

**altafiber Connected Services
Local Telephone Services
Kentucky Service Agreement**

Section 5 – ISDN PRI

A. GENERAL

Local ISDN-PRI is provisioned at the 1.544 Mbps rate via the Primary Rate Interface standard of the Integrated Services Digital Network (ISDN). Local ISDN-PRI provides the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.

B. TERMS AND CONDITIONS

1. Regulations

- a. ISDN-PRI Service is furnished subject to the availability of suitable facilities and is only served from specially-equipped digital central offices.
- b. Services from some central offices may not provide all of the features and functionality described in this Service Agreement.
- c. Local ISDN-PRI Service Arrangement - One or more Service Configurations can be combined to create a Local ISDN-PRI Service Arrangement. Customers may have multiple Local ISDN-PRI Service Arrangements per location, however for each Service Arrangement one Service Configuration 1 must be included. The controlling D channel will always reside on Service Configuration 1.
- d. The ISDN Digital Facility is ordered separately and not included as part of the Service Configuration.
- e. The D channel is a 64 Kbps channel that carries signaling and control for the B channels. The capabilities of the D channel are contained within the customer's Service Configuration.
- f. Service Configuration 1 - The first Service Configuration for any Local ISDN-PRI Service Arrangement must be a Service Configuration 1. Service Configuration I provides twenty-three (23) 64 Kbps B channels and one (1) primary 64Kbps D signaling channel. The primary D channel is an out-of-band signaling channel used to control and route all of the B channel traffic within the Local ISDN-PRI Service Arrangement.
- g. Service Configuration 2 - This configuration is only available in conjunction with Service Configuration 1. It provides additional twenty-four (24) 64 Kbps B channels which are controlled by the D channel on Service Configuration 1. Multiple Service Configuration 2s may be associated with a Service Configuration 1 subject to switching equipment limitations.
- h. Service Configuration 3 - This configuration is also only available to subscribers who have a Service Configuration 1. It provides a backup 64 Kbps D channel and twenty-three (23) additional 64 Kbps B channels, The backup D channel will control and route all of the B channel traffic of a single PRI Service Arrangement in the event the D channel on the primary configuration (Service Configuration 1) fails. A maximum of one Service Configuration 3 may be included with each Local ISDN-PRI Service Arrangement. Service Configuration 3 is available subject to switching equipment capabilities.
- i. The bearer (or B) channels are used for information transfer between users. B channels provide the following features. To receive the DID capability, customers must order separately DID telephone numbers.
 1. Voice-grade communications channel(s) to the Customer's Private Branch Exchange or Hybrid Key System;
 2. Provisioned to carry one-way outbound traffic, one-way inbound or two-way traffic;
 3. Calling number delivery;

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4. Hunting
5. DID service which provides the Customer with a single digital connection which can carry one-way inbound traffic.
- j. Service is furnished subject to the availability of suitable facilities and is only served from specially-equipped digital central offices.
- k. Service from some central offices may not provide all of the features and functionality described in this Service Agreement.
- l. This Service is offered under the Variable Term Payment Plan (VTPP). The VTPP rates are payable over a period selected by the customer from those available. Regulations pertaining to the VTPP can be found in Section 2. Early termination charges may apply to variable term contracts as shown below.
- m. The minimum service period for is twelve months.
- n. Early Termination
 1. If Customer removes an ISDN PRI from service prior to the expiration of the term hereof, Customer will pay to the Company a termination charge equal to all monthly charges for such ISDN PRI for which Customer would have been responsible had Customer not removed such ISDN PRI.
 2. If nonrecurring charges associated with the installation of a ISDN-PRI Service are waived and the service is then terminated prior to completion of the 12-month minimum service period or the VTPP (Variable Term Payment Plan) contract period, the customer will become liable for payment of the waived charges.

Commission approval of the termination liability for ISDN-PRI contracts, as described above, is not intended to indicate that the Commission has approved or sanctioned any terms or provisions contained therein. Signatories to such contracts shall be free to pursue whatever legal remedies they may have should a dispute arise.

2. Optional Features

Optional Features: In addition to providing Local Exchange Services specified above, Local ISDN- PRI can be configured to support the following optional advanced ISDN features where technically available:

- a. Remote Call Forwarding (RCF): RCF allows all calls dialed to a telephone number equipped for RCF service to be automatically forwarded to another dialable telephone number.
- b. Overflow Routing: Overflow routing allows the redirection of incoming calls based on customer conditions of either “all trunks busy” or disaster-based service outages.
- c. Direct Inward Dialing service includes the central office switching equipment necessary for inward dialing from the central office directly to stations associated with the customer premises switching equipment. DID service is furnished from a Company central office on trunk lines (excluding Foreign Exchange, WATS and foreign central office service) to customer premises switching equipment equipped for compatible DID operations. DID Numbers can be obtained in blocks of 20 numbers.

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C. RATES AND CHARGES

Non-Recurring and Monthly Recurring Charges are per individual customer contracts.