

Digital Subscriber Line Service Guide

**DIGITAL SUBSCRIBER LINE (DSL)
SERVICE GUIDE**

REGULATIONS, RATES, AND CHARGES

**Applying to the Provision of DSL
For Customers of
Mulberry Cooperative Telephone Company, Inc.**

This DSL Service Guide does not include
Internet Access, Content or any connections
beyond the Telephone Company's central office.

Effective: June 30, 2007

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EXPLANATION OF ABBREVIATIONS

ADSL	-	Asymmetric Digital Subscriber Line Access Service
CO	-	Central Office
CDP	-	Customer Designated Premises
DSL	-	Digital Subscriber Line
DSLAM	-	Digital Subscriber Line Access Multiplexer
ISP	-	Internet Service Provider
kbps	-	kilobits per second
LAN	-	Local Area Network
Mbps	-	Megabits per second
MM-VCC	-	MultiMedia Virtual Circuit Channel
NIC	-	Network Interface Card
NID	-	Network Interface Device
SDSL	-	Symmetric Digital Subscriber Line
VPCP	-	Volume Pricing Commitment Plan

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Digital Subscriber Line Service Guide

1. Application of Service Guide

- 1.1 This Service Guide contains regulations, rates and charges applicable to the provision of Digital Subscriber Line (DSL) Services. These DSL services are provided to customers by Mulberry Cooperative Telephone Company, Inc. hereinafter the Telephone Company.
- 1.2 The provision of such services by the Telephone Company as set forth in this Service Guide does not constitute a joint undertaking with the customer for the furnishing of any service.

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2. Federal Universal Service Charge

2.1 Federal Universal Service Charge

The Federal Universal Service Charge (FUSC) recovers the Telephone Company's contribution to various federal universal service funds. The Telephone Company will apply a surcharge factor each month to the billed charges for DSL services provided to end users from this Service Guide.

FUSC will not apply to DSL services purchased by customers that resell these services to end users as part of an interstate telecommunications service and are required to contribute to the various federal universal service funds. In case of a dispute regarding whether the customer is reselling services and contributing to the various federal universal service funds, the Telephone Company may request a signed certification to that effect from the customer.

2.1.1 Rate Regulations

The Telephone Company will bill FUSC each month as described below. The FUSC Surcharge Factor is set forth in Section 4.1, following.

(A) FUSC Surcharge Factor

The Telephone Company will multiply the FUSC Surcharge Factor set forth in Section 4.1, following, against the end user's bill of interstate access services charges, which include the DSL services.

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3. Digital Subscriber Line Service

3.1 General Regulations

DSL Services provide transmission services over local exchange service facilities that can be used for simultaneous voice and data communications. Service is provided, where available, between customer designated premises (CDP) and designated Telephone Company central office (CO).

DSL Services use proprietary equipment to provide high-speed (up to 6 Mbps downstream and 512 kbps upstream) digital internet access. The equipment consists of Digital Subscriber Line Access Multiplexer (DSLAM) located in the CO and the corresponding remote "modem" unit located at the customer premises.

3.2 Installation

Installation of DSL Services will be from the CO to the surge protector located within the Network Interface Device (NID). If the customer requires an adapter that includes a router, hub, firewall, other devices, or software they may purchase it from any third party or from the Telephone Company.

Monthly charges for DSL Services are for the circuit and CO termination. Network Interface Card (NIC) for the associated hardware or software is not included in the monthly charge.

If the customer requires any special inside wiring they may contract with the Telephone Company or any third party provider for that special wiring. Nonrecurring charges include the service order and customer premises visit. They do not include any customer premises wiring charges beyond the Protector.

During Telephone Company promotions or at the Telephone Company's discretion, the installation fee may be waived. Installation (non-recurring) charges are set forth in Section 4.2 following.

