

## FRONTIER COMMUNICATIONS

### Service Attachment 1

#### Metro Ethernet

This Service Attachment (the "Service Attachment"), is between Frontier Communications of America, Inc. ("Service Provider") having an office at 1300 Columbus-Sandusky Road North, Marion, Ohio 43302, and the State of Ohio, through the Department of Administrative Service ("the State"), having its principal place of business at 30 East Broad Street, 40<sup>th</sup> Floor, Columbus, Ohio 43215 (jointly referred hereto as the "Parties"), and it is effective as of the date signed by the State. It amends that certain Master Cloud Services Agreement ("MCSA") between the Parties dated.

**Whereas**, Service Provider desires to provide to the State and the Subscribing Entities certain Services described herein as the "Metro Ethernet" Services upon the terms and conditions set forth in the MSA and such additional terms and conditions as set forth herein; and

**Whereas**, the Parties desire to execute this Service Attachment to the MSA;

**Now Therefore**, in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

#### 1. Overview

1.1 **Service Overview.** This Service Attachment provides the Subscribing Entity(s) with the ability to purchase the Metro Ethernet services that are offered by Service Provider (the "Metro Ethernet Services" or the "Services"). Metro Ethernet Service is an optically switched data service which allows for versatile scalability and flexibility over an Ethernet network provided by the Service Provider. Metro Ethernet Services allows Subscribing Entity(s) to interconnect Subscribing Entity's locations as if they were segments on the same local area network ("LAN") using packet-based switching technologies. Connections at the Subscribing Entity(s) premises are made using native Ethernet interfaces and traverse the network over fiber and/or copper facilities. Metro Ethernet Services provides dedicated bandwidth from 3 Mbps up to 1 Gbps.

#### 1.2 **Agreement Interpretation.**

- (a) The Services described herein are provided in accordance with and are subject to, the terms and conditions of the MSA as if such terms were set forth herein in their entirety, the terms and conditions set forth herein and the any applicable Tariff.
- (b) The order of precedence among the documents that constitute the agreement between the parties is specified in the MSA.

## 2. Description of Services

**2.1 Grades of Services.** Frontier Ethernet services are full-duplex Layer-2 data services with symmetrical high bandwidth transport compliant with IEEE 802.1. Frontier provides Ethernet services typically branded as Metro Ethernet. Frontier primary offering is MEF-defined ELAN service. ELAN is a connectionless multipoint LAN service. Topologies range from a simple hub-and-spoke to a LAN-to-LAN solution. Frontier's high-speed optical infrastructure enables LAN-to-LAN service when customer locations span multiple wire centers. Control attributes on ELAN virtual connections [EVCs] can be set for Unicast [single destination], Multicast [specific set of destinations], or Broadcast [unconditional forwarding].

Frontier may provide transport between provider edge devices which may be provided over an array of devices and various technologies in the Frontier network: ROADM, SONET, WDM, MPLS, or otherwise.

**2.2 Connections.** Metro Ethernet service may be provided over copper loop with data rates from 3 Mbps to as much as 40 Mbps. When customer requirements exceed the capability of a copper solution, Frontier may provision fiber optic access. The cost of all Frontier-provided devices and monitoring services are included in the Ethernet access pricing set forth below in Section 3.

**2.3 Bandwidth.** Available bandwidth and pricing is set forth below in Section 3.

**2.4 Service Component Requirements.** This Section provides an overview of the service components required to support Metro Ethernet Services under this Service Attachment. The Ethernet interface for connectivity between network provided equipment ("NPE") and customer provided equipment ("CPE") must meet the following:

- (a) Required local access connection and Interface;
- (b) 10/100 Base T or 1 Gbps Optical (1000 Base LX/LH, SX, & ZX available);
- (c) Demarcation point is RJ45 patch panel or fiber patch panel.

