
ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.10 Switched Access IP Direct Connect, (Cont'd.)

3.10.5 General Regulations

- A.** In order to subscribe to this offering, a Letter of Agreement for Firm Order Commitment provided by the Company must be executed with the Customer's signature and acknowledged by a Company representative's signature. The Letter of Agreement shall contain the starting date of the Customer's term and the Access Customer Name Abbreviations (ACNAs).
- B.** When placing an order for SWA IP Direct Connect Service, the Customer shall provide completed and executed order forms as required by the Company.
- C.** Customer agrees to purchase SWA IP Direct Connect Service for a period of no less than two years unless the Company cancels this Section 3.10, in which case Section 3.10.3 shall govern.
- D.** Failure by Customer to provide required signaling information -- including, but not limited to, Calling Party Number and Automatic Number Information -- such that Company can properly determine the jurisdiction of traffic shall be grounds for Company to terminate this offering to the Customer.
- E.** In order to maintain the quality of the SWA IP Direct Connect Service, the Company reserves the right to perform preventive maintenance of software updates to the network. This could result in the SWA IP Direct Connect Service being unavailable during the time period between 12:00 A.M. and 4:00 A.M. Eastern Time on any given Wednesday or Sunday. However, the Company only expects to utilize this maintenance window for any given switch on the average of once a quarter. In addition, the Company will make every reasonable effort to provide advance notice to those Customers likely to be severely affected by such maintenance work. This maintenance window may be adjusted by the Company upon written notice to the Customer.