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3. Digital Subscriber Line Service (Cont'd)

3.3 Conditions

The following conditions set forth by the Telephone Company are applicable for DSL Services provided by the Telephone Company:

- 3.3.1. The initial and minimum service period is one month.
- 3.3.2. Specified data access rates are the peak download rates available on the local loop segment of the facility. The Telephone Company cannot guarantee effective throughput beyond the DSL circuit, for example, at an Internet Service Provider's (ISP's) server or at a Local Area Network (LAN) server.
- 3.3.3. Availability of the DSL Service is subject to facility limitations, including loop length and other network characteristics.
- 3.3.4. With 30 days notice, the provision of DSL Service may be withdrawn.
- 3.3.5. For any reason that the local exchange line is disconnected, the Telephone Company will automatically disconnect the DSL Service (This does not apply to Data Only customers).
- 3.3.6. The Telephone Company has bundling prices available at their discretion.
- 3.3.7. A DSL Network Reconfiguration Charge applies when the DSL Service customer requests the Telephone Company's network to:
 - (1) Accommodate a change in the DSL Service customer's existing IP address
 - (2) Limit the data speed delivered over the customer's existing DSL Service line

The nonrecurring charge set forth in Section 4.2 (D), following, applies for each request per DSL Service line.

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3. Digital Subscriber Line Service (Cont'd)

3.4 Term Plan

The following conditions set forth by the Telephone Company are applicable for DSL Services provided under the Term Plan by the Telephone Company in addition to the conditions in Section 3.3 preceding:

- 3.4.1. At the end of the Term Plan, the customer may elect to establish a new Term Plan commitment, convert to the rates available under the Monthly Plan, or discontinue service. The rates for all DSL Service lines will automatically be converted to the rates available under the Monthly Plan specified in 4.2(C)(1), following, if the customer does not make an election by the end of the Term Plan. An Access Order Charge will not apply to any election made by the customer at the end of the Term Plan.
- 3.4.2. A customer may terminate a Term Plan without the application of a termination liability charge when the customer replaces its original Term Plan commitment with a new Term Plan commitment provided the length and pricing option of the new Term Plan commitment is of equal or greater length than the length of the original Term Plan commitment. An Access Order Charge will not apply when the customer replaces an existing Term Plan with a new Term Plan commitment under this provision.
- 3.4.3. A customer may terminate a Term Plan without the application of a termination liability charge if the Telephone Company increases the Term Plan monthly rates described in Section 4.2(C)(2), following, during the term of the existing commitment. The customer has 90 days following such rate increase to notify the Telephone Company in writing of its intent to terminate its Term Plan under this section; otherwise, the increased rates will apply for the remainder of the commitment period.

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3. Digital Subscriber Line Service (Cont'd)

3.4 Term Plan (Cont'd)

3.4.4 If the customer elects to terminate its Term Plan(s) prior to the end of the commitment period for any reason other than specified in 3.4.2 or 3.4.3, preceding, a termination liability charge will apply. For each Term Plan terminated prior to the end of the commitment period, the Telephone Company will bill the customer a charge equal to the monthly Term Plan Charge for its selected pricing option as described in Section 4.2(C)(2)(a), following, multiplied by the number of months remaining in the commitment period.

Monthly Plan rates as described in Section 4.2.(C)(1), following, will apply to all in-service DSL Lines following the early termination of a Term Plan.

3.5 MultiMedia Virtual Circuit Channel (MM-VCC)

Where suitable facilities exist, a customer that requires the ability to send high speed multimedia transmissions (for bandwidth needed above DSL speeds listed in this service guide) may also order a MM-VCC between its CDP and the premises of the end user customer location in the field, provided such end user customer's premises is equipped with DSL Service provided by the Telephone Company under this Service Guide. The MM-VCC is available in increments of 1 Mbps or 4 Mbps, see Section 4.2(E) following. A MM-VCC can only be ordered in conjunction with DSL service provided in this Service Guide, and can be ordered to the physical bandwidth limitations of the Telephone Company's plant and network capabilities (as determined by the Telephone Company).

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4. Rates and Charges

4.1 Federal Universal Service Charge (FUSC)

Regulations concerning the Federal Universal Service Charge are set forth in Section 2.1 preceding.

