

CUSTOMER SERVICE MANAGEMENT OPTIONAL FEATURE (CSM) FOR EDSS

. GENERAL

CSM provides a customer with real-time information about the operational status of its EDSS network and the ability to reconfigure lower level services riding the EDSS ring. Three (3) Service Levels of support are offered for CSM. Each Service Level provides different functionalities to which the customer may gain access. These functionalities are described following and include access to real-time information about the customer's EDSS network, the ability to generate reports, and the ability to reconfigure lower level services riding the EDSS ring. When ordering CSM, the customer must specify one of the following three Service Levels.

B. TERMS AND CONDITIONS

1. Level 1 - provides a network view of real-time detection and reporting of network alarm conditions within the customer's EDSS network.
2. Level 2 - provides the same capabilities described in Level 1 along with the ability for the customer to generate basic network performance reports for its EDSS network. The customer may also request network performance reports that are customized to meet their specific needs.
3. Level 3 - provides the same capabilities described in Levels 1 and 2 along with the ability to reconfigure (re-map) the end points of lower level services riding the ring.

Reconfiguration using CSM consists of re-mapping the end point of a primary circuit to its preplanned (backup) port location. The customer must specify a preplanned port location for each primary circuit installed. The preplanned port location is a backup location that is activated and de-activated when a primary circuit is reconfigured at the request of the customer via the CSM platform. A reconfiguration is limited to the mapping of one primary circuit to its assigned preplanned location. For each preplanned port location, a monthly recurring rate and a nonrecurring installation charge apply per port in accordance with Section C. following.

A Company Performed Reconfiguration charge will apply when the customer requests that the Company perform a reconfiguration of service on its behalf. This charge does not apply when a customer performs its own service reconfiguration.

Reconfiguration is not permitted on services arranged in the following service configurations:

- Switched Access Service;
- Service provided under a shared use arrangement;
- Service associated with Centrex-CO or Primary Rate ISDN service; or, primary circuits for which the customer has not specified a preplanned backup location.

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B. TERMS AND CONDITIONS (Cont'd)

The type of nodes deployed within the EDSS network may limit reconfiguration of OC12/OC12c circuits within an OC48 EDSS. CSM is available on partial ring configurations.

When CSM is added to an existing ring, existing circuits that are being made reconfigurable will require that an Access Order be issued to designate the circuit as reconfigurable. Nonrecurring charges as set forth in Section C following may apply. The Company's ability to provide CSM on a particular ring may be limited by the overall configuration of that ring. Reconfiguration is limited to those circuits that originate and/or terminate on the ring (i.e., at locations served by a node on the ring) and utilize ports that are symmetrical. For circuits that originate or terminate off the ring (i.e., at locations not served by a node on the ring), the reconfiguration is limited to customer premises node locations on the ring.

C. APPLICATION OF RATES AND CHARGES

1. CSM rates and charges are set forth in Section D, unless noted otherwise. CSM rates and charges apply in addition to any applicable EDSS rates and charges. Unless otherwise indicated below, CSM rates and charges apply regardless of the Service Level selected by the customer.
2. For monthly recurring charges a CSM Service Level monthly recurring charge applies for each EDSS ring provided with CSM. For customers subscribing to Service Level 3 support, a Preplanned Port monthly recurring charge applies for each preplanned port location established. The Preplanned Port rate is the same as for the equivalent EDSS port serving as the primary location.
3. Nonrecurring Charges - Apply as follows:
 - a. A Node Setup charge applies for each node that is equipped with CSM at the time that CSM is initially established on the ring.
 - b. An Add/Remove Node charge applies for each node that is subsequently added to, or removed from, a ring that has already been equipped to provide CSM.
 - c. An Initial CSM Setup charge applies for establishment of the customer's initial CSM database partition. The initial CSM database partition includes setup for up to six (6) users.
 - d. A Setup of Additional Users charge applies for the setup of up to six (6) additional users beyond those provided with the initial database setup when CSM is initially established on the ring.

