



November 29, 2022

Donna Tsuruda-Kashiwabara  
and Careyann R. Sasaki  
State of Hawaii  
State Procurement Office  
P.O Box 119  
Honolulu, Hawaii 96810-0119  
careyann.r.sasaki@hawaii.gov

Dear Ms. Tsuruda-Kashiwabara and Ms. Sasaki,

Lumen is pleased to provide the Evaluation Committee the additional information requested. Lumen is proposing Option 2, indicating the initial proposal is to be considered as the BAFO2, together with the attached changes. This letter is intended to provide further clarification and prepare us to have further discussions. Please let us know if we can provide any further information to help best assist the State of Hawaii in your final decision.

**General Conditions – Lumen Exceptions**

Section	Page #	Exception
2(c)	2	<del>Lumen will be responsible for compensating Lumen's third parties and those that Lumen hires to act on Lumen's behalf. Lumen will also be responsible for all acts of Lumen's employees and third parties that Lumen contracts with to perform Services. Lumen is reading the scope of section 2(c) as potentially going beyond the provision of Services to the state and therefore views the provision as being too broad, specifically "in the course of their employment" is too broad. Lumen is proposing alternative language in the Exceptions to the General Conditions. Please reference the attachment below.</del>
6	3	<del>Lumen accepts. Lumen may use subcontractors and Lumen will be responsible for Service delivery and performance. The processes in section 6 could potentially impact Service delivery in the event that Lumen needs to change a subcontractor in the middle of working on the awarded Services. Lumen's preference is that the language in section 6 be limited to assigning compensation.</del>
7	4	<del>Lumen is proposing alternative language in the Exceptions to the General Conditions. Please reference the attachment. The indemnification provision is too broad for Lumen's risk tolerance and does not exclude claims that could arise from emergency calling. Lumen can agree to the following indemnity: "Lumen agrees to indemnify and defend the Customer from third party claims for damage to tangible property, personal injury or death caused by the gross negligence or willful misconduct of Lumen. This indemnification obligation shall not apply to Lumen when Lumen is providing 911 Service."</del>

8	4	<del>Lumen accepts. Lumen does not agree to cover attorneys' fees regardless of fault.</del>
9	4	<del>Lumen accepts. Lumen does not agree to the proposed liquidated damages clause, rather Lumen provides Service level credits if there is a failure to provide Services.</del>
12	4 - 5	<del>Lumen accepts. Lumen is unclear as to what the termination payment would equal under the suspension provision. If the early termination liability from the Lumen MSA can be incorporated into this suspension provision Lumen can consider agreeing to section 12.</del>
13	5	<del>Lumen accepts. Lumen takes a more limited view of default under the Agreement and it is Lumen's preference that the more limited default concept in the Lumen Agreement be the term that governs a material failure to perform an obligation under the Agreement. The language in section 13 could potentially conflict with the way that Lumen provides remedies for issues with Service.</del>
14	6	<del>Lumen accepts. Lumen has proposed an early termination charge calculation in the Lumen Master Service Agreement that Lumen would prefer to rely on so that the parties have a predictable liquidated damage provision to rely on.</del>
17(c)	9	<del>Lumen accepts. Lumen may have different payment obligations with subcontractors and can't agree to provide payment within the ten days set forth in this section.</del>
33	13	<del>Lumen proposes replacing the language in section 33 Patented Articles with the following: "Lumen shall defend Customer and its affiliates against any third party claim filed against Customer and alleging that a Service, as provided by Lumen, prospectively infringes any patent, copyright, trademark, service mark, trade secret or other intellectual property right ("IP Right") of such third party; provided however, the foregoing will not apply to any claim based on: (i) the combination of Service with other products, services or functionality, (ii) Lumen's design or modification of a Service in accordance with Customer's specific instructions, specifications or requirements; (iii) use or operation by or on behalf of Customer of a Service other than in accordance with this Agreement or other written documentation provided by Lumen; (iv) content, data, or other information provided by or on behalf of Customer ("Customer Content"). Lumen will also pay any costs of settlement or any damages finally awarded by a court of competent jurisdiction against Customer and payable to such third party as a result of such third party claim, except that Lumen will have no liability or responsibility hereunder for any measure of costs or damages calculated upon Customer's revenue or sales volume. Lumen's obligations under this section are contingent upon Customer: (i) providing prompt notice of such claim to Lumen in writing, (ii) providing Lumen with sole control and authority over the defense and/or settlement of such claim, and (iii) cooperating with Lumen (at Lumen's expense) in the defense and/or settlement of such claim upon Lumen's written request. If a claim for which Lumen may have a defense or payment obligation hereunder is or may be made, Lumen may, at its option and expense: (i) obtain for Customer the right to continue to use the Service consistent with this Agreement; (ii) modify the Service so that it is non-infringing and in compliance with the Agreement; or (iii) replace the Service with an</del>

		<p><del>alternative, non-infringing Service with equivalent functionality. Notwithstanding the foregoing, any third party service, system, CPE, equipment or software provided under this Agreement (each, a "Third Party Item") is provided without any obligation of Lumen to defend or indemnify Customer against any claim of infringement of any IP Right arising in connection with any such Third Party Item, except that Lumen shall pass through to Customer any contractual obligations of a third party provider of any such Third Party Item to defend or indemnify Customer against such claims. The foregoing states Lumen's only obligations (and Customer's sole and exclusive remedy) for any claims, actions, liabilities, damages or losses arising in connection with alleged or actual infringement, violation or misappropriation of an IP Right by the Services.</del></p> <p><del>NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, LUMEN'S TOTAL AND CUMULATIVE LIABILITY UNDER THIS SECTION INCLUDING DEFENSE RELATED COSTS AND PAYMENT OBLIGATIONS (COLLECTIVELY, "INTELLECTUAL PROPERTY INFRINGEMENT COSTS"), WILL NOT EXCEED THE GREATER OF: (a) \$1 MILLION UNITED STATES DOLLARS AND (b) ANY FEES PAID BY CUSTOMER HEREUNDER DURING THE 12 MONTHS IMMEDIATELY PRECEDING THE DATE UPON WHICH LUMEN IS FIRST NOTIFIED OF A CLAIM, IN EACH CASE (a) AND (b), LESS AGGREGATE INTELLECTUAL PROPERTY INFRINGEMENT COSTS PREVIOUSLY PAID BY LUMEN UNDER THIS SECTION."</del></p> <p><u>Lumen accepts.</u></p>
36	14	<p><u>Lumen accepts.</u> <del>The procurement rules are not defined and Lumen is not comfortable with giving precedent to rules that are not mutually agreed to by the Parties.</del></p>
37	14	<p><u>Lumen is proposing alternative language in the Exceptions to the General Conditions. Please reference the attachment below.</u> <del>Lumen is proposing to incorporate the terms of the Lumen Master Service Agreement and applicable Service Schedules in addition to the General Conditions and therefore takes exception to the language in section 37 as currently written.</del></p>

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### General Provisions

Section	Page #	Exception
4	6	<u>Lumen accepts.</u> <del>The pricing that Lumen provided is exclusive of taxes, surcharges, and fees.</del>
17c	9	<u>Lumen accepts.</u> <del>For subcontractors, certain things would need to be in place to ensure payment could be disbursed within 10 days, such as whether Vendor has been onboarded and Vendor ID issued.</del>



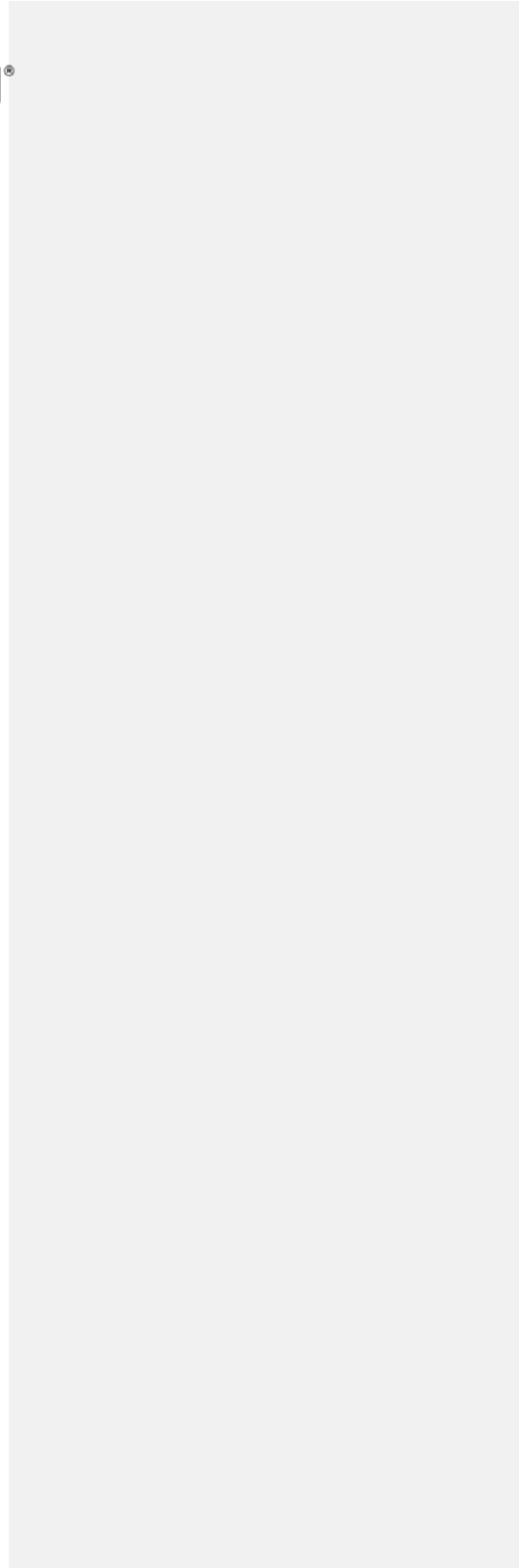
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onditions-%20Lumen

Should you have any further questions, please contact Michael Yee at (808) 441-8501 or via email at Michael.Yee@lumen.com.