FUSC Surcharge Factor	<u>Percentage</u> *
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4.2 Digital Subscriber Line Service

(A) Asymmetric Digital Subscriber Line Access Service

<u>ADSL Line Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
- Per Voice Data Option	\$30.92	\$99.00
- Per Data-Only Option	\$53.19	\$292.00

(B) Symmetric Digital Subscriber Line Access Service

<u>SDSL Line Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
- Per Voice Data Option		
- 768 kbps	\$30.92	\$99.00
- Per Data-Only Option		
- 144 kbps	\$66.97	\$292.00
- 768 kbps	\$98.60	\$292.00
- 2 Mbps	\$206.72	\$292.00
- 4 Mbps	\$412.54	\$292.00

* This percentage is calculated by the FCC and is updated on a quarterly basis.

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4. Rates and Charges (Cont'd)

4.2 Digital Subscriber Line Service (Cont'd)

(C) DSL Services Discount Pricing Arrangement

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(1) <u>Monthly Plan Line Charges</u>		
ADSL Line Charge		
- Per Voice Data Option	\$30.18	\$99.00
- Per Data-Only Option	\$52.45	\$292.00
SDSL Line Charge		
- Per Voice-Data Option		
- 768 kbps	\$30.18	\$99.00
- Per Data-Only Option		
- 144 kbps	\$64.29	\$292.00
- 768 kbps	\$95.03	\$292.00
- 2 Mbps	\$194.24	\$292.00
- 4 Mbps	\$387.60	\$292.00
(2) <u>Term Plan</u>		
(a) <u>Term Plan Charges</u>		
Per Serving Wire Center included in a Term Plan		
- Pricing Option 1	\$103.85	None
- Pricing Option 2	\$519.25	None

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4. Rates and Charges (Cont'd)

4.2 Digital Subscriber Line Service (Cont'd)

(C) DSL Services Discount Pricing Arrangement (Cont'd)

(2) Term Plan (Cont'd)

(b) Term Plan Line Charges

	<u>Monthly Recurring Charge</u>		<u>Nonrecurring Charge</u>
	<u>1Year</u>	<u>3 Year</u>	
<u>OPTION 1</u>			
ADSL			
Voice-Data Option	\$21.16	\$17.39	\$99.00
Data-Only Option	\$45.05	\$39.88	\$292.00
SDSL			
Voice-Data Option			
- 768 kbps	\$21.16	\$17.39	\$99.00
Data-Only Option			
- 144 kbps	\$55.35	\$52.96	\$292.00
- 768 kbps	\$84.33	\$82.04	\$292.00
- 2 Mbps	\$129.81	\$109.04	\$292.00
- 4 Mbps	\$257.55	\$218.09	\$292.00
<u>OPTION 2</u>			
ADSL			
Voice-Data Option	\$16.56	\$11.68	\$99.00
Data-Only Option	\$39.41	\$35.26	\$292.00
SDSL			
Voice-Data Option			
- 768 kbps	\$16.56	\$11.68	\$99.00
Data-Only Option			
- 144 kbps	\$51.93	\$47.77	\$292.00
- 768 kbps	\$81.00	\$77.89	\$292.00
- 2 Mbps	\$105.93	\$93.15	\$292.00
- 4 Mbps	\$208.74	\$155.78	\$292.00

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4. Rates and Charges (Cont'd)

4.2 Digital Subscriber Line Service (Cont'd)

(C) DSL Services Discount Pricing Arrangement (Cont'd)

(2) Term Plan (Cont'd)

(c) Volume Pricing Commitment Plan (VPCP)

The Telephone Company offers a VPCP for multiple customers per study area on the Discount Pricing Arrangement plan.

<u>Monthly Volume Commitment Level</u>	<u>Monthly Discount</u>
500	5%
1000	10%

The Telephone Company will assess a shortfall charge of \$10.00 per line that falls below the commitment.

(D) DSL Network Reconfiguration

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>DSL Network Reconfiguration</u>		
-Per DSL Service Line, per request	None	\$27.00

(E) MultiMedia Virtual Circuit Channel (MM-VCC)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
-Per 1 Megabit	\$1.38	\$5.00
-Per 4 Megabit	\$2.67	\$5.00

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