

ADVANCED DATA SERVICES

DESCRIPTION OF ADVANCED DATA SERVICES (Continued)

4.1 FRAME RELAY SERVICE (Continued)

(Effective February 15, 2013, Frame Relay Service is no longer available to new customers. See Paragraph 4.1.0 preceding.)

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4.1.3 Regulations (Continued)

- I. The monthly rate for Customers choosing a service period plan is guaranteed against Company initiated increases and will apply for the entire duration of the selected service period plan.
- J. If the monthly rate on a service period plan is lowered, a Customer will be allowed to cancel the existing plan without penalty, providing the Customer signs up for a new service period plan for the remaining term of the original plan.
- K. A Customer who subscribes to FRS on a month-to-month basis, or on a 1-year, 3-year or 5-year service period plan, may upgrade a UNI from a lower speed to a higher speed without incurring an early termination charge. Nonrecurring and service connection charges will apply to such upgrade.
- L. A FRS Customer may not downgrade a UNI to a lower speed UNI, until a one (1) month minimum service requirement has been fulfilled. Downgrades after such one (1) month period will incur an early termination charge. Nonrecurring charges and service connection charges will also apply to such downgrade.
- M. A Customer may convert, without penalty, from a shorter service period plan to a longer service period plan before the completion of the originally selected plan. The Customer will be charged a record order charge and will pay the current rates in effect for the newly selected plan.
- N. A Customer will be assessed nonrecurring charges for additional logical channels on a per UNI basis when the additional logical channels are added subsequent to the initial order for the affected port(s).
- O. Customer initiated changes will incur applicable termination charges.
- P. A maintenance or service charge will apply when the Company is called to a Customer's premises for a trouble and it is determined that the trouble is not caused by the FRS.