### 2.5 Equipment.

- (a) Service Provider and the Subscribing Entity agree as follows with respect to network premises equipment owned by Service Provider ("NPE"):
  - (i) Service Provider will deliver, install, and maintain the NPE; provided, the Subscribing Entity, at its own expense, shall provide:
    - (A) An equipment room with space for NPE that is environmentally compliant, as specified by the equipment manufacturer and meets other environmental conditions as specified by Service Provider;
    - (B) Reasonable access to Service Provider owned NPE during the Subscribing Entity's business hours;
    - (C) Adequate work space, heat, light, ventilation, and electrical outlets.

- (ii) The NPE shall not be removed, relocated, modified, or attached to non-Service Provider components other than the Metro Ethernet interface by the Subscribing Entity without prior authorization from Service Provider.
- (b) The Subscribing Entity agrees as follows with respect to CPE that it is required to provide or otherwise use in conjunction with the Services:
  - (i) The Subscribing Entity is responsible for extending the CPE to the Metro Ethernet Interface, including providing the appropriate media adapter/cables for the applicable Metro Ethernet Interface protocol.
  - (ii) For the Fiber extensions, the fiber connectivity between the CPE and the Metro Ethernet Interface must meet the 1000BaseSX, LX, or ZX protocol standards.
  - (iii) For Fiber extensions, the length of the fiber connecting the Subscribing Entity(s) CPE and the Metro Ethernet Interface must account for fiber bending signal losses but in no event be more than 600 feet in length.
  - (iv) For unshielded twisted pair (“UTP”) extensions, the UTP connectivity between the CPE and the Metro Ethernet Interface must be Category 5 or better and meet the 100BaseT or equivalent standards.
  - (v) The UTP extensions, the length and location of the UTP Category 5 cable connecting the CPE and the Metro Ethernet Interface must be free of bridges, splices and taps other than the maximum of two “punch-downs”; and account for the electromagnetic interference; but must in no event be more than 300 feet in length.
  - (vi) The CPE must deliver the data signal for the Metro Ethernet transport within the industry specification for the subscribed data service. Metro Ethernet Service supports full duplex communication.
  - (vii) Each Subscribing Entity is responsible for providing all conduit/structure as well as the path from the property line to the demarcation point for access of primary route and, where the Subscribing Entity deems appropriate, dual entrance access.

**2.6 Power Supply.** An uninterruptible power supply (“UPS”) is not a standard component of the Metro Ethernet and is not included in the configuration or price. If the Subscribing Entity desires power backup at a given site, it is the Subscribing Entity’s responsibility to provide the UPS mechanism. Service Provider is not responsible for outage due to power failure or interruptions at the Subscribing Entity premises, especially as they apply to network availability or SLA’s metrics/credits.

### **3 Fee Structure**

**3.1 Monthly Recurring Charge.** The pricing table set forth in Section 3.3 below provides the monthly recurring charge (“MRC”) for 12, 24, 36, and 60 month service commitment terms for Metro Ethernet. Service Provider shall charge, and Subscribing Entity(s) agrees to pay, the appropriate MRC’s and non-recurring charges set forth in this Service Attachment in accordance with the MSA. Service Provider reserves the right to reject any Service Order in accordance with the MSA, or provide a quote for a onetime charge on an individual case basis.

**3.2 Service Enhancements and Cost Recovery Fee.** Pricing components for MRC elements in the Pricing Table set forth in Section 3.3 below include the 2% Cost Recovery Fee and are required components of the Service. The Cost Recovery Fee is not E-Rate eligible, and will be itemized as a separate cost element on the invoice for the Service.