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Sincerely,

Michael Yee  
Account Manager  
Lumen





November 16, 2022

Donna Tsuruda-Kashiwabara  
Procurement Officer  
State of Hawaii  
RFP NO. 22002  
Network and Telecommunications Services

Dear Ms. Tsuruda-Kashiwabara –

Lumen's does not have any further changes to our original pricing. The original pricing is our best and final offer.

We have also submitted separately our exceptions to the General Conditions in the form of redlines, and we provided answers to the comments and questions in the email submitted by Cary Ann Sasaki. Lumen rescinds the previously filed exceptions that the State clarified must be included as they are required by law. The only exceptions that Lumen is filing are the redlines to the General Conditions attached to this letter.

On behalf of Lumen's entire team dedicated to serving the State of Hawaii, it is an immense pleasure to provide you this response.

Please let us know if you need any additional information. We look forward to further discussions,

Regards,

Michael Yee  
Account Director  
Lumen

Level 3 Communications,  
LLC (Lumen) Exceptions  
to GENERAL  
CONDITIONS

1. Coordination of Services by the STATE.
2. Relationship of Parties: Independent Contractor Status and Responsibilities, Including Tax Responsibilities.
  - a.
  - b.
  - c. The CONTRACTOR shall be responsible for the accuracy, completeness, and adequacy of the CONTRACTOR'S performance under this Contract. Furthermore, the CONTRACTOR intentionally, voluntarily, and knowingly assumes the sole and entire liability to the CONTRACTOR'S employees and agents, and to any individual not a party to this Contract, for all loss, damage, or injury caused by the CONTRACTOR, or the CONTRACTOR'S employees or agents ~~in the course of their employment~~ while performing Services under this Contract.
3. Personnel Requirements.
4. Nondiscrimination
5. Conflicts of Interest.
6. Subcontracts and Assignments. The CONTRACTOR shall not assign or subcontract any of the CONTRACTOR'S duties, obligations, or interests under this Contract and no such assignment or subcontract shall be effective unless (i) the CONTRACTOR obtains the prior written consent of the STATE, and (ii) the CONTRACTOR'S assignee or subcontractor submits to the STATE a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR'S assignee or subcontractor have been paid. Additionally, no assignment by the CONTRACTOR of the CONTRACTOR'S right to compensation under this Contract shall be effective unless and until the assignment is approved by the Comptroller of the State of Hawaii, as provided in section 40-58, HRS.
  - a. Recognition of a successor in interest. When in the best interest of the State, a successor in interest may be recognized in an assignment contract in which the STATE, the CONTRACTOR and the assignee or transferee (hereinafter referred to as the "Assignee") agree that:
    - (1) The Assignee assumes all of the CONTRACTOR'S obligations;
    - (2) The CONTRACTOR remains liable for all obligations under this Contract but waives all rights under this Contract as against the STATE; and
    - (3) The CONTRACTOR shall continue to furnish, and the Assignee shall also furnish, all required bonds.
  - b. Change of name. When the CONTRACTOR asks to change the name in which it holds this Contract with the STATE, the procurement officer of the purchasing agency (hereinafter referred to as the "Agency procurement officer") shall, upon receipt of a document acceptable or satisfactory to the

Agency procurement officer indicating such change of name (for example, an amendment to the CONTRACTOR'S articles of incorporation), enter into an amendment to this Contract with the CONTRACTOR to effect such a change of name. The amendment to this Contract changing the CONTRACTOR'S name shall specifically indicate that no other terms and conditions of this Contract are thereby changed.

c. Reports. All assignment contracts and amendments to this Contract effecting changes of the CONTRACTOR'S name or novations hereunder shall be reported to the chief procurement officer (CPO) as defined in section 103D-203(a), HRS, within thirty days of the date that the assignment contract or amendment becomes effective.

~~d.~~ Actions affecting more than one purchasing agency. Notwithstanding the provisions of subparagraphs 6a through 6c herein, when the CONTRACTOR holds contracts with more than one purchasing agency of the State, the assignment contracts and the novation and change of name amendments herein authorized shall be processed only through the CPO's office.

7. Indemnification and Defense. The CONTRACTOR shall defend, indemnify, and hold harmless the State of Hawaii, the contracting agency, and their officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys' fees, and all claims, suits, and demands therefore, arising out of or resulting from the acts or omissions of the CONTRACTOR or the CONTRACTOR'S employees, officers, agents, or subcontractors under this Contract. The provisions of this paragraph shall remain in full force and effect notwithstanding the expiration or early termination of this Contract. Lumen does not agree to provide the indemnification provisions in this section for 911 Services and therefore as a result the STATE and CONTRACTOR agree that Lumen is not providing any voice products or 911 Service under this Contract.

8. Cost of Litigation. In case the STATE shall, without any fault on its part, be made a party to any litigation commenced by or against the CONTRACTOR in connection with this Contract, the CONTRACTOR shall pay all costs and expenses incurred by or imposed on the STATE, including attorneys' fees.

9. Liquidated Damages. When the CONTRACTOR is given notice of delay or nonperformance as specified in paragraph 13 (Termination for Default) and fails to cure in the time specified, it is agreed the CONTRACTOR shall pay to the STATE the amount, if any, set forth in this Contract per calendar day from the date set for cure until either (i) the STATE reasonably obtains similar goods or services, or both, if the CONTRACTOR is terminated for default, or (ii) until the CONTRACTOR provides the goods or services, or both, if the CONTRACTOR is not terminated for default. To the extent that the CONTRACTOR'S delay or nonperformance is excused under paragraph 13d (Excuse for Nonperformance or Delay Performance), liquidated damages shall not be assessable against the CONTRACTOR. The CONTRACTOR remains liable for damages caused other than by delay.

10. STATE'S Right of Offset.

11. Disputes.

12. Suspension of Contract. The STATE reserves the right at any time and for any reason to suspend this Contract for any reasonable period, upon written notice to the CONTRACTOR in accordance with the provisions herein.

a. Order to stop performance. The Agency procurement officer may, by written order to the CONTRACTOR, at any time, and without notice to any surety, require the CONTRACTOR to stop all or any part of the performance called for by this Contract. This order shall be for a specified

period not exceeding sixty (60) days after the order is delivered to the CONTRACTOR, unless the parties agree to any further period. Any such order shall be identified specifically as a stop performance order issued pursuant to this section. Stop performance orders shall include, as appropriate: (1) A clear description of the work to be suspended; (2) Instructions as to the issuance of further orders by the CONTRACTOR for material or services; (3) Guidance as to action to be taken on subcontracts; and (4) Other instructions and suggestions to the CONTRACTOR for minimizing costs. Upon receipt of such an order, the CONTRACTOR shall forthwith comply with its terms and suspend all performance under this Contract at the time stated, provided, however, the CONTRACTOR shall take all reasonable steps to minimize the occurrence of costs allocable to the performance covered by the order during the period of performance stoppage. Before the stop performance order expires, or within any further period to which the parties shall have agreed, the Agency procurement officer shall either:

- (1) Cancel the stop performance order; or
- (2) Terminate the performance covered by such order as provided in the termination for default provision or the termination for convenience provision of this Contract.

b. Cancellation or expiration of the order. If a stop performance order issued under this section is cancelled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the CONTRACTOR shall have the right to resume performance. An appropriate adjustment shall be made in the delivery schedule or contract price, or both, and the Contract shall be modified in writing accordingly, if:

- (1) The stop performance order results in an increase in the time required for, or in the CONTRACTOR'S cost properly allocable to, the performance of any part of this Contract; and
- (2) The CONTRACTOR asserts a claim for such an adjustment within thirty (30) days after the end of the period of performance stoppage; provided that, if the Agency procurement officer decides that the facts justify such action, any such claim asserted may be received and acted upon at any time prior to final payment under this Contract.

c. Termination of stopped performance. If a stop performance order is not cancelled and the performance covered by such order is terminated for default or convenience, the reasonable costs resulting from the stop performance order shall be allowable by adjustment or otherwise.

d. Adjustment of price. Any adjustment in contract price made pursuant to this paragraph shall be determined in accordance with the price adjustment provision of this Contract.

13. Termination for Default.

14. Termination for Convenience.

15. Claims Based on the Agency Procurement Officer's Actions or Omissions.

16. Costs and Expenses

17. Payment Procedures: Final Payment; Tax Clearance.

18. Federal Funds.

19. Modifications of Contract.

20. Change Order.



21. Price Adjustment.
  
22. Variation in Quantity for Definite Quantity Contracts.
23. Changes in Cost-Reimbursement Contract
24. Confidentiality of Material.
  
25. Publicity.
26. Ownership Rights and Copyright.
27. Liens and Warranties.
28. Audit of Books and Records of the CONTRACTOR.
29. Cost or Pricing Data.
  
30. Audit of Cost or Pricing Data.
  
31. Records Retention.
  
32. Antitrust Claims.
  
33. Patented Articles. The CONTRACTOR shall defend, indemnify, and hold harmless the STATE, and its officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys fees, and all claims, suits, and demands arising out of or resulting from any claims, demands, or actions by the patent holder for infringement or other improper or unauthorized use of any patented article, patented process, or patented appliance in connection with this Contract. The CONTRACTOR shall be solely responsible for correcting or curing to the satisfaction of the STATE any such infringement or improper or unauthorized use, including, without limitation: (a) furnishing at no cost to the STATE a substitute article, process, or appliance acceptable to the STATE, (b) paying royalties or other required payments to the patent holder, (c) obtaining proper authorizations or releases from the patent holder, and (d) furnishing such security to or making such arrangements with the patent holder as may be necessary to correct or cure any such infringement or improper or unauthorized use.

- 34. Governing Law.
- 35. Compliance with Laws.
- 36. Conflict Between General Conditions and Procurement Rules.
- 37. Entire Contract. This Contract [along with RFP 22002](#) sets forth all of the agreements, conditions, understandings, promises, warranties, and representations between the STATE and the CONTRACTOR relative to this Contract. This Contract supersedes all prior agreements, conditions, understandings, promises, warranties, and representations, which shall have no further force or effect. There are no agreements, conditions, understandings, promises, warranties, or representations, oral or written, express or implied, between the STATE and the CONTRACTOR other than as set forth or as referred to herein.
- 38. Severability.
- 39. Waiver.
- 40. Pollution Control.
- 41. Campaign Contributions.
- 42. Confidentiality of Personal Information.

