



Verizon
MC HQE03B70
Wholesale Services
600 Hidden Ridge
Irving, TX 75038-3897

January 31, 2007

RE: Optional 2007 National SLA Plan - Open Enrollment 2/1/07 - 3/15/07

Last year, we announced the availability of our 2007 National Service Level Agreement (SLA) for Interstate Special Access DS1s and DS3s. The nationwide plan reflects a greater commitment by Verizon to our wholesale customers. It allows telecom companies who buy these wholesale services to manage the service they provide to their customers under one nationwide plan, instead of multiple service-indexes. And, we are opening up a second enrollment period for the 2007 National SLA Plan from 2/1/07 until 3/15/07! If you missed the opportunity to sign up for this plan last year, don't delay again. Sign up today.

The 2007 National SLA Plan for Interstate DS1 and DS3 Special Access Services is simple and easy to understand and is available with no additional charges or fees and has the following features.*

National SLA – Provisioning	
Structure	Customer-specific monthly average (national) of all installations
Target Threshold	95.0% of installations completed by the committed due date (CDD)
Credit**	Circuit-specific when target threshold missed. Credit only applies to individual circuits for which CDD is missed. <ul style="list-style-type: none">• DS1: (FCC 1 & 11) credit equal to 50% of circuit monthly recurring charge (MRC)• DS1: (FCC 14 & 16) \$500 credit per circuit• DS3: \$1,000 credit per circuit

National SLA – Repair	
Structure	Customer-specific monthly average (national) of all out of service repairs (calculated as mean time to restore (MTTR))
Target Threshold	Based on service type: <ul style="list-style-type: none">• DS1: MTTR 3.99 hours• DS3: MTTR 2.99 hours
Credit**	Circuit-specific when target threshold is missed. Credit only applies to individual circuits for which time to restore (TTR) for an out of service condition is greater than the target threshold. <ul style="list-style-type: none">• DS1: \$250 credit per circuit• DS3: \$1,000 credit per circuit

This program is a valuable addition to our portfolio of services and continues to demonstrate to our customers that Verizon Partner Solutions is only successful when our customers are successful. You spoke. We listened and responded with what we believe is a tremendously valuable program. Talk to your Verizon Partner Solutions Account Manager today to find out if the 2007 National SLA Plan is right for you. But act by March 15 to start taking advantage of the 2007 National SLA Plan!

Contact us at 888-483-9594 or visit us at http://www22.verizon.com/wholesale/lsp/contact_form/0,,3,00.html.

* The 2007 National SLA Plan (Plan) ends on December 31, 2007. The descriptions of the Plan and services set forth above are a summary of the information contained in Verizon Tariffs F.C.C. Nos.1, 11, 14, and 16 (Tariffs). This summary is not intended to provide a complete description of the rates, terms and conditions of the Plan and services. You should review the Tariffs for availability, the participating Verizon telephone companies, eligibility requirements and a description of the rates, terms, and conditions applicable to the Plan and services. Any failure by Verizon to fully or accurately set forth all relevant rates, terms and conditions of the Tariffs shall not be deemed to bar Verizon from exercising its rights under the Tariffs. The Tariffs shall supersede any inconsistent provision set forth herein.

** 2007 National SLA Plan (Plan) participants are not eligible for credits under certain other Tariff provisions. Plan credits are subject to maximum amounts (for instance, only one Provisioning credit per month per circuit and one Repair credit per month per circuit will apply and the total credit to be applied for a circuit for a month will not exceed the MRC for the circuit).