**3.3 Pricing Tables.**

Metro Ethernet Access Circuit						
BANDWIDTH	1 year	2 year	3 year	5 year	NRC	CIAC*
3 Mbps	\$510.00	\$424.00	\$369.00	\$279.00	\$75.00	ICB
5 Mbps	\$556.00	\$463.00	\$403.00	\$305.00	\$75.00	ICB
10 Mbps	\$647.00	\$539.00	\$469.00	\$354.00	\$75.00	ICB
20 Mbps	\$694.00	\$579.00	\$503.00	\$381.00	\$75.00	ICB
25 Mbps	\$741.00	\$617.00	\$537.00	\$406.00	\$75.00	ICB
50 Mbps	\$907.00	\$756.00	\$658.00	\$497.00	\$75.00	ICB
100 Mbps	\$927.00	\$771.00	\$671.00	\$508.00	\$75.00	ICB
200 Mbps	\$1,232.00	\$1,026.00	\$892.00	\$675.00	\$75.00	ICB
300 Mbps	\$1,390.00	\$1,158.00	\$1,007.00	\$761.00	\$75.00	ICB
400 Mbps	\$1,519.00	\$1,266.00	\$1,100.00	\$907.00	\$75.00	ICB
500 Mbps	\$1,668.00	\$1,390.00	\$1,208.00	\$989.00	\$75.00	ICB
1 GigE	\$2,223.00	\$1,852.00	\$1,611.00	\$1,318.00	\$75.00	ICB

*\*Contributions in Aid of Construction (CIAC) a/k/a Special Construction – Prices will be determined on an Individual Case Basis (ICB)*

**3.4 Other Pricing Terms.**

- (a) Pricing for speeds 3Mbps through 50Mbps assume copper delivery. If a location does not qualify for copper delivery or exceeds distance limitations, fiber delivery will be required and additional Special Construction Charges may apply for fiber installation. If Special Construction Charges are required Service Provider will include cost in quote.
- (b) Installation provided outside normal business hours shall be provided on a time and materials basis.
- (c) Metro Ethernet is provided by Service Provider where equipment and facilities permit. If appropriate facilities are not available, additional construction and installation charges may apply. Special Construction Charges are determined based on the distance of the location to Service Provider's switching office that supports the requested Service and the reusability by other Service Provider customers of the equipment and fiber facilities being deployed to support the requested service.

Notwithstanding the foregoing, Special Construction Charges will not apply to locations equipped with spare capacity of existing Service Provider fiber that meets the specifications of the requested service. Special Construction Charges may be paid as a one-time fee or amortized and added to the MRC.

- (d) Service Provider will not charge a Subscribing Entity for routine Service Order changes requested from time to time by a Subscribing Entity in the ordinary course of business.
- (e) Notwithstanding the foregoing, Subscribing Entity agrees that Service Provider may require a Service Order Change Fee for changes requiring substantial reconfiguration of multiple circuits and/or Services or which require Service Provider to use resources and personnel in excess of what is needed to implement routine changes, in such cases Service Provider will provide a quote to the Subscribing Entity for the Service Order Change Fee together with reasonable details concerning the added resources required to implement the requested changes. Subscribing Entity will confirm acceptance of any such Service Order Change Fee by issuing an eOrder through the State's ordering system.

**3.5 Taxes.** If a Subscribing Entity is not exempt from payment of federal, state or local taxes, the Subscribing Entity will be responsible for paying such taxes as required under MSA.

### **3.6 Disconnection Charges.**

- (a) Disconnection Charges with respect to a circuit will be calculated by multiplying the MRC by the number of months remaining in the Service Term selected by the Subscribing Entity by 50%.

For example, if the Service Term selected by a Subscribing Entity is 60 months and the MRC is \$508.00 for a 100Mbps Circuit. If the Subscribing Entity cancels the Service after 35 months, the Disconnection Charge will be calculated as follows:

$$(\$508.00) \times (25) \times (50\%) = \$6,350.00$$

- (b) If at any time prior to acceptance of the Service the Subscribing Entity requests termination of the Order, the Subscribing Entity must pay to the Service Provider all expenses incurred by the Service Provider for services performed by the Service Provider that were specified in the Quote.
- (c) If Service Provider is unable to meet the agreed installation date (provided such failure is not due to a fault of the Subscribing Entity), within ninety (90) days after such agreed installation date; the Subscribing Entity and Service Provider will either agree in writing upon a new installation date or the Subscribing Entity will cancel the Service Order. Except for a cancellation of a Service Order under the immediately preceding sentence, if a Subscribing Entity(s) cancels a circuit prior to installation being completed, the Subscribing Entity(s) will reimburse Service Provider for all time and

materials incurred prior to the effective date of termination. The Subscribing Entity(s) must submit an order to cancel Service through the TSR.