The LUMEN logo is positioned in the top right corner. It features the word "LUMEN" in a bold, black, sans-serif font, with a registered trademark symbol (®) to its upper right. The letter "U" is highlighted in a light blue color. The background of the entire page is a futuristic, brightly lit interior with white walls, a polished floor reflecting the lights, and several glowing, cylindrical objects in the foreground.

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# Lumen Response to State of Hawaii State Procurement Office

Request for Proposal for  
**RFP #220022**

June 15, 2022

**Legal Statement:**

Lumen thanks you for the opportunity to respond to your request for proposal. As Lumen is proposing services consistent with its standard offerings, we have proposed limited modifications to or additions of some product or service specific terms and requirements. Notwithstanding anything to the contrary in the RFP or the bid, if State of Hawaii awards this bid to Lumen, State of Hawaii is deemed to have acknowledged and accepted Lumen's responses.

CenturyLink Communications, LLC., d/b/a Lumen Technologies Group is proposing to sell the Services identified in this RFP under the attached Lumen Master Service Agreement and applicable Service Schedules (the "Agreement"). Lumen agrees to negotiate the Agreement to incorporate terms that the State deems necessary under Hawaii law.

Lumen's responses do not create a contractual commitment between the parties and neither party will be bound absent full execution of a mutually acceptable final written contract. By presenting this proposal, Lumen does not agree that the RFP, State of Hawaii's standard terms or Lumen's response will be a part of a final agreement in whole or in part. Notwithstanding anything to the contrary in the RFP, Lumen is not deemed to have accepted the terms and conditions in the RFP and may take exception to any of those terms and conditions in the negotiation of a final agreement.

**Affiliated Companies**

Lumen services are provided through affiliated companies. The Agreement or applicable service attachment will identify the Lumen affiliate providing the services.

**Critical 9-1-1 Circuits.** The Federal Communications Commission's 9-1-1 reliability rules mandate the identification and tagging of certain circuits or equivalent data paths that transport 9-1-1 calls and information ("9-1-1 Data") to public safety answering points defined as Critical 911 Circuits in 47 C.F.R. Section 9.4(a)(5). Lumen policies require tagging of any circuits or equivalent data paths used to transport 9-1-1 Data. We require that customers agree to cooperate with Lumen regarding compliance with these rules and policies and to notify Lumen of all Services customers purchase under the Agreement utilized as Critical 911 Circuits or for 9-1-1 Data.

June 15, 2022

Carey Ann Sasaki  
Purchasing Specialist  
State of Hawaii, State of Procurement Office  
1151 Punchbowl Street, Room 416  
Honolulu, HI 96813  
[careyann.r.sasaki@hawaii.gov](mailto:careyann.r.sasaki@hawaii.gov)  
Phone: (806) 585-0575, Fax: (808) 586-0570

Re: RFP # 220022 for Telecommunications Services

Dear Ms. Sasaki:

It is my pleasure to respond to the State of Hawaii, State Procurement Office's Request for Proposal for Telecommunication Services. Lumen has addressed each section in the RFP and has provided an aggressively priced competitive solution.

Additionally, Lumen has made every effort to respond with accurate and relevant information. Occasionally, it was necessary for Lumen to make assumptions to formulate a timely response. Therefore, Lumen reserves the right to correct any errors and to modify any responses based on the final solution or information received during further discussions. Notwithstanding anything in this response to the contrary, including Lumen's signature on its response, Lumen will not be legally bound until execution of a mutually agreed-upon definitive agreement.

The prices included within Lumen's proposal will remain valid for the requested 180 days for the on-net portion only. Lumen reserves the right to refresh the off-net portion of the bid after 30 days and in line with the quotes provided by underlying subcontractors, suppliers and third-party providers.

Your Lumen account team is here to serve you. I am committed to building a valuable partnership with State of Hawaii and I will remain your point of contact throughout this engagement. My team and I are looking forward to advancing the discussion around your needs and how we can tailor an ideal solution for State of Hawaii.

Should you have any questions or concerns, please feel free to contact me at (808) 441-8501 or by e-mail at [Michael.Yee@lumen.com](mailto:Michael.Yee@lumen.com).

Thank you for your time and consideration.

Sincerely,

**Michael Yee**  
Account Manager  
Lumen Technologies, LLC

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Technical Category	1 Year Agreement			3 Year Agreement			5 Year Agreement			Install Price
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
<b>2.3.1. Broadband Ethernet</b>										
<b>Switched Native LAN (SNLAN)</b>										
2mb	\$ 50.00	35%	\$ 32.50	\$ 43.00	40%	\$ 25.80	\$ 40.00	45%	\$ 22.00	\$ 500.00
4mb	\$ 100.00	35%	\$ 65.00	\$ 85.00	40%	\$ 51.00	\$ 80.00	45%	\$ 44.00	\$ 500.00
6mb	\$ 150.00	35%	\$ 97.50	\$ 128.00	40%	\$ 76.80	\$ 120.00	45%	\$ 66.00	\$ 500.00
8mb	\$ 200.00	35%	\$ 130.00	\$ 170.00	40%	\$ 102.00	\$ 120.00	45%	\$ 66.00	\$ 500.00
10mb	\$ 250.00	35%	\$ 162.50	\$ 213.00	40%	\$ 127.80	\$ 200.00	45%	\$ 110.00	\$ 500.00
15mb	\$ 283.00	35%	\$ 183.95	\$ 241.00	40%	\$ 144.60	\$ 226.00	45%	\$ 124.30	\$ 750.00
20mb	\$ 316.00	35%	\$ 205.40	\$ 269.00	40%	\$ 161.40	\$ 253.00	45%	\$ 139.15	\$ 750.00
25mb	\$ 348.00	35%	\$ 226.20	\$ 296.00	40%	\$ 177.60	\$ 278.00	45%	\$ 152.90	\$ 750.00
30mb	\$ 381.00	35%	\$ 247.65	\$ 324.00	40%	\$ 194.40	\$ 305.00	45%	\$ 167.75	\$ 750.00
35mb	\$ 414.00	35%	\$ 269.10	\$ 352.00	40%	\$ 211.20	\$ 331.00	45%	\$ 182.05	\$ 750.00
40mb	\$ 447.00	35%	\$ 290.55	\$ 380.00	40%	\$ 228.00	\$ 358.00	45%	\$ 196.90	\$ 750.00
45mb	\$ 479.00	35%	\$ 311.35	\$ 407.00	40%	\$ 244.20	\$ 383.00	45%	\$ 210.65	\$ 750.00
50mb	\$ 512.00	35%	\$ 332.80	\$ 438.70	40%	\$ 263.22	\$ 410.00	45%	\$ 225.50	\$ 750.00
55mb	\$ 545.00	35%	\$ 354.25	\$ 463.00	40%	\$ 277.80	\$ 436.00	45%	\$ 239.80	\$ 750.00
60mb	\$ 578.00	35%	\$ 375.70	\$ 491.00	40%	\$ 294.60	\$ 462.00	45%	\$ 254.10	\$ 750.00
65mb	\$ 611.00	35%	\$ 397.15	\$ 519.00	40%	\$ 311.40	\$ 489.00	45%	\$ 268.95	\$ 750.00
70mb	\$ 643.00	35%	\$ 417.95	\$ 547.00	40%	\$ 328.20	\$ 514.00	45%	\$ 282.70	\$ 750.00
75mb	\$ 676.00	35%	\$ 439.40	\$ 575.00	40%	\$ 345.00	\$ 541.00	45%	\$ 297.55	\$ 750.00
80mb	\$ 709.00	35%	\$ 460.85	\$ 603.00	40%	\$ 361.80	\$ 567.00	45%	\$ 311.85	\$ 750.00
85mb	\$ 742.00	35%	\$ 482.30	\$ 631.00	40%	\$ 378.60	\$ 594.00	45%	\$ 326.70	\$ 750.00
90mb	\$ 774.00	35%	\$ 503.10	\$ 658.00	40%	\$ 394.80	\$ 619.00	45%	\$ 340.45	\$ 750.00
95mb	\$ 807.00	35%	\$ 524.55	\$ 686.00	40%	\$ 411.60	\$ 646.00	45%	\$ 355.30	\$ 750.00
100mb	\$ 840.00	35%	\$ 546.00	\$ 714.00	40%	\$ 428.40	\$ 672.00	45%	\$ 369.60	\$ 750.00
150mb	\$ 891.00	35%	\$ 579.15	\$ 757.00	40%	\$ 454.20	\$ 713.00	45%	\$ 392.15	\$ 1,500.00
200mb	\$ 941.00	35%	\$ 611.65	\$ 800.00	40%	\$ 480.00	\$ 753.00	45%	\$ 414.15	\$ 1,500.00
250mb	\$ 992.00	35%	\$ 644.80	\$ 843.00	40%	\$ 505.80	\$ 794.00	45%	\$ 436.70	\$ 1,500.00
300mb	\$ 1,042.00	35%	\$ 677.30	\$ 886.00	40%	\$ 531.60	\$ 834.00	45%	\$ 458.70	\$ 1,500.00
350mb	\$ 1,093.00	35%	\$ 710.45	\$ 929.00	40%	\$ 557.40	\$ 874.00	45%	\$ 480.70	\$ 1,500.00
400mb	\$ 1,143.00	35%	\$ 742.95	\$ 972.00	40%	\$ 583.20	\$ 914.00	45%	\$ 502.70	\$ 1,500.00
450mb	\$ 1,194.00	35%	\$ 776.10	\$ 1,015.00	40%	\$ 609.00	\$ 955.00	45%	\$ 525.25	\$ 1,500.00
500mb	\$ 1,244.00	35%	\$ 808.60	\$ 1,057.00	40%	\$ 634.20	\$ 995.00	45%	\$ 547.25	\$ 1,500.00
550mb	\$ 1,295.00	35%	\$ 841.75	\$ 1,101.00	40%	\$ 660.60	\$ 1,036.00	45%	\$ 569.80	\$ 1,500.00
600mb	\$ 1,346.00	35%	\$ 874.90	\$ 1,144.00	40%	\$ 686.40	\$ 1,077.00	45%	\$ 592.35	\$ 2,000.00
650mb	\$ 1,396.00	35%	\$ 907.40	\$ 1,187.00	40%	\$ 712.20	\$ 1,117.00	45%	\$ 614.35	\$ 2,000.00
700mb	\$ 1,447.00	35%	\$ 940.55	\$ 1,230.00	40%	\$ 738.00	\$ 1,158.00	45%	\$ 636.90	\$ 2,000.00
750mb	\$ 1,497.00	35%	\$ 973.05	\$ 1,272.00	40%	\$ 763.20	\$ 1,198.00	45%	\$ 658.90	\$ 2,000.00
800mb	\$ 1,548.00	35%	\$ 1,006.20	\$ 1,316.00	40%	\$ 789.60	\$ 1,238.00	45%	\$ 680.90	\$ 2,000.00
850mb	\$ 1,598.00	35%	\$ 1,038.70	\$ 1,358.00	40%	\$ 814.80	\$ 1,278.00	45%	\$ 702.90	\$ 2,000.00
900mb	\$ 1,649.00	35%	\$ 1,071.85	\$ 1,402.00	40%	\$ 841.20	\$ 1,319.00	45%	\$ 725.45	\$ 2,000.00
950mb	\$ 1,699.00	35%	\$ 1,104.35	\$ 1,444.00	40%	\$ 866.40	\$ 1,359.00	45%	\$ 747.45	\$ 2,000.00
1gb	\$ 1,750.00	35%	\$ 1,137.50	\$ 1,488.00	40%	\$ 892.80	\$ 1,400.00	45%	\$ 770.00	\$ 2,000.00
2gb	\$ 3,200.00	35%	\$ 2,080.00	\$ 2,720.00	40%	\$ 1,632.00	\$ 2,560.00	45%	\$ 1,408.00	\$ 4,000.00
3gb	\$ 3,800.00	35%	\$ 2,470.00	\$ 3,230.00	40%	\$ 1,938.00	\$ 3,040.00	45%	\$ 1,672.00	\$ 4,000.00
4gb	\$ 4,400.00	35%	\$ 2,860.00	\$ 3,740.00	40%	\$ 2,244.00	\$ 3,520.00	45%	\$ 1,936.00	\$ 4,000.00
5gb	\$ 5,000.00	35%	\$ 3,250.00	\$ 4,250.00	40%	\$ 2,550.00	\$ 4,000.00	45%	\$ 2,200.00	\$ 4,000.00
6gb	\$ 5,600.00	35%	\$ 3,640.00	\$ 4,760.00	40%	\$ 2,856.00	\$ 4,480.00	45%	\$ 2,464.00	\$ 4,000.00
7gb	\$ 6,200.00	35%	\$ 4,030.00	\$ 5,270.00	40%	\$ 3,162.00	\$ 4,960.00	45%	\$ 2,728.00	\$ 4,000.00
8gb	\$ 6,800.00	35%	\$ 4,420.00	\$ 5,780.00	40%	\$ 3,468.00	\$ 5,440.00	45%	\$ 2,992.00	\$ 4,000.00
9gb	\$ 7,400.00	35%	\$ 4,810.00	\$ 6,290.00	40%	\$ 3,774.00	\$ 5,920.00	45%	\$ 3,256.00	\$ 4,000.00
10gb	\$ 8,000.00	35%	\$ 5,200.00	\$ 6,800.00	40%	\$ 4,080.00	\$ 6,400.00	45%	\$ 3,520.00	\$ 4,000.00

