state tariff, which Customer agrees will govern the provision of the service or the facility.

**6. Pre-installation cancellation fees, FOC Notice and Special Construction.**

**(a) Pre-installation cancellation fees.** Notwithstanding any provision of the FSA: (1) If Customer cancels any Service or Equipment prior to delivery of any Equipment or installation of the Service or Equipment, Customer shall pay a processing fee of $750 (the “Processing Fee”) and (2) Frontier will provide Customer with notice (the “FOC Notice”) of the project completion date (the “FOC Date”) as soon as possible in light of the requested services and customer’s location. If Customer cancels more than ten (10) business days after the issuance of the FOC Notice, Customer shall pay the Processing Fee and the total costs and expenditures of Frontier in connection with establishing the Service and / or providing the Equipment prior to Frontier’s receipt of notice of cancellation including but not limited to any construction and engineering costs and Equipment restocking fees.

**(b) Special Construction: All Services are subject to availability and Frontier Network limitations.** The rates identified in this Schedule are estimated based on standard installation costs and Services may not be available at all service locations at the rates identified.   If Frontier determines, in its reasonable discretion, that the costs of provisioning Service to any service location are materially higher than normal, Frontier will notify Customer of the additional costs associated with provision of the Services and request Customer’s acceptance of such costs as a condition to proceeding (“Special Construction”).  Upon notification that Special Construction is required, Customer will have ten (10) business days to notify Frontier of its acceptance. If the Customer does not agree to the Special Construction within ten (10) business days, the Customer shall be deemed to have cancelled the Service Schedule without further liability.  If the Customer agrees to the Special Construction, Frontier and Customer will execute a replacement Schedule.

**7. Service Level Agreement.**  The Ethernet Service Level Agreement for the described Ethernet Services is attached hereto and incorporated herein as Exhibit 1.

**Exhibit 1 Ethernet Services Service Level Agreement**

The terms of this SLA apply exclusively to the Ethernet network elements directly within Frontier’s management responsibility and control (“E-LINE Service”).

**1. Operational Objectives (EVPL)**

|  |  |  |
| --- | --- | --- |
| **Table 1A: EVPL** | | |
| **Circuit Availability** | | **MRC Service Credit** |
| **Availability** | **99.99%** | Below 99.99% Service Credit 30% MRC |

1. **Availability**: Circuit Availability is the ability to exchange data packets with the nearest Frontier Internet Point of Presence or E-LINE Customer egress port (Z location) via the ingress port   
   (A location). “Service Outage” occurs when packet transport is unavailable or when the output signal is outside the limits of this service guarantee. Availability is measured by the number of minutes during a calendar month that the E-LINE Service is operational, divided by the total minutes in that calendar month. Calculation is based on the stop-clock method beginning at the date and time of the Customer-initiated trouble ticket and ends when Frontier restores SLA-compliant circuit operation. Frontier’s E-LINE Service Availability commitment and applicable Service credit are outlined in **Table 1A**, subject to Sections 3 and 4 below.

|  |  |  |
| --- | --- | --- |
| **Table 1B: EVPL** | | |
| **Mean Time To Repair** | | **MRC Service Credit** |
| **MTTR** | **4 Hours** | 25 % MRC above 4 hrs |
| 50% MRC above 6 hrs. |

1. **Mean Time to Repair (MTTR)**: MTTR is a monthly calculation of the average duration of time between Trouble Ticket initiation (in accordance with Section 2B) and Frontier’s reinstatement of the E-LINE Service to meet the Availability performance objective. The MTTR objectives, and credits applicable to a failure to meet such objectives, are outlined in **Table 1B**, subject to Sections 3 and 4 below.

**2. Performance Objectives**

1. **Packet Delivery**: The Frame Loss Ratio (FLR) is a round trip measurement between ingress and egress ports (NIDs) at the Customer’s A and Z locations of packet delivery efficiency. FLR is the ratio of packets lost, round trip, vs. packets sent. Packet delivery statistics are collected for one calendar month. Credits will be based on Frontier’s verification of packet delivery performance between NIDs at Customer’s Service Location. The packet delivery SLA applies to CIR-compliant packets on Ethernet LAN / WAN circuits only. This packet delivery guarantee does not apply to Ethernet Internet services. Frontier offers three   
   FLR Quality of Service (QoS) levels for Ethernet Data Service. The applicable SLA is based on the QoS level, as outlined in **Table 1C**. Ethernet Gold and Platinum are premium levelservices designed to support commercial customers’ mission-critical and real time applications.