- (d) Disconnection Charges will not apply if a terminated Service Component is replaced with an upgraded Service Component at the same site, the Term and associated total MRC for the new term of the replacement Service Component are equal to or greater than the term and associated total MRC for the remainder of the terminated Service Component, and the upgrade is not restricted in the applicable Service Publication. If Disconnection Charges are due in connection with the change in Service prior to the expiration of a Subscribing Entity(s) Service Term. Service Provider may review the request for the replacement Services and may in its sole discretion elect to waive any Disconnection Charges otherwise due and payable by the Subscribing Entity.

#### **4. Service Enhancements.**

**4.1 Standard Service Features.** Service Provider will provide Subscribing Entity(s) with the following enhanced services in support of the Services provided under this Service Attachment,

- (a) Help Desk. Service Provider will provide escalation process including General Managers associated with Service Provider facilities.
- (b) Providing status updates to the Subscribing Entity (the person who reported the trouble) or his/her designee.
- (c) Automatically escalating trouble tickets within Service Provider as necessary.
- (d) Monitoring trouble tickets to support compliance with SLA commitments.
- (e) Service Provider will provide the Subscribing Entity(s) with a single point of contact between parties.
- (f) Maintaining the State's and the Subscribing Entity(s) satisfaction with Service Provider and the Services.
- (g) Activating corrective action plans when performance standards are not met.
- (h) Delivering timely management decisions as required or requested by the State or Subscribing Entity(s).
- (i) Service Provider will be responsible for SLA reporting and tracking of all service levels and SLA Credits required under this Service Attachment.
- (j) Service Provider will proactively request on behalf of the Subscribing Entity service credits for missed SLA's hereunder.

**4.2 State Project Executive.** Subscribing Entity will provide an official point of contact for Service Provider via the position of State Project Executive or his/her designee. The State Project Executive will be identified on each Order. Subscribing Entity's liaison to Service Provider responsible for any day-to-day operations issues and decision-making. In the State's Ordering System, the Subscribing Entity's Project Executive will be identified as the 'Primary Contact.'

## 5. Service Level Agreements (SLAs) On-Net Only

**5.1 Availability:** Metro Ethernet Port availability is defined as ability to exchange IP packets with the nearest Frontier Internet POP or On-Net customer destination port via the ingress port at Customer's serving wire center. Calculation of Availability performance is the number of minutes during a calendar month that the Customer's Ethernet ingress port is operational divided by the total minutes in that month's billing cycle. Calculation is based on the stop-clock method referenced by date-time of the customer-reported outage trouble ticket and ends when Frontier re-establishes compliant port operation.

**SLA:** 99.99%

**Credit:** 10% of the monthly Ethernet Port Price

**5.2 Mean Time to Repair & Resolution:** Mean Time to Repair Is defined as the average time required returning the Ethernet Service to SLA-compliant operational status. This MTTR commitment is for On-Net in-franchise Metro Ethernet service elements. Service will be returned to operational status within four (4) hours in any month. MTTR is measured on the stop-clock method referenced by date-time on the customer-reported trouble ticket to the date-time Frontier returns the service to compliant operation.

**SLA:** 4 hours, Credit 10%

4 -8 hours, Credit 25%

8 -24 hours, Credit 50%

>24 hours, Credit 100%

**5.3 Chronic Outage:** If an individual circuit experiences either (a) single period of Service Unavailability >24 hours in any calendar month, (b) > 3 periods of unavailability > 8 hours during a rolling 6 month period, or (c) 15 separate periods of unavailability (any duration) within a calendar month, Customer may terminate the affected circuit without penalty. *Customer shall provide a minimum of 15 days prior written notice to Frontier of their intent to exercise such termination right.*

**5.4 Packet Loss [Intrastate and Interstate Metro Ethernet ONLY]:** Packet Loss is measured from the ingress port round trip to the customer egress port and back to the ingress port through On-Net facilities. Packet Loss statistics are collected for one calendar month. Credits will be based on Frontier verification of customer packet loss data between on-net ports between customer sites.