SNLAN with Realtime CoS (Incremental to Basic BW)										
2mb	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4mb	\$ 435.00	35%	\$ 282.75	\$ 370.00	40%	\$ 222.00	\$ 348.00	45%	\$ 191.40	\$ 500.00
6mb	\$ 435.00	35%	\$ 282.75	\$ 370.00	40%	\$ 222.00	\$ 348.00	45%	\$ 191.40	\$ 500.00
8mb	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
10mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
15mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
20mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
25mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
30mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
35mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
40mb	\$ 1,025.00	35%	\$ 666.25	\$ 871.00	40%	\$ 522.60	\$ 820.00	45%	\$ 451.00	\$ 750.00
45mb	\$ 1,032.00	35%	\$ 670.80	\$ 877.00	40%	\$ 526.20	\$ 826.00	45%	\$ 454.30	\$ 750.00
50mb	\$ 1,045.00	35%	\$ 679.25	\$ 888.00	40%	\$ 532.80	\$ 836.00	45%	\$ 459.80	\$ 750.00
55mb	\$ 1,058.00	35%	\$ 687.70	\$ 900.00	40%	\$ 540.00	\$ 846.00	45%	\$ 465.30	\$ 750.00
60mb	\$ 1,071.00	35%	\$ 696.15	\$ 911.00	40%	\$ 546.60	\$ 857.00	45%	\$ 471.35	\$ 750.00
65mb	\$ 1,084.00	35%	\$ 704.60	\$ 922.00	40%	\$ 553.20	\$ 868.00	45%	\$ 477.40	\$ 750.00
70mb	\$ 1,097.00	35%	\$ 713.05	\$ 933.00	40%	\$ 559.80	\$ 878.00	45%	\$ 482.90	\$ 750.00
75mb	\$ 1,110.00	35%	\$ 721.50	\$ 944.00	40%	\$ 566.40	\$ 888.00	45%	\$ 488.40	\$ 750.00
80mb	\$ 1,124.00	35%	\$ 730.60	\$ 955.00	40%	\$ 573.00	\$ 899.00	45%	\$ 494.45	\$ 750.00
85mb	\$ 1,137.00	35%	\$ 739.05	\$ 966.00	40%	\$ 579.60	\$ 910.00	45%	\$ 500.50	\$ 750.00
90mb	\$ 1,150.00	35%	\$ 747.50	\$ 977.00	40%	\$ 586.20	\$ 920.00	45%	\$ 506.00	\$ 750.00
95mb	\$ 1,163.00	35%	\$ 755.95	\$ 988.00	40%	\$ 592.80	\$ 930.00	45%	\$ 511.50	\$ 750.00
100mb/100mb	\$ 1,176.00	35%	\$ 764.40	\$ 1,000.00	40%	\$ 600.00	\$ 941.00	45%	\$ 517.55	\$ 750.00
100mb/1gb	\$ 2,086.00	35%	\$ 1,355.90	\$ 1,774.00	40%	\$ 1,064.40	\$ 1,669.00	45%	\$ 917.95	\$ 2,000.00
150mb	\$ 2,106.00	35%	\$ 1,368.90	\$ 1,791.00	40%	\$ 1,074.60	\$ 1,685.00	45%	\$ 926.75	\$ 2,000.00
200mb	\$ 2,126.00	35%	\$ 1,381.90	\$ 1,808.00	40%	\$ 1,084.80	\$ 1,701.00	45%	\$ 935.55	\$ 2,000.00
250mb	\$ 2,147.00	35%	\$ 1,395.55	\$ 1,826.00	40%	\$ 1,095.60	\$ 1,718.00	45%	\$ 944.90	\$ 2,000.00
300mb	\$ 2,167.00	35%	\$ 1,408.55	\$ 1,842.00	40%	\$ 1,105.20	\$ 1,734.00	45%	\$ 953.70	\$ 2,000.00
350mb	\$ 2,187.00	35%	\$ 1,421.55	\$ 1,860.00	40%	\$ 1,116.00	\$ 1,750.00	45%	\$ 962.50	\$ 2,000.00
400mb	\$ 2,207.00	35%	\$ 1,434.55	\$ 1,877.00	40%	\$ 1,126.20	\$ 1,766.00	45%	\$ 971.30	\$ 2,000.00
450mb	\$ 2,228.00	35%	\$ 1,448.20	\$ 1,894.00	40%	\$ 1,136.40	\$ 1,782.00	45%	\$ 980.10	\$ 2,000.00
500mb	\$ 2,248.00	35%	\$ 1,461.20	\$ 1,911.00	40%	\$ 1,146.60	\$ 1,798.00	45%	\$ 988.90	\$ 2,000.00
550mb	\$ 2,268.00	35%	\$ 1,474.20	\$ 1,928.00	40%	\$ 1,156.80	\$ 1,814.00	45%	\$ 997.70	\$ 2,000.00
600mb	\$ 2,288.00	35%	\$ 1,487.20	\$ 1,946.00	40%	\$ 1,167.60	\$ 1,831.00	45%	\$ 1,007.05	\$ 2,000.00
650mb	\$ 2,308.00	35%	\$ 1,500.20	\$ 1,963.00	40%	\$ 1,177.80	\$ 1,847.00	45%	\$ 1,015.85	\$ 2,000.00
700mb	\$ 2,329.00	35%	\$ 1,513.85	\$ 1,980.00	40%	\$ 1,188.00	\$ 1,863.00	45%	\$ 1,024.65	\$ 2,000.00
750mb	\$ 2,349.00	35%	\$ 1,526.85	\$ 1,997.00	40%	\$ 1,198.20	\$ 1,879.00	45%	\$ 1,033.45	\$ 2,000.00
800mb	\$ 2,369.00	35%	\$ 1,539.85	\$ 2,014.00	40%	\$ 1,208.40	\$ 1,896.00	45%	\$ 1,042.80	\$ 2,000.00
850mb	\$ 2,389.00	35%	\$ 1,552.85	\$ 2,032.00	40%	\$ 1,219.20	\$ 1,912.00	45%	\$ 1,051.60	\$ 2,000.00
900mb	\$ 2,410.00	35%	\$ 1,566.50	\$ 2,049.00	40%	\$ 1,229.40	\$ 1,928.00	45%	\$ 1,060.40	\$ 2,000.00
950mb	\$ 2,430.00	35%	\$ 1,579.50	\$ 2,066.00	40%	\$ 1,239.60	\$ 1,944.00	45%	\$ 1,069.20	\$ 2,000.00
1gb	\$ 2,450.00	35%	\$ 1,592.50	\$ 2,083.00	40%	\$ 1,249.80	\$ 1,960.00	45%	\$ 1,078.00	\$ 2,000.00