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C. APPLICATION OF RATES AND CHARGES (Cont'd)

- e. A Setup of Additional Partition or Change in CSM Service Level charge applies for the setup of an additional CSM database partition created for the same customer or to change from one CSM service level to another (e.g., change Service Level 2 to Service Level 3). Each additional CSM database provides for the setup of up to six (6) additional users.
- f. A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Telephone Company consultation and support of its CSM network. This charge does not apply during initial setup of CSM on the ring.
- g. A Company Performed Reconfiguration charge applies for Service Level 3 customers only when the customer requests that the Telephone Company perform a reconfiguration based on its pre-mapping instructions.
- h. A Preplanned Port charge applies for Service Level 3 customers only for each port associated with a preplanned location that is established during the initial establishment of CSM on the ring. The Preplanned Port NRC is the same as for the equivalent EDSS port serving as the primary location.

D. TERMS AND CONDITIONS

- 1. The customer must utilize Internet web access to connect its customer-provided terminal equipment to the Company's CSM management system. Access to the Internet and any associated rates and charges are the responsibility of the customer. The customer is also responsible for obtaining communications software that is compatible with the software the Company utilizes to provide CSM. The Telephone Company will work cooperatively with the customer to determine compatibility of its communications software.
- 2. CSM is provided only when the Company provides all nodes on the ring.
- 3. Subject to the restrictions set forth in Section D.4. following, CSM is provided coincident with the installation of the associated EDSS ring or may be added to an existing ring.

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D. TERMS AND CONDITIONS (Cont'd)

4. CSM Service Level is provided under a term plan of 3 years, 5 years, or 7 years, as described following.
 - a. The duration of the term plan for CSM Service Level must be the same duration as the term plan for the EDSS nodes provided with CSM. The customer has the option of subscribing to Preplanned Ports on a month-to-month basis or under a term plan of 3, 5, or 7 years. At the expiration of its 3, 5, or 7 year term plans for CSM Service Levels or Preplanned Ports, the customer has the option of extending CSM Service Level or Preplanned Ports with a coterminous end date as described in Section b. following.
 - b. The expiration date of each CSM Service Level added subsequent to the initial installation must be coterminous to the expiration date of the associated EDSS service, provided that the addition is prior to the 21st month for a 3-year plan, prior to the 36th month for a 5-year plan, or prior to the 50th month for a 7-year plan. A CSM added after the aforementioned periods requires extension of the commitment period for the associated EDSS service in accordance with this Section (a.) preceding. Such extension results in the establishment of a new plan that includes both the EDSS and the CSM under the same plan with the same expiration date.
5. With Service Level 2 or 3 support, the customer may retrieve certain basic reports containing performance-monitoring information on its EDSS network, as designated and provided by the Telephone Company. Basic reports are available at no additional charge to the customer. The customer may also request that a report be customized to meet its particular needs. Rates and charges for customized reports are provided on a special assembly basis. Reports are not provided with Level 1 support.
6. CSM is subject to termination liability if CSM is removed prior to completion of the existing commitment period. The terms and conditions in Section 34.C.8 proceeding, as applicable, apply to removal of CSM prior to completion of the existing commitment period.

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E. RATES

	<u>Monthly Rate Elements</u>	<u>3-year Rate</u>	<u>5-Year Rate</u>	<u>7-Year Rate</u>
1.	EDSS CSM Service Levels			
	Level 1	\$250.00	\$250.00	\$250.00
	Level 2	\$450.00	\$450.00	\$450.00
	Level 3	\$850.00	\$850.00	\$850.00
2.	EDSS CSM Preplanned Port			
	Per Preplanned Port	Rates and Charges are the same as those set forth in D.3 preceding.		
3.	EDSS CSM Non Recurring Charges			
	Node Setup per node on the ring - NRC	\$200.00	\$200.00	\$200.00
	Initial CSM Setup - first Partitions with up to 6 users All Service Levels- Each NRC -	\$500.00	\$500.00	\$500.00
	Set up of Additional Partitions Or change in CSM Service level Each NRC -	\$500.00	\$500.00	\$500.00
	Set up of Additional Users up To 6 additional users - all Service levels - Each NRC	\$350.00	\$350.00	\$350.00
	Add/Remove Node, per node-NRC	\$200.00	\$200.00	\$200.00
	Company Performed Reconfiguration, per mapping	\$300.00	\$300.00	\$300.00
	Consultation and Support each 30 Minutes or fraction thereof	\$100.00	\$100.00	\$100.00
4.	Per Preplanned Port-NRC	Rates and Charges are the same as those set forth in D.5 preceding.		