**SLA:** <0.05%

**Credit:** 10% of the Ethernet Bandwidth Port Price

**5.5 Latency [Intrastate Metro Ethernet ONLY]:** Latency is the round-trip transport time of a standard-sized data packet within the customer's Committed Information Rate carried edge-to-edge over Frontier on-net intrastate facilities. Standard-sized data packet is defined as Ethernet over Copper, MTU size is 1600 bytes, Fiber to Fiber, MTU size is 9000 bytes. Measurement does not include loop facilities between the serving wire centers and NIDS at customer premises. Credits are based on round-trip delay of 95<sup>th</sup> percentile packet.

**SLA: 30 ms round-trip delay**

**Credit: 10% of the monthly Ethernet Bandwidth Port**

**5.6 Packet Jitter [Intrastate Metro Ethernet ONLY]:** Determination of frame jitter is based measurement of the variation of the packet arrival rate or frame delay in milliseconds between ingress and egress UNIs. The Jitter performance commitment is limited to Committed Information Rate (CIR)-compliant service frames. The Jitter performance commitment does not apply to Internet services.

**SLA: <40 ms**

**Credit: 10% credit of the monthly Ethernet Bandwidth Port**

**5.7 Service Level Guidelines** Conditions under which Frontier shall provide this Service Level Agreement to the Customer are as follows:

(a) The Customer may request Service Response Credit (SRC) in writing within 30 days of the last day in the calendar month in which the failure occurred. Service Provider will monitor and proactively submit Service Response Credits on behalf of Customer.

(b) The SLA is only applicable to those Customer sites where the applicable Frontier service and technology exist.

(c) This SLA does not apply to outages or service degradation during scheduled maintenance or outages caused by Customer action, force majeure, or service problems caused by third-party providers on meet-point circuits or by alternate carriers under direct contract with the Customer. This SLA also does not apply to outage periods that are extended pending reply from Customer.

(d) With the exception of Availability this SLA does not apply to services provided over third-party facilities, through a carrier hotel, or over Frontier facilities which terminate through a meet point circuit with a third-party carrier.

(e) For cascading failures, only the primary or causal failure is used in determining Service Levels and associated consequences. Only one Service Level Component metric can be used for determining Service Credits.

(f) In the event of the failure of Frontier to meet multiple Service Level Component metrics in a one-month period, the highest Service Credit will apply, not the sum of multiple Service Credits.

(g) The total amount that may be credited to a Customer under this agreement in any given month is limited to, and not to exceed, 100% of the Customer's monthly fee for the affected service.

(h) The final determination of whether Frontier has or has not met SLA metrics will be based on Frontier methodology for assessment of complaint performance.

**5.8 Methodology for Performance Measurement** These formulas specify the means of calculating operational and performance SLA measurements to determine compliance. Where the measurements demonstrate that Frontier maintenance support or the company's network performance do not meet the SLA criteria set above, the Customer will be entitled to a Service Response Credit (SRC) as specified above.

**5.9 Operational SLAs Availability:** For a site to be deemed operational, the Customer must be able to send and receive data from the Frontier Network Interface Device (NID) at the Customer site to the Customer destination port On-Net or the Frontier Backbone Internet port. Service to the Customer site is compliant if data delivery meets the SLA thresholds noted above for Latency, Packet Loss, and Jitter. Jitter performance is primarily for Real Time QoS service and does not apply to Internet services.

Availability of service to a Customer site is calculated on a monthly basis. Measurement is based on minutes of outage during the applicable month. The service credit formula is a number of minutes during a calendar month that the Customer's Ethernet/DIA ingress port is operational divided by the total minutes in that same calendar month. Calculation is based on the Stop-Clock Method referenced by date-time of the Customer-reported trouble ticket for service interruption and ends when Frontier reestablishes compliant port operation. Credits are awarded within a 30 day period after eligibility for the Service Response Credit has been verified.

