



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

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**RE: Point-to-Point SONET Service Level Agreement (SLA) Now Available**

In 2006, Verizon introduced a market leading National SLA for DS1 and DS3 Special Access services to positive industry reviews. Today, we are raising the bar on our performance commitments with the launch of a new SLA for our most popular point-to-point SONET services – IntelliLight Broadband Transport (IBT) and Custom Connect.

Beginning May 21, 2007, IBT and Custom Connect SONET services will be offered with an “On Time Provisioning” commitment for new circuit installation.\* And in the event of a network outage condition, the SLA will also provide a billing credit for a qualified service interruption. One of the best features of the new SONET SLA is that the billing credits are automatic.

You can see more information online at <http://www22.verizon.com/wholesale/specialaccess4/>. The specific details and restrictions regarding the new SONET SLA are set forth in Verizon’s “Product Guides” for IBT and Custom Connect that are referenced in your Master Services Agreement with Verizon.

These SLAs make Verizon Partner Solutions a leading provider of competitive SLAs for SONET services.

\* A missed installation commitment must be due to a Verizon caused delay to qualify for a billing credit.

Note: The Master Services Agreement and the applicable product schedule entered into between you and Verizon govern Verizon’s provision of new IBT and Custom Connect SONET services.