SNLAN with Interactive CoS (Incremental to Basic BW)										
2mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
4mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
6mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
8mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
10mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
15mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
20mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
25mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
30mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
35mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
40mb	\$ 1,118.00	35%	\$ 726.70	\$ 950.00	40%	\$ 570.00	\$ 894.00	45%	\$ 491.70	\$ 750.00
45mb	\$ 1,121.00	35%	\$ 728.65	\$ 953.00	40%	\$ 571.80	\$ 897.00	45%	\$ 493.35	\$ 750.00
50mb	\$ 1,127.00	35%	\$ 732.55	\$ 958.00	40%	\$ 574.80	\$ 902.00	45%	\$ 496.10	\$ 750.00
55mb	\$ 1,134.00	35%	\$ 737.10	\$ 964.00	40%	\$ 578.40	\$ 907.00	45%	\$ 498.85	\$ 750.00
60mb	\$ 1,141.00	35%	\$ 741.65	\$ 969.00	40%	\$ 581.40	\$ 913.00	45%	\$ 502.15	\$ 750.00
65mb	\$ 1,147.00	35%	\$ 745.55	\$ 975.00	40%	\$ 585.00	\$ 918.00	45%	\$ 504.90	\$ 750.00
70mb	\$ 1,154.00	35%	\$ 750.10	\$ 980.00	40%	\$ 588.00	\$ 923.00	45%	\$ 507.65	\$ 750.00
75mb	\$ 1,160.00	35%	\$ 754.00	\$ 986.00	40%	\$ 591.60	\$ 928.00	45%	\$ 510.40	\$ 750.00
80mb	\$ 1,167.00	35%	\$ 758.55	\$ 992.00	40%	\$ 595.20	\$ 934.00	45%	\$ 513.70	\$ 750.00
85mb	\$ 1,173.00	35%	\$ 762.45	\$ 997.00	40%	\$ 598.20	\$ 939.00	45%	\$ 516.45	\$ 750.00
90mb	\$ 1,180.00	35%	\$ 767.00	\$ 1,003.00	40%	\$ 601.80	\$ 944.00	45%	\$ 519.20	\$ 750.00
95mb	\$ 1,186.00	35%	\$ 770.90	\$ 1,008.00	40%	\$ 604.80	\$ 949.00	45%	\$ 521.95	\$ 750.00
100mb/1gb	\$ 2,103.00	35%	\$ 1,366.95	\$ 1,788.00	40%	\$ 1,072.80	\$ 1,682.00	45%	\$ 925.10	\$ 750.00
150mb	\$ 2,113.00	35%	\$ 1,373.45	\$ 1,797.00	40%	\$ 1,078.20	\$ 1,691.00	45%	\$ 930.05	\$ 2,000.00
200mb	\$ 2,123.00	35%	\$ 1,379.95	\$ 1,805.00	40%	\$ 1,083.00	\$ 1,699.00	45%	\$ 934.45	\$ 2,000.00
250mb	\$ 2,133.00	35%	\$ 1,386.45	\$ 1,814.00	40%	\$ 1,088.40	\$ 1,707.00	45%	\$ 938.85	\$ 2,000.00
300mb	\$ 2,143.00	35%	\$ 1,392.95	\$ 1,822.00	40%	\$ 1,093.20	\$ 1,715.00	45%	\$ 943.25	\$ 2,000.00
350mb	\$ 2,154.00	35%	\$ 1,400.10	\$ 1,831.00	40%	\$ 1,098.60	\$ 1,723.00	45%	\$ 947.65	\$ 2,000.00
400mb	\$ 2,164.00	35%	\$ 1,406.60	\$ 1,839.00	40%	\$ 1,103.40	\$ 1,731.00	45%	\$ 952.05	\$ 2,000.00
450mb	\$ 2,174.00	35%	\$ 1,413.10	\$ 1,848.00	40%	\$ 1,108.80	\$ 1,739.00	45%	\$ 956.45	\$ 2,000.00
500mb	\$ 2,184.00	35%	\$ 1,419.60	\$ 1,857.00	40%	\$ 1,114.20	\$ 1,747.00	45%	\$ 960.85	\$ 2,000.00
550mb	\$ 2,194.00	35%	\$ 1,426.10	\$ 1,865.00	40%	\$ 1,119.00	\$ 1,755.00	45%	\$ 965.25	\$ 2,000.00
600mb	\$ 2,204.00	35%	\$ 1,432.60	\$ 1,874.00	40%	\$ 1,124.40	\$ 1,763.00	45%	\$ 969.65	\$ 2,000.00
650mb	\$ 2,214.00	35%	\$ 1,439.10	\$ 1,882.00	40%	\$ 1,129.20	\$ 1,771.00	45%	\$ 974.05	\$ 2,000.00
700mb	\$ 2,224.00	35%	\$ 1,445.60	\$ 1,891.00	40%	\$ 1,134.60	\$ 1,780.00	45%	\$ 979.00	\$ 2,000.00
750mb	\$ 2,234.00	35%	\$ 1,452.10	\$ 1,900.00	40%	\$ 1,140.00	\$ 1,788.00	45%	\$ 983.40	\$ 2,000.00
800mb	\$ 2,245.00	35%	\$ 1,459.25	\$ 1,908.00	40%	\$ 1,144.80	\$ 1,796.00	45%	\$ 987.80	\$ 2,000.00
850mb	\$ 2,255.00	35%	\$ 1,465.75	\$ 1,917.00	40%	\$ 1,150.20	\$ 1,804.00	45%	\$ 992.20	\$ 2,000.00
900mb	\$ 2,265.00	35%	\$ 1,472.25	\$ 1,925.00	40%	\$ 1,155.00	\$ 1,812.00	45%	\$ 996.60	\$ 2,000.00
950mb	\$ 2,275.00	35%	\$ 1,478.75	\$ 1,934.00	40%	\$ 1,160.40	\$ 1,820.00	45%	\$ 1,001.00	\$ 2,000.00
1gb	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

ELAN with Basic Class of Service										
2 Mbps	\$ 202.30	35%	\$ 131.50	\$ 161.84	40%	\$ 97.10	\$ 141.62	45%	\$ 77.89	\$ 500.00
4 Mbps	\$ 268.60	35%	\$ 174.59	\$ 214.88	40%	\$ 128.93	\$ 188.02	45%	\$ 103.41	\$ 500.00
6 Mbps	\$ 253.64	35%	\$ 164.87	\$ 253.64	40%	\$ 152.18	\$ 221.94	45%	\$ 122.07	\$ 500.00
8 Mbps	\$ 285.32	35%	\$ 185.46	\$ 285.32	40%	\$ 171.19	\$ 249.65	45%	\$ 137.31	\$ 500.00
10 Mbps	\$ 390.72	35%	\$ 253.97	\$ 312.58	40%	\$ 187.55	\$ 273.51	45%	\$ 150.43	\$ 500.00
15 Mbps	\$ 461.20	35%	\$ 299.78	\$ 368.96	40%	\$ 221.38	\$ 322.84	45%	\$ 177.56	\$ 500.00
20 Mbps	\$ 518.79	35%	\$ 337.21	\$ 415.03	40%	\$ 249.02	\$ 363.15	45%	\$ 199.73	\$ 500.00
25 Mbps	\$ 568.37	35%	\$ 369.44	\$ 454.69	40%	\$ 272.81	\$ 397.86	45%	\$ 218.82	\$ 500.00
30 Mbps	\$ 612.37	35%	\$ 398.04	\$ 489.90	40%	\$ 293.94	\$ 428.66	45%	\$ 235.76	\$ 500.00
35 Mbps	\$ 652.22	35%	\$ 423.94	\$ 521.78	40%	\$ 313.07	\$ 456.55	45%	\$ 251.10	\$ 500.00
40 Mbps	\$ 688.83	35%	\$ 447.74	\$ 551.07	40%	\$ 330.64	\$ 482.18	45%	\$ 265.20	\$ 500.00
45 Mbps	\$ 722.83	35%	\$ 469.84	\$ 578.26	40%	\$ 346.96	\$ 505.98	45%	\$ 278.29	\$ 500.00
50 Mbps	\$ 754.66	35%	\$ 490.53	\$ 603.73	40%	\$ 362.24	\$ 528.26	45%	\$ 290.54	\$ 500.00
60 Mbps	\$ 813.08	35%	\$ 528.50	\$ 650.47	40%	\$ 390.28	\$ 569.16	45%	\$ 313.04	\$ 500.00
70 Mbps	\$ 866.00	35%	\$ 562.90	\$ 692.80	40%	\$ 415.68	\$ 606.20	45%	\$ 333.41	\$ 500.00
80 Mbps	\$ 914.61	35%	\$ 594.50	\$ 713.69	40%	\$ 428.21	\$ 640.23	45%	\$ 352.13	\$ 500.00
90 Mbps	\$ 959.75	35%	\$ 623.84	\$ 767.80	40%	\$ 460.68	\$ 671.82	45%	\$ 369.50	\$ 500.00
100 Mbps	\$ 1,002.01	35%	\$ 651.31	\$ 801.61	40%	\$ 480.97	\$ 701.41	45%	\$ 385.78	\$ 500.00
150 Mbps	\$ 1,182.75	35%	\$ 768.79	\$ 946.20	40%	\$ 567.72	\$ 827.92	45%	\$ 455.36	\$ 500.00
200 Mbps	\$ 1,330.43	35%	\$ 864.78	\$ 1,064.34	40%	\$ 638.60	\$ 931.30	45%	\$ 512.22	\$ 500.00
250 Mbps	\$ 1,166.05	35%	\$ 757.93	\$ 1,166.05	40%	\$ 699.63	\$ 1,020.30	45%	\$ 561.17	\$ 500.00
300 Mbps	\$ 1,570.41	35%	\$ 1,020.77	\$ 1,256.33	40%	\$ 753.80	\$ 1,099.29	45%	\$ 604.61	\$ 500.00
350 Mbps	\$ 1,338.09	35%	\$ 869.76	\$ 1,338.09	40%	\$ 802.85	\$ 1,170.83	45%	\$ 643.96	\$ 500.00
400 Mbps	\$ 1,766.50	35%	\$ 1,148.23	\$ 1,413.20	40%	\$ 847.92	\$ 1,236.55	45%	\$ 680.10	\$ 500.00
450 Mbps	\$ 1,853.58	35%	\$ 1,204.83	\$ 1,482.94	40%	\$ 889.76	\$ 1,297.58	45%	\$ 713.67	\$ 500.00
500 Mbps	\$ 1,935.31	35%	\$ 1,257.95	\$ 1,548.24	40%	\$ 928.94	\$ 1,354.71	45%	\$ 745.09	\$ 500.00
600 Mbps	\$ 2,085.14	35%	\$ 1,355.34	\$ 1,668.11	40%	\$ 1,000.87	\$ 484.08	45%	\$ 266.24	\$ 500.00
700 Mbps	\$ 2,220.83	35%	\$ 1,443.54	\$ 1,776.67	40%	\$ 1,066.00	\$ 532.49	45%	\$ 292.87	\$ 500.00
800 Mbps	\$ 2,345.50	35%	\$ 1,524.58	\$ 1,876.40	40%	\$ 1,125.84	\$ 580.90	45%	\$ 319.49	\$ 500.00
900 Mbps	\$ 2,461.25	35%	\$ 1,599.81	\$ 1,969.00	40%	\$ 1,181.40	\$ 613.17	45%	\$ 337.24	\$ 500.00
1000 Mbps	\$ 2,569.63	35%	\$ 1,670.26	\$ 2,055.71	40%	\$ 1,233.43	\$ 645.44	45%	\$ 354.99	\$ 1,000.00
2000 Mbps	\$ 3,411.87	35%	\$ 2,217.72	\$ 2,729.40	40%	\$ 1,637.64	\$ 677.71	45%	\$ 372.74	\$ 1,000.00
3000 Mbps	\$ 4,027.30	35%	\$ 2,617.75	\$ 3,221.84	40%	\$ 1,933.10	\$ 709.98	45%	\$ 390.49	\$ 1,000.00