**5.10 Mean Time to Repair (MTTR)** MTTR SRC's are provided based on the average active (open) duration of all trouble tickets over the period of one month. The time to repair (TTR) is measured on a stop-clock basis measured according to the following terms and conditions:

(a) TTR is measured from the date-time a Customer-reported trouble ticket is opened by Frontier to the date-time the service is returned to normal operation, and such ticket is closed by Frontier

(b) In measuring the TTR, any stop-clock time or adjusted duration associated with the trouble ticket will be subtracted from the TTR. Stop-clock time refers to:

1. Periods when Customer testing occurs
2. Periods when Frontier is waiting Customer authorization or access to facilities necessary for diagnosis, repair, or test
3. Periods when the ticket is held open by the Customer to ensure the trouble is resolved

(c) MTTR shall be measured on a calendar month basis and shall be calculated by adding the TTR for all interruptions and dividing that sum by the total number of trouble tickets opened for interruptions during that month.

**5.11 Latency** The Customer is entitled to a Latency SRCs based on measurement of delay in milliseconds for round-trip transport of a packet from the ingress UNI to the destination port and return to the ingress UNI. Latency measurement is limited to data frames which are compliant with the subscribed CIR profile. The round trip delay includes ONLY the time the packet is transiting the Frontier network. The latency measurement is confined to transport delay measurement including link insertion delays, propagation delay, and queuing delays in the network. Latency measurements are from on-net Frontier facilities not including loop circuits from the Provider Edge UNI to the Customer premise. Processing times spent in devices attached to the UNI are factored out of the measurement.

**5.12 Packet Loss** The Packet Delivery Service Level for Ethernet Service is for On-Net traffic between Frontier POPs. Packet delivery is the average number of packets which transit the Frontier network and are delivered to the intended On-Net serving wire center during a one month period. Packet Loss measurements are restricted to service frames that are compliant with the subscribed CIR profile.

**5.13 Frame Jitter** Jitter is defined as the variation of the packet arrival rate or frame delay in milliseconds between ingress and egress UNIs. The Jitter definition is limited to compliant service frames within the subscribed Committed Information Rate (CIR) profile. The Frame Jitter SLA commitment applies ONLY to QoS services set to Real Time forwarding priority. Best Effort and Priority Data QoS packet forwarding are not engineered to meet Real Time Jitter parameters. The Jitter Performance commitment does not apply to Internet service.

**5.14 Service Response Credit (SRC) Hierarchy** In certain conditions, a specific SLA variance may take precedence over another SLA. In all cases, service credits are approved on a site-by-site basis. Where a problem might affect an entire five-node network, the Customer may qualify for credits for the service to all five locations.

**5.15.1 Operational SRCs** Specific determination of service credits for multiple Operational SLAs to multiple locations will be approved based on the following conditions:

(a) SRCs are approved on a site-by-site basis. For Customer with LAN solutions having multiple circuits, determination of service credits will be measured and approved on the compliance of the service to each individual Customer site.

(b) Operational SLAs take precedence over Performance SLAs. During a period of service unavailability for any reason, no measurements can be taken on those network elements and thus, no Performance SLA SRCs can be approved to those sites. Service Credits will be approved based on the Operational SLA depending on availability and MTTR service commitments.

(c) The Customer may qualify for multiple Operational SLA SRCs to a specific site. If a service outage continues beyond the MTTR as specified above in the MTTR standard, the Customer will qualify for both the Port Availability service credit and the MTTR credit in accordance with the MTTR calculation methodology.

**5.15.2 Performance SRCs** Specific determination of service for multiple Performance SLAs to multiple locations will be approved based on the following conditions:

(a) The service performance delivered to a specific customer site is eligible for ONE Performance service credit per trouble ticket. Packet Loss, Latency, or Frame Jitter should be reported on a single ticket. Credit will be awarded in accordance with the above measurement standards and SRC MRC amounts.

