

Effective July 1, 2015, this Service is no longer available to new customers for new orders nor will new orders from existing customers be accepted except to the extent permitted by a Term Discount Plan. Existing customers may migrate to another Company-provided service at any time without incurring nonrecurring or service charges. Termination Liability Charges will not apply if customers with a Term Discount Plan migrate to another Company-provided service prior to expiration of the Term Discount Plan. "Company" refers to the CenturyLink local operating company providing the Service. Existing customers will be grandfathered as follows:

- As of July 1, 2015, month-to-month customers will no longer be able to subscribe to the Service.
- Customers with a Term Discount Plan that expires after July 1, 2015 may retain their Service covered by a Term Discount Plan until expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.

**LOCAL TERMS OF SERVICE:  
CENTURYLINK® FRAME RELAY SERVICE  
(Indiana, Nevada and Ohio Business Customers)**

The applicable cover agreement, if any, the Local Terms of Service, which include the Standard Terms and Conditions for Communication Services and these service-specific terms (collectively, the "Agreement"), govern Frame Relay Service (the "Service"). The local operating company providing the Service is identified in the Agreement.

**1. ORDER TERM.** The minimum term of any Order for Service issued during the Agreement Term ("Order Term") is one month. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date the Service is installed and available to Customer. At the end of the initial Order Term, the Service will renew on a month-to-month basis. Either party may terminate the Service by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

**2. SERVICE DESCRIPTION.**

**2.1** Frame Relay Service is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps up to 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the CenturyLink Frame Relay network enables Customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.

**2.2** Permanent Virtual Circuits (PVCs) are logical channels that connect ports on a frame relay switch or between frame relay switches. PVCs are end-to-end, bi-directional channels that are established and non-established via the service order process. Separate PVCs must be established to each location to which Customer desires to transmit data. PVC channels are virtual channels that are established in software tables and do not tie up facilities when not in use.

**2.3** The Service requires the use of customer terminal equipment that functions as a multiplexer, bridge or router. This terminal equipment must be purchased separately from the Service and must conform to Consultative Committee for International Telecommunication Union (ITU) and American National Standards Institute (ANSI) standards set forth in ITU: Q.933 Annex A, ANSI: T1.617 Annex D.

**3. SERVICE COMPONENTS AND CHARGES.**

**3.1** CenturyLink will charge Customer a Monthly Recurring Charge ("MRC") and Nonrecurring Charge ("NRC") for the following service components:

**A. CIR (Committed Information Rate) and PVC.**

(1) CenturyLink will charge Customer a MRC for each PVC based on the CIR requested by Customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated FRAP.

(2) CenturyLink will charge Customer a NRC for the establishment of each PVC and for each subsequent order of PVC(s).

- (3) Customer may select from three different classes of PVCs to ensure greater reliability for mission critical applications in the event of network congestion:

Service Class	Type	PVC Priority
Frame for LAN	Standard	Normal
Frame for SNA	Premium	Higher
Frame for Voice	Premium	Highest

- B. Frame Relay Access Line (FRAL).** CenturyLink will charge Customer a MRC and NRC based on the speed of the port connection for each physical connection. The FRAL includes the provision of a port.
- C. Frame Relay Access Port (FRAP).** CenturyLink will charge Customer a MRC and NRC based on the speed of the port connection for each port connection to the network supporting the Service. The FRAP element can be used in lieu of the FRAL if Customer has a CenturyLink-approved means of access to the frame relay network.
- D. Frame to Asynchronous Transfer Mode (ATM) Inter-Networking Links.** CenturyLink may establish facilities between the Service switching equipment and ATM (Asynchronous Transport Mode) Service switching equipment and may allow customers to share bandwidth on these facilities.
- E. Gateway Service.** This service allows customers to interconnect to another frame relay network. The service is available wherever CenturyLink has established a network interface with another private or public frame relay network. CenturyLink will charge Customer a MRC and NRC for the service.
- F. Private Network Link (PNL).** CenturyLink will charge Customer a MRC and MRC for a DS1 facility from Customer's frame relay switch location to CenturyLink's frame relay Network. In addition to the access facility, a 1.544 FRAP must be purchased.
- G. Utilization Reports.** Where CenturyLink facilities permit, Customer may order reports that display certain circuit utilization statistics for PVC and FRAPs. The PVC report summarizes inbound and outbound packet discards and displays utilization as a percentage of CIR. CenturyLink will charge Customer a MRC and NRC for the reports.

**3.2 Additional Nonrecurring Charges.** CenturyLink will charge Customer a NRC for the following:

- A. Administrative Charge.** This charge applies to changes in Customer's network associated with existing PVCs or existing Gateway Service. Although multiple changes can be caused by such actions, only one administrative charge applies per customer request. The Administrative Charge does not apply when Customer moves an existing PVC to a new location within Customer's network. In this case, the appropriate nonrecurring charge will be applied to the new location.
- B. Other Service Charges.** Charges described in the *Local Terms of Service: Service Charges* apply where applicable.

**4. RESPONSIBILITY OF CUSTOMER.**

- 4.1** Customer's frame relay compatible terminal equipment is responsible for re-transmitting frames that are discarded due to errors or network congestion.
- 4.2** Customer, upon request, must furnish such CPE information as may be required to permit CenturyLink to design and maintain the Service it offers and to assure that the service arrangement is in compliance with the terms and conditions contained herein.
- 4.3** Upon service subscription, Customer must specify the CIR class and Excess Burst Size of each PVC ordered. The sum of all CIR on a single FRAP must not exceed two hundred (200) percent of the FRAP access rate.

**5. TERM DISCOUNT PLAN (TDP).**

- 5.1** Term Discount Plans (TDPs) are available for FRALs (Frame Relay Access Lines), FRAPs (Frame Relay Access Ports) and PNLs (Private Network Links). Customer agrees to a minimum service commitment period for the Service when the TDP is established. Customer may disconnect or move PVCs and not be subject to termination liability charges. Customer must order a TDP in writing.
- 5.2** If Customer disconnects any portion of the Service before the end of month 12, Customer is liable for 100% of the payments remaining for the first 12 months and 50% of the payments remaining under the TDP or 12 months, whichever is shorter. If Customer disconnects any portion of the TDP service after the end of the 12th month, Customer is liable for 50% of the payments remaining under the TDP or 12 months, whichever is shorter.
- 5.3** TDP commitment periods can be extended by Customer at any time during the term of the plan, up to a maximum of 84 months.
- 5.4** CenturyLink will waive Service Charges for 12 month, 24 month, 36 month and 60 month TDPs when Customer also subscribes to CenturyLink's nonregulated 1.5 Dedicated Internet Access Service.