ELAN with Enhanced Class of Service											
2 Mbps	\$ 222.53	35%	\$ 144.64	\$ 178.02	40%	\$ 106.81	\$ 155.77	45%	\$ 85.67	\$ 500.00	
4 Mbps	\$ 295.47	35%	\$ 192.06	\$ 236.37	40%	\$ 141.82	\$ 206.83	45%	\$ 113.76	\$ 500.00	
6 Mbps	\$ 348.70	35%	\$ 226.66	\$ 279.01	40%	\$ 167.41	\$ 244.13	45%	\$ 134.27	\$ 500.00	
8 Mbps	\$ 392.31	35%	\$ 255.00	\$ 313.85	40%	\$ 188.31	\$ 274.62	45%	\$ 151.04	\$ 500.00	
10 Mbps	\$ 429.80	35%	\$ 279.37	\$ 343.84	40%	\$ 206.30	\$ 300.86	45%	\$ 165.47	\$ 500.00	
15 Mbps	\$ 507.32	35%	\$ 329.76	\$ 405.86	40%	\$ 243.52	\$ 355.13	45%	\$ 195.32	\$ 500.00	
20 Mbps	\$ 570.67	35%	\$ 370.94	\$ 456.54	40%	\$ 273.92	\$ 399.47	45%	\$ 219.71	\$ 500.00	
25 Mbps	\$ 625.20	35%	\$ 406.38	\$ 500.16	40%	\$ 300.10	\$ 437.64	45%	\$ 240.70	\$ 500.00	
30 Mbps	\$ 673.61	35%	\$ 437.85	\$ 538.89	40%	\$ 323.33	\$ 471.52	45%	\$ 259.34	\$ 500.00	
35 Mbps	\$ 717.44	35%	\$ 466.34	\$ 573.95	40%	\$ 344.37	\$ 502.21	45%	\$ 276.22	\$ 500.00	
40 Mbps	\$ 757.72	35%	\$ 492.52	\$ 606.17	40%	\$ 363.70	\$ 530.40	45%	\$ 291.72	\$ 500.00	
45 Mbps	\$ 795.11	35%	\$ 516.82	\$ 636.09	40%	\$ 381.65	\$ 556.58	45%	\$ 306.12	\$ 500.00	
50 Mbps	\$ 830.12	35%	\$ 539.58	\$ 664.10	40%	\$ 398.46	\$ 581.09	45%	\$ 319.60	\$ 500.00	
60 Mbps	\$ 894.39	35%	\$ 581.35	\$ 715.51	40%	\$ 429.31	\$ 626.07	45%	\$ 344.34	\$ 500.00	
70 Mbps	\$ 952.60	35%	\$ 619.19	\$ 762.08	40%	\$ 457.25	\$ 666.82	45%	\$ 366.75	\$ 500.00	
80 Mbps	\$ 1,006.07	35%	\$ 653.95	\$ 804.85	40%	\$ 482.91	\$ 704.25	45%	\$ 387.34	\$ 500.00	
90 Mbps	\$ 1,055.72	35%	\$ 686.22	\$ 844.58	40%	\$ 506.75	\$ 739.00	45%	\$ 406.45	\$ 500.00	
100 Mbps	\$ 1,102.21	35%	\$ 716.44	\$ 881.77	40%	\$ 529.06	\$ 771.55	45%	\$ 424.35	\$ 500.00	
150 Mbps	\$ 1,301.02	35%	\$ 845.66	\$ 1,040.82	40%	\$ 624.49	\$ 910.72	45%	\$ 500.90	\$ 500.00	
200 Mbps	\$ 1,463.47	35%	\$ 951.26	\$ 1,170.78	40%	\$ 702.47	\$ 1,024.43	45%	\$ 563.44	\$ 500.00	
250 Mbps	\$ 1,603.32	35%	\$ 1,042.16	\$ 1,282.66	40%	\$ 769.60	\$ 1,122.33	45%	\$ 617.28	\$ 500.00	
300 Mbps	\$ 1,727.45	35%	\$ 1,122.84	\$ 1,381.96	40%	\$ 829.18	\$ 1,209.22	45%	\$ 665.07	\$ 500.00	
350 Mbps	\$ 1,839.87	35%	\$ 1,195.92	\$ 1,471.90	40%	\$ 883.14	\$ 1,287.91	45%	\$ 708.35	\$ 500.00	
400 Mbps	\$ 1,943.15	35%	\$ 1,263.05	\$ 1,554.42	40%	\$ 932.65	\$ 1,360.20	45%	\$ 748.11	\$ 500.00	
450 Mbps	\$ 2,039.05	35%	\$ 1,325.38	\$ 1,631.24	40%	\$ 978.74	\$ 1,427.33	45%	\$ 785.03	\$ 500.00	
500 Mbps	\$ 2,128.84	35%	\$ 1,383.75	\$ 1,703.07	40%	\$ 1,021.84	\$ 1,490.19	45%	\$ 819.60	\$ 500.00	
600 Mbps	\$ 2,293.65	35%	\$ 1,490.87	\$ 1,834.02	40%	\$ 1,100.41	\$ 1,605.56	45%	\$ 883.06	\$ 500.00	
700 Mbps	\$ 2,442.92	35%	\$ 1,587.90	\$ 1,954.33	40%	\$ 1,172.60	\$ 1,710.04	45%	\$ 940.52	\$ 500.00	
800 Mbps	\$ 2,580.05	35%	\$ 1,677.03	\$ 2,064.04	40%	\$ 1,238.42	\$ 1,806.03	45%	\$ 993.32	\$ 500.00	
900 Mbps	\$ 2,707.38	35%	\$ 1,759.80	\$ 2,165.90	40%	\$ 1,299.54	\$ 1,895.16	45%	\$ 1,042.34	\$ 500.00	
1000 Mbps	\$ 2,826.60	35%	\$ 1,837.29	\$ 2,261.28	40%	\$ 1,356.77	\$ 1,978.62	45%	\$ 1,088.24	\$ 1,000.00	
2000 Mbps	\$ 3,755.05	35%	\$ 2,440.78	\$ 3,002.44	40%	\$ 1,801.46	\$ 2,627.14	45%	\$ 1,444.93	\$ 1,000.00	
3000 Mbps	\$ 4,430.03	35%	\$ 2,879.52	\$ 3,544.02	40%	\$ 2,126.41	\$ 3,101.02	45%	\$ 1,705.56	\$ 1,000.00	