(b) The Customer site that qualifies for a Performance SRC may also qualify for an Operational SRC if the time to return service to compliant operation exceeds the MTTR SRC threshold, but in no event will SRC exceed 100% of the monthly fee for the effected site.

## **6. Other Terms and Conditions**

### **6.1 Service Orders.**

- (a) All orders for services hereunder ("Service Order") shall be initiated by the Subscribing Entity(s) via the State's Ordering System. Prior to a Subscribing Entity(s) issuing an order for service, Service Provider will provide a quote (a "Service Quote") in writing documenting the Service Term, such other configuration requirements consistent with the terms hereof (including environmental requirements) and any Special Construction Charges associated with the order. The Subscribing Entity(s) will place each Service Order consistent with the Service Quote via the TSR.
- (b) Any Subscribing Entity(s) placing a Service Order hereunder, shall at the time the Service Order is placed, and for that Service only, acknowledge and certify to the best of their knowledge that the total interstate traffic on the Services purchased hereunder constitutes ten percent (10%) or less of the total traffic on the Service ordered.

**6.2 Configuration.** Services ordered hereunder shall be configured and Service Term shall be selected as set forth in each Service Ordered via the TSR.

**6.3 Service Term.** Subject to the Term of the MSA and this Service Attachment, the State's rights of termination and renewal as set forth in the MSA and the Subscribing Entity's right to cancel the ordered Services in accordance with the MSA, "Service Term" with respect to each Subscribing Entity placing a Service Order hereunder shall be the number of months of the Service selected and set forth in the Service Order. Upon expiration of the Service Term during the Term of the MSA, upon thirty (30) days prior notice to Service Provider the Subscribing Entity will have the right to renew and the Services on the same terms and at the same rates for the duration of the renewed Service Term, renew the Services and select a different Term under the terms and rates set forth herein, cease using the Service(s) (which will require Subscribing Entity to take all steps required by Service Provider to terminate the Service(s)) or the Service Term or continue using the Service(s) on a month-to-month service arrangement, at Service Provider's then-current monthly extension rates (if any) or month-to-month rate specified in the applicable Tariff. If the Subscribing Entity fails to provide notice to Service Provider hereunder, the Services will be continued on a month-to-month service arrangement, at Service Provider's then-current monthly

extension rates (if any) or month-to-month rates specified in the applicable Tariff. If the MSA or this Service Attachment terminates or expires in accordance with the terms of the MSA, then any Service ordered under this Service Attachment that extends beyond the term of the Service Attachment and/or the MSA shall also terminate unless the Subscribing Entity(s) elects in writing to extend the Services provided hereunder up to an additional one year period as provided in Section 1.10 of the MSA, in which case the use of the Service by the Subscribing Entity so electing will continue to be governed by the terms and conditions of the MSA and this Service Attachment, but no Minimum Commitment will be applicable.

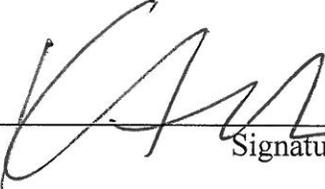
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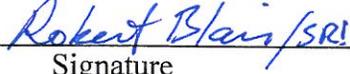
**SERVICE ATTACHMENT 1  
TO THE  
MASTER SERVICE AGREEMENT**

IN WITNESS WHEREOF, the Parties have executed this Service Attachment which shall be effective on the date signed by the State.

Frontier Communications of America, Inc.

STATE OF OHIO,  
THE DEPARTMENT OF  
ADMINISTRATIVE SERVICES

  
\_\_\_\_\_  
Signature

  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Kenneth Arndt  
Print Name

\_\_\_\_\_  
Robert Blair / srd  
Robert Blair / srd

\_\_\_\_\_  
Area President  
Title

\_\_\_\_\_  
Director  
Assistant Director

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3/10/2014  
Date

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5/2/14  
Effective Date