* **Silver** **QoS** service is Frontier’s basic business class data service with improved performance across all standard performance parameters. Ethernet Silver SLA, termed Standard Data (SD) Service, is Frontier’s upgraded replacement of *Best Effort* Ethernet designed specifically for the commercial customer.
* **Gold** **QoS** service is a premium business data service featuring enhanced performance parameters with packet forwarding priority set to *Priority Data*.
* **Platinum** **QoS** service carries Frontier’s highest QoS performance parameters and includes voice grade packet forwarding priority set to *Real Time*.

If packet delivery performance falls below the applicable packet delivery percentage, Customer will be entitled to a Service credit as outlined in **Table 1C**, subject to Sections 3 and 4 below.

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| --- | --- | --- | --- | --- |
| **Table 1C: E-LINE Frame Loss Ratio (FLR)** | | | | |
| **Packet Loss QoS Level** | **Frame Loss Ratio (FLR) CITY** | **Frame Loss Ratio (FLR) STATE** | **Frame Loss Ratio (FLR) Inter-STATE** | **MRC Service Credit** |
| **Silver** [Standard Data Service] | **0.10%** | **0.10%** | **0.10%** | **10%** |
| **Gold** [Priority Data Service] | **0.01%** | **0.01%** | **0.025%** | **15%** |
| **Platinum** [Real Time Data Service] | **0.01%** | **0.01%** | **0.025%** | **20%** |

1. **Latency**:Latency, Frame Transfer Delay (FTD), is the maximum packetdelivery time measured round-trip between Customer’s A and Z locations at the Committed Information Rate (CIR). Latency is measured across On-Net Service paths between ingress and egress NIDs. Measurements are taken at one-hour intervals over a one month period. Credits are based on round-trip latency of 95th percentile packet. Customer must meet the following criteria to qualify for Service credits on the E-LINE Latency SLA outlined in **Table 1D**:

* Access loops at Customer locations A and Z may be fiber or copper connectivity from the Serving Wire Center to the NIDs at each premise to qualify for the circuit SLA.
* Each SLA guarantee is associated with ONLY one QoS Level. Frontier will honor the Service credit associated with the QoS level ordered for On-Net Services. Customer will be entitled to Service credits if the Service fails to meet applicable Performance Objective as outlined in **Table 1D** subject to Sections 3 and 4 below.

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| --- | --- | --- | --- | --- |
| **Table 1D: E-LINE Frame Transfer Delay (FTD)** | | | | |
| **Latency QoS Level** | **Round Trip Delay CITY** | **Round Trip Delay STATE** | **Round Trip Delay Inter-STATE** | **MRC Service Credit** |
| **Silver** [Standard Data Service] | ≤ 56 ms | ≤ 100 ms | ≤ 250 ms | 10% |
| **Gold** [Priority Data Service] | ≤ 26 ms | ≤ 60 ms | ≤ 160 ms | 15% |
| **Platinum** [Real Time Data Service] | ≤ 14 ms | ≤ 36 ms | ≤ 140 ms | 20% |

1. **Jitter**: Packet Jitter, Frame Delay Variance (FDV), is the difference in end-to-end one way delay between selected packets in a data stream with any lost packets being ignored. Frontier guarantees average FDV (inter-packet differential) performance on E-LINE Service transmissions will meet performance parameters outlined in the table below. Credits are based on the monthly average Frame Delay Variance. Customer must meet the following criteria to qualify for Service credits on the E-LINE Jitter SLA:

* Access loops at Customer Service Locations A and Z may be fiber or copper connectivity from the Serving Wire Center to the NIDs at each Service Location to qualify for Fiber Loop FDV SLA.
* Each SLA guarantee is associated with ONLY one QoS Level. Frontier will honor the Service credit associated with the QoS level ordered for E-LINE Services, as outlined in the applicable Ethernet Service Schedule. Customer will be entitled to the credit as outlined in **Table 1E** if E-LINE Services fail to meet applicable service level objectives, subject to Sections 3 and 4 below.

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| --- | --- | --- | --- | --- |
| **Table 1E: E-LINE Frame Delay Variance (FDV)** | | | | |
| **Jitter QoS Level** | **Average Jitter Per Site CITY** | **Average Jitter Per Site STATE** | **Average Jitter Per Site Inter-STATE** | **MRC Service Credit** |
| **Silver** [Standard Data Service] | n/s | n/s | n/s | 10% |
| **Gold** [Priority Data Service] | ≤ 8 ms | ≤ 40 ms | ≤ 40 ms | 15% |
| **Platinum** [Real Time Data Service] | ≤ 3 ms | ≤ 8 ms | ≤ 10 ms | 20% |