ELAN with Multi Class of Service										
2 Mbps	\$ 252.47	35%	\$ 164.11	\$ 201.97	40%	\$ 121.18	\$ 176.73	45%	\$ 97.20	\$ 500.00
4 Mbps	\$ 335.22	35%	\$ 217.89	\$ 258.17	40%	\$ 154.90	\$ 234.65	45%	\$ 129.06	\$ 500.00
6 Mbps	\$ 395.68	35%	\$ 257.19	\$ 316.55	40%	\$ 189.93	\$ 276.98	45%	\$ 152.34	\$ 500.00
8 Mbps	\$ 445.09	35%	\$ 289.31	\$ 356.07	40%	\$ 213.64	\$ 311.56	45%	\$ 171.36	\$ 500.00
10 Mbps	\$ 487.62	35%	\$ 316.95	\$ 390.10	40%	\$ 234.06	\$ 341.34	45%	\$ 187.74	\$ 500.00
15 Mbps	\$ 575.58	35%	\$ 374.13	\$ 460.47	40%	\$ 276.28	\$ 402.91	45%	\$ 221.60	\$ 500.00
20 Mbps	\$ 647.45	35%	\$ 420.84	\$ 517.96	40%	\$ 310.78	\$ 453.22	45%	\$ 249.27	\$ 500.00
25 Mbps	\$ 709.32	35%	\$ 461.06	\$ 567.46	40%	\$ 340.48	\$ 496.52	45%	\$ 273.09	\$ 500.00
30 Mbps	\$ 764.24	35%	\$ 496.76	\$ 611.39	40%	\$ 366.83	\$ 534.97	45%	\$ 294.23	\$ 500.00
35 Mbps	\$ 813.97	35%	\$ 529.08	\$ 651.18	40%	\$ 390.71	\$ 569.78	45%	\$ 313.38	\$ 500.00
40 Mbps	\$ 859.66	35%	\$ 558.78	\$ 687.73	40%	\$ 412.64	\$ 601.76	45%	\$ 330.97	\$ 500.00
45 Mbps	\$ 902.09	35%	\$ 586.36	\$ 721.67	40%	\$ 433.00	\$ 631.46	45%	\$ 347.30	\$ 500.00
50 Mbps	\$ 941.81	35%	\$ 612.18	\$ 753.45	40%	\$ 452.07	\$ 659.27	45%	\$ 362.60	\$ 500.00
60 Mbps	\$ 1,014.73	35%	\$ 659.57	\$ 811.78	40%	\$ 487.07	\$ 710.31	45%	\$ 390.67	\$ 500.00
70 Mbps	\$ 1,080.76	35%	\$ 702.49	\$ 864.61	40%	\$ 518.77	\$ 756.53	45%	\$ 416.09	\$ 500.00
80 Mbps	\$ 1,141.42	35%	\$ 741.92	\$ 913.14	40%	\$ 547.88	\$ 799.00	45%	\$ 439.45	\$ 500.00
90 Mbps	\$ 1,197.76	35%	\$ 778.54	\$ 958.21	40%	\$ 574.93	\$ 838.43	45%	\$ 461.14	\$ 500.00
100 Mbps	\$ 1,250.51	35%	\$ 812.83	\$ 1,000.40	40%	\$ 600.24	\$ 875.35	45%	\$ 481.44	\$ 500.00
150 Mbps	\$ 1,476.07	35%	\$ 959.45	\$ 1,180.86	40%	\$ 708.52	\$ 1,033.25	45%	\$ 568.29	\$ 500.00
200 Mbps	\$ 1,660.38	35%	\$ 1,079.25	\$ 1,328.30	40%	\$ 796.98	\$ 1,162.26	45%	\$ 639.24	\$ 500.00
250 Mbps	\$ 1,819.04	35%	\$ 1,182.38	\$ 1,455.23	40%	\$ 873.14	\$ 1,273.33	45%	\$ 700.33	\$ 500.00
300 Mbps	\$ 1,959.87	35%	\$ 1,273.92	\$ 1,567.90	40%	\$ 940.74	\$ 1,371.91	45%	\$ 754.55	\$ 500.00
350 Mbps	\$ 2,087.42	35%	\$ 1,356.82	\$ 1,669.93	40%	\$ 1,001.96	\$ 1,461.19	45%	\$ 803.65	\$ 500.00
400 Mbps	\$ 2,204.59	35%	\$ 1,432.98	\$ 1,763.67	40%	\$ 1,058.20	\$ 1,543.21	45%	\$ 848.77	\$ 500.00
450 Mbps	\$ 2,313.39	35%	\$ 1,503.70	\$ 1,850.71	40%	\$ 1,110.43	\$ 1,619.38	45%	\$ 890.66	\$ 500.00
500 Mbps	\$ 2,415.26	35%	\$ 1,569.92	\$ 1,932.21	40%	\$ 1,159.33	\$ 1,690.68	45%	\$ 929.87	\$ 500.00
600 Mbps	\$ 2,602.25	35%	\$ 1,691.46	\$ 2,081.80	40%	\$ 1,249.08	\$ 1,821.58	45%	\$ 1,001.87	\$ 500.00
700 Mbps	\$ 2,771.60	35%	\$ 1,801.54	\$ 2,217.28	40%	\$ 1,330.37	\$ 1,940.12	45%	\$ 1,067.07	\$ 500.00
800 Mbps	\$ 2,927.18	35%	\$ 1,902.67	\$ 2,341.74	40%	\$ 1,405.04	\$ 2,049.03	45%	\$ 1,126.97	\$ 500.00
900 Mbps	\$ 3,071.64	35%	\$ 1,996.57	\$ 2,457.31	40%	\$ 1,474.39	\$ 2,150.15	45%	\$ 1,182.58	\$ 500.00
1000 Mbps	\$ 3,206.90	35%	\$ 2,084.49	\$ 2,565.52	40%	\$ 1,539.31	\$ 2,244.83	45%	\$ 1,234.66	\$ 1,000.00
2000 Mbps	\$ 4,258.01	35%	\$ 2,767.71	\$ 3,406.41	40%	\$ 2,043.85	\$ 2,980.61	45%	\$ 1,639.34	\$ 1,000.00
3000 Mbps	\$ 5,026.00	35%	\$ 3,266.90	\$ 4,020.85	40%	\$ 2,412.51	\$ 3,518.35	45%	\$ 1,935.09	\$ 1,000.00

Local Wavelength Prem to Prem / POP to Prem / POP to POP										
10G (2-Fiber, Linear, Unprotected)	ICB	ICB	ICB	\$ 4,446.00	40%	\$ 2,667.60	\$ 4,168.00	45%	\$ 2,292.40	\$ 10,000.00
10G (2-Fiber, Network Protected)	ICB	ICB	ICB	\$ 8,447.00	40%	\$ 5,068.20	\$ 9,503.00	45%	\$ 5,226.65	\$ 10,000.00
10G (2-Fiber, Linear, Unprotected, Encrypted)	ICB	ICB	ICB	\$ 5,780.00	40%	\$ 3,468.00	\$ 5,419.00	45%	\$ 2,980.45	\$ 10,000.00
10G (2-Fiber, Network Protected, Encrypted)	ICB	ICB	ICB	\$ 13,178.00	40%	\$ 7,906.80	\$ 12,354.00	45%	\$ 6,794.70	\$ 10,000.00
40G (2-Fiber, Linear, Unprotected)	ICB	ICB	ICB	\$ 12,104.00	40%	\$ 7,262.40	\$ 11,347.00	45%	\$ 6,240.85	\$ 10,000.00
40G (2-Fiber, Network Protected)	ICB	ICB	ICB	\$ 27,596.00	40%	\$ 16,557.60	\$ 25,871.00	45%	\$ 14,229.05	\$ 10,000.00
40G (2-Fiber, Linear, Unprotected, Encrypted)	ICB	ICB	ICB	\$ 15,735.00	40%	\$ 9,441.00	\$ 14,751.00	45%	\$ 8,113.05	\$ 10,000.00
40G (2-Fiber, Network Protected, Encrypted)	ICB	ICB	ICB	\$ 35,875.00	40%	\$ 21,525.00	\$ 33,633.00	45%	\$ 18,498.15	\$ 10,000.00
100G (2-Fiber, Linear, Unprotected)	ICB	ICB	ICB	\$ 11,827.00	40%	\$ 7,096.20	\$ 11,088.00	45%	\$ 6,098.40	\$ 10,000.00
100G (2-Fiber, Network Protected)	ICB	ICB	ICB	\$ 22,471.00	40%	\$ 13,482.60	\$ 25,280.00	45%	\$ 13,904.00	\$ 10,000.00
100G (2-Fiber, Linear, Unprotected, Encrypted)	ICB	ICB	ICB	\$ 15,375.00	40%	\$ 9,225.00	\$ 14,414.00	45%	\$ 7,927.70	\$ 10,000.00
100G (2-Fiber, Network Protected, Encrypted)	ICB	ICB	ICB	\$ 35,055.00	40%	\$ 21,033.00	\$ 32,864.00	45%	\$ 18,075.20	\$ 10,000.00
**Lumen can provide Long Haul Transport on a case-by-case basis.										
**LAN PHY is available inter-island.										

