



Verizon
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Wholesale Services
600 Hidden Ridge
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RE: Interstate Special Access DS1 and DS3 customers have SLA choices

Just over a year ago, Verizon Partner Solutions introduced an industry-leading National Service Level Agreement (SLA) Plan for Interstate Special Access DS1s and DS3s. Gathering customer feedback is critical to our ability to help you succeed. You talked, we listened and we are now introducing a new SLA option – the 2008 Enhanced SLA (ESLA) Plan.

In addition to the 2008 ESLA Plan, we are also offering a revised National SLA (NSLA) Plan for 2008. Now you have even more choices when it comes to SLAs for Interstate Special Access DS1 and DS3 Services.*

The 2008 Enhanced SLA Plan

The 2008 ESLA Plan provides bill credits if Verizon fails to install a qualifying service by the due date or fails to meet a specified Availability threshold.

The 2008 ESLA Plan has two SLA measures:

- On Time Provisioning – a failure to meet a Due Date for an eligible circuit due to Verizon reasons will result in a credit equal to the applicable nonrecurring installation charge plus 10% of one month of the monthly recurring charges for that circuit.
- Circuit Availability – if circuit availability is less than 99.90% for an eligible circuit for a calendar month due to Verizon reasons, a credit allowance equal to a tariff specified percentage of one month of the monthly recurring charges for that circuit will apply.

This plan can be subscribed to for a geographic region, which must include two or more states; and customers may sign-up for the ESLA Plan now, to take advantage of the ESLA Plan beginning on January 1, 2008. You can view more details of the 2008 ESLA Plan online at: <http://www22.verizon.com/wholesale/productguide/sla/>.

The 2008 National SLA Plan

The 2008 NSLA Plan provides the customer bill credits if Verizon fails to install a qualifying service by the due date or fails to meet certain Provisioning and Repair thresholds. The 2008 NSLA Plan is based on our 2007 NSLA Plan and reflects feedback from our valued customers. It lets you manage qualifying services under one nationwide plan, instead of multiple service-indexes.

Talk to your Verizon Partner Solutions account manager today to find out if the 2008 NSLA Plan is right for you. But hurry! To take full advantage of the 2008 NSLA Plan and to begin participation on January 1, 2008, you must sign up by December 14, 2007. You can view the details of the plan at: <http://www22.verizon.com/wholesale/productguide/sla/>.

The 2008 ESLA Plan and 2008 NSLA Plan are valuable additions to our portfolio of services. They are simple and easy to understand and are available with no additional charges or fees. Contact your Verizon account manager to learn more about your SLA options for Interstate Special Access DS1 and DS3s with Verizon Partner Solutions.

* The descriptions of the Plans 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 Plans 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 Plans 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.