**3. Service Outage Reporting Procedure.**

1. Frontier will maintain a point-of-contact for Customer to report a Service Outage, twenty-four (24) hours a day, seven (7) days a week.
2. When E-LINE Service is suffering from a Service Outage, Customer must contact Frontier’s commercial customer support center (also known as the “NOC”)at 1-(888) 637-9620 to identify the Service Outage and initiate an investigation of the cause (“Trouble Ticket”). Responsibility for Trouble Ticket initiation rests solely with Customer. Once the Trouble Ticket has been opened, the appropriate Frontier departments will initiate diagnostic testing and isolation activities to determine the source. In the event of a Service Outage, Frontier and Customer will cooperate to restore the Service. If the cause of a Service Outage is a failure of Frontier’s equipment or facilities, Frontier will be responsible for the repair. If the degradation is caused by a factor outside the control of Frontier, Frontier will cooperate with Customer to conduct testing and repair activities at Customer’s cost and at Frontier’s standard technician rates.
3. A Service Outage begins when a Trouble Ticket is initiated and ends when the affected E-LINE Service is Available; provided that if the Customer reports a problem with a Service but declines to allow Frontier access for testing and repair, the Service will be considered to be impaired, but will not be deemed a Service Outage subject to these terms.
4. If Frontier dispatches a field technician to perform diagnostic troubleshooting and the failure was caused by the acts or omissions of Customer or its employees, affiliates, contractors, agents, representatives or invitees; then Customer will pay Frontier for all related time and material costs at Frontier's standard rates.

**4. Credit Request and Eligibility.**

1. In the event of a Service Outage, Customer may be entitled to a credit against the applicable On-Net Service MRC if (i) Customer initiated a Trouble Ticket; (ii) the Service Outage was caused by a failure of Frontier’s equipment, facilities or personnel; (iii) the Service Outage warrants a credit based on the terms of Section 1; and (iv) Customer requests the credit within thirty (30) days of last day of the calendar month in which the Service Outage occurred.
2. Credits do not apply to Service Outages caused, in whole or in part, by one or more of the following: (i) the acts or omissions of Customer or its employees, affiliates, contractors, agents, representatives or invitees; (ii) failure of power; (iii) the failure or malfunction of non-Frontier equipment or systems; (iv) circumstances or causes beyond the control of Frontier or its representatives; (v) a Planned Service Interruption; (vi) Emergency Maintenance or (vii) interruptions resulting form Force Majeure events as defined in Customer’s FSA. In addition, Customer will not be issued credits for a Service Outage during any period in which Frontier is not provided with access to the Service location or any Frontier network element, or while Customer is testing and/or verifying that the problem has been resolved. “Planned Service Interruption” means any Service Outage caused by scheduled maintenance, planned enhancements or upgrades to the Frontier network; provided that Frontier will endeavor to provide at least five (5) business days’ notice prior to any such activity if it will impact the Services provided to Customer. “Emergency Maintenance” means maintenance which, if not performed promptly, could result in a serious degradation or loss of service over the Frontier network.
3. Notwithstanding anything to the contrary, all credit allowances will be limited to maximum of 50% of the MRC for the impacted E-LINE Service, per month. For cascading failures, only the primary or causal failure is used in determining Service Outage and associated consequences. Only one service level component metric can be used for determining Service credits. In the event of the failure of the Service to meet multiple metrics in a one-month period, the highest Service credit will apply, not the sum of multiple Service credits.
4. This SLA guarantees service performance of Frontier’s Ethernet data services only. This SLA does not cover TDM services [DS1, NxDS1, or DS3 services] or other voice or data services provided by Frontier. This SLA does not apply to services provided over third party non-partner facilities, through a carrier hotel, or over Frontier facilities which terminate through a meet point circuit with a third party non-partner carrier.
5. The final determination of whether Frontier has or has not met SLA metrics will be based on Frontier’s methodology for assessment of compliant performance. Service Outage credits are calculated based on the duration of the Service Outage, regardless of whether such Service Outage is the result of failure of the Service to meet one or more performance metric.
6. Credit allowances, if any, will be deducted from the charges payable by Customer hereunder and will be expressly indicated on a subsequent bill to Customer. Credits provided pursuant to this SLA shall be Customer’s sole remedy with regard to Service Outages.

**5. Chronic Outage:** An individual E-LINE Service qualifies for “Chronic Outage” status if such service fails to meet the Availability objectives, and one or more of the following: (a) a single Trouble Ticket extends for longer than 24 hours, (b) more than 3 Trouble Tickets extend for more than 8 hours, during a rolling 6 month period, or (c) 15 separate Trouble Tickets of any duration within a calendar month. If an E-LINE Service reaches Chronic Outage status, then Customer may terminate the affected E-LINE Service without penalty; provided that Customer must exercise such right within ten (10) days of the E-LINE Service reaching Chronic Outage status and provide a minimum of 15 days prior written notice to Frontier of the intent to exercise such termination right.