2.3.5. Internet Service Provider (ISP) - Dedicated Internet Access Bandwidth										
1 Mbps	\$ 344.43	35%	\$ 223.88	\$ 309.99	40%	\$ 154.00	\$ 292.77	45%	\$ 161.02	\$ 500.00
2 Mbps	\$ 366.67	35%	\$ 238.33	\$ 330.00	40%	\$ 185.50	\$ 311.67	45%	\$ 171.42	\$ 750.00
3 Mbps	\$ 379.00	35%	\$ 246.35	\$ 341.10	40%	\$ 185.50	\$ 322.15	45%	\$ 177.18	\$ 750.00
4 Mbps	\$ 388.62	35%	\$ 252.60	\$ 349.76	40%	\$ 185.50	\$ 330.33	45%	\$ 181.68	\$ 750.00
5 Mbps	\$ 394.44	35%	\$ 256.39	\$ 355.00	40%	\$ 185.50	\$ 335.28	45%	\$ 184.40	\$ 750.00
6 Mbps	\$ 402.60	35%	\$ 261.69	\$ 362.34	40%	\$ 185.50	\$ 342.21	45%	\$ 188.22	\$ 750.00
7 Mbps	\$ 408.02	35%	\$ 265.21	\$ 367.22	40%	\$ 185.50	\$ 346.82	45%	\$ 190.75	\$ 750.00
8 Mbps	\$ 412.80	35%	\$ 268.32	\$ 371.52	40%	\$ 185.50	\$ 350.88	45%	\$ 192.98	\$ 750.00
9 Mbps	\$ 417.00	35%	\$ 271.05	\$ 375.30	40%	\$ 185.50	\$ 354.45	45%	\$ 194.95	\$ 750.00
10 Mbps	\$ 422.22	35%	\$ 274.44	\$ 380.00	40%	\$ 185.50	\$ 358.89	45%	\$ 197.39	\$ 750.00
12 Mbps	\$ 443.20	35%	\$ 288.08	\$ 398.88	40%	\$ 185.50	\$ 376.72	45%	\$ 207.20	\$ 750.00
15 Mbps	\$ 472.67	35%	\$ 307.23	\$ 425.40	40%	\$ 185.50	\$ 401.77	45%	\$ 220.97	\$ 750.00
20 Mbps	\$ 505.56	35%	\$ 328.61	\$ 455.00	40%	\$ 185.50	\$ 429.72	45%	\$ 236.35	\$ 750.00
30 Mbps	\$ 577.67	35%	\$ 375.48	\$ 519.90	40%	\$ 185.50	\$ 491.02	45%	\$ 270.06	\$ 750.00
40 Mbps	\$ 627.56	35%	\$ 407.91	\$ 564.80	40%	\$ 185.50	\$ 533.42	45%	\$ 293.38	\$ 1,500.00
45 Mbps	\$ 649.50	35%	\$ 422.18	\$ 584.55	40%	\$ 185.50	\$ 552.08	45%	\$ 303.64	\$ 1,500.00
50 Mbps	\$ 677.78	35%	\$ 440.56	\$ 610.00	40%	\$ 185.50	\$ 576.11	45%	\$ 316.86	\$ 1,500.00
60 Mbps	\$ 706.00	35%	\$ 458.90	\$ 635.40	40%	\$ 185.50	\$ 600.10	45%	\$ 330.06	\$ 1,500.00
70 Mbps	\$ 738.11	35%	\$ 479.77	\$ 664.30	40%	\$ 185.50	\$ 627.39	45%	\$ 345.07	\$ 1,500.00
80 Mbps	\$ 767.11	35%	\$ 498.62	\$ 690.40	40%	\$ 185.50	\$ 652.04	45%	\$ 358.62	\$ 1,500.00
90 Mbps	\$ 794.00	35%	\$ 516.10	\$ 714.60	40%	\$ 185.50	\$ 674.90	45%	\$ 371.20	\$ 1,500.00
100 Mbps	\$ 811.11	35%	\$ 527.22	\$ 730.00	40%	\$ 185.50	\$ 689.44	45%	\$ 379.19	\$ 1,500.00
135 Mbps	\$ 892.50	35%	\$ 580.13	\$ 803.25	40%	\$ 185.50	\$ 758.63	45%	\$ 417.24	\$ 1,500.00
150 Mbps	\$ 928.33	35%	\$ 603.42	\$ 835.50	40%	\$ 185.50	\$ 789.08	45%	\$ 434.00	\$ 2,000.00
200 Mbps	\$ 1,022.22	35%	\$ 664.44	\$ 920.00	40%	\$ 185.50	\$ 868.89	45%	\$ 477.89	\$ 2,000.00
250 Mbps	\$ 1,130.56	35%	\$ 734.86	\$ 1,017.50	40%	\$ 185.50	\$ 960.97	45%	\$ 528.53	\$ 2,000.00
300 Mbps	\$ 1,213.33	35%	\$ 788.67	\$ 1,092.00	40%	\$ 185.50	\$ 1,031.33	45%	\$ 567.23	\$ 2,000.00
350 Mbps	\$ 1,287.22	35%	\$ 836.69	\$ 1,158.50	40%	\$ 185.50	\$ 1,094.14	45%	\$ 601.78	\$ 2,000.00
400 Mbps	\$ 1,355.56	35%	\$ 881.11	\$ 1,220.00	40%	\$ 202.30	\$ 1,152.22	45%	\$ 633.72	\$ 2,000.00
450 Mbps	\$ 1,420.00	35%	\$ 923.00	\$ 1,278.00	40%	\$ 252.70	\$ 1,207.00	45%	\$ 663.85	\$ 2,000.00
500 Mbps	\$ 1,416.67	35%	\$ 920.83	\$ 1,275.00	40%	\$ 300.30	\$ 1,204.17	45%	\$ 662.29	\$ 2,000.00
550 Mbps	\$ 1,533.89	35%	\$ 997.03	\$ 1,380.50	40%	\$ 349.30	\$ 1,303.81	45%	\$ 717.09	\$ 2,000.00
600 Mbps	\$ 1,586.67	35%	\$ 1,031.33	\$ 1,428.00	40%	\$ 856.80	\$ 1,348.67	45%	\$ 741.77	\$ 2,000.00
622 Mbps	\$ 1,603.38	35%	\$ 1,042.20	\$ 1,443.04	40%	\$ 865.82	\$ 1,362.87	45%	\$ 749.58	\$ 2,000.00
650 Mbps	\$ 1,632.22	35%	\$ 1,060.94	\$ 1,469.00	40%	\$ 881.40	\$ 1,387.39	45%	\$ 763.06	\$ 2,000.00
700 Mbps	\$ 1,680.00	35%	\$ 1,092.00	\$ 1,512.00	40%	\$ 907.20	\$ 1,428.00	45%	\$ 785.40	\$ 2,000.00
750 Mbps	\$ 1,725.00	35%	\$ 1,121.25	\$ 1,552.50	40%	\$ 931.50	\$ 1,466.25	45%	\$ 806.44	\$ 2,000.00
800 Mbps	\$ 1,768.89	35%	\$ 1,149.78	\$ 1,592.00	40%	\$ 955.20	\$ 1,503.56	45%	\$ 826.96	\$ 2,000.00
850 Mbps	\$ 1,813.33	35%	\$ 1,178.67	\$ 1,632.00	40%	\$ 979.20	\$ 1,541.33	45%	\$ 847.73	\$ 2,000.00
900 Mbps	\$ 1,850.00	35%	\$ 1,202.50	\$ 1,665.00	40%	\$ 999.00	\$ 1,572.50	45%	\$ 864.88	\$ 2,000.00
950 Mbps	\$ 1,889.44	35%	\$ 1,228.14	\$ 1,700.50	40%	\$ 1,020.30	\$ 1,606.03	45%	\$ 883.32	\$ 2,000.00
1000 Mbps	\$ 1,983.33	35%	\$ 1,289.17	\$ 1,785.00	40%	\$ 1,071.00	\$ 1,685.83	45%	\$ 927.21	\$ 2,000.00
1500 Mbps	\$ 2,600.00	35%	\$ 1,690.00	\$ 2,340.00	40%	\$ 1,404.00	\$ 2,210.00	45%	\$ 1,215.50	\$ 5,000.00
2000 Mbps	\$ 3,111.11	35%	\$ 2,022.22	\$ 2,800.00	40%	\$ 1,680.00	\$ 2,644.44	45%	\$ 1,454.44	\$ 5,000.00
2500 Mbps	\$ 3,694.44	35%	\$ 2,401.39	\$ 3,325.00	40%	\$ 1,995.00	\$ 3,140.28	45%	\$ 1,727.15	\$ 5,000.00
3000 Mbps	\$ 4,200.00	35%	\$ 2,730.00	\$ 3,780.00	40%	\$ 2,268.00	\$ 3,570.00	45%	\$ 1,963.50	\$ 5,000.00
3500 Mbps	\$ 4,666.67	35%	\$ 3,033.34	\$ 4,200.00	40%	\$ 2,520.00	\$ 3,966.67	45%	\$ 2,181.67	\$ 5,000.00
4000 Mbps	\$ 5,155.56	35%	\$ 3,351.11	\$ 4,640.00	40%	\$ 2,784.00	\$ 4,382.22	45%	\$ 2,410.22	\$ 5,000.00
4500 Mbps	\$ 5,550.00	35%	\$ 3,607.50	\$ 4,995.00	40%	\$ 2,997.00	\$ 4,717.50	45%	\$ 2,594.63	\$ 5,000.00
5000 Mbps	\$ 5,866.67	35%	\$ 3,813.34	\$ 5,280.00	40%	\$ 3,168.00	\$ 4,986.67	45%	\$ 2,742.67	\$ 5,000.00
5500 Mbps	\$ 6,416.67	35%	\$ 4,170.84	\$ 5,775.00	40%	\$ 3,465.00	\$ 5,454.17	45%	\$ 2,999.79	\$ 5,000.00
6000 Mbps	\$ 6,800.00	35%	\$ 4,420.00	\$ 6,120.00	40%	\$ 3,672.00	\$ 5,780.00	45%	\$ 3,179.00	\$ 5,000.00
6500 Mbps	\$ 7,222.22	35%	\$ 4,694.44	\$ 6,500.00	40%	\$ 3,900.00	\$ 6,138.89	45%	\$ 3,376.39	\$ 5,000.00
7000 Mbps	\$ 7,544.44	35%	\$ 4,903.89	\$ 6,790.00	40%	\$ 4,074.00	\$ 6,412.78	45%	\$ 3,527.03	\$ 5,000.00
7500 Mbps	\$ 7,916.67	35%	\$ 5,145.84	\$ 7,125.00	40%	\$ 4,275.00	\$ 6,729.17	45%	\$ 3,701.04	\$ 5,000.00
8000 Mbps	\$ 8,655.56	35%	\$ 5,626.11	\$ 7,520.00	40%	\$ 4,512.00	\$ 7,102.22	45%	\$ 3,906.22	\$ 5,000.00
8500 Mbps	\$ 8,688.89	35%	\$ 5,647.78	\$ 7,820.00	40%	\$ 4,692.00	\$ 7,385.56	45%	\$ 4,062.06	\$ 5,000.00
9000 Mbps	\$ 9,000.00	35%	\$ 5,850.00	\$ 8,100.00	40%	\$ 4,860.00	\$ 7,650.00	45%	\$ 4,207.50	\$ 5,000.00
10000 Mbps	\$ 9,777.78	35%	\$ 6,355.56	\$ 8,800.00	40%	\$ 5,280.00	\$ 8,311.11	45%	\$ 4,571.11	\$ 5,000.00

<b>Dedicated Internet Access</b>										
Ethernet 10 Mbps	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	\$ -
Ethernet 100 Mbps	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	\$ -
Ethernet 1 Gbps	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	\$ -
Ethernet 10 Gbps	\$ 1,000.00	35%	\$ 650.00	\$ 800.00	40%	\$ 480.00	\$ 700.00	45%	\$ 385.00	\$ -
10GigE LanWave - unprotected	\$ 1,000.00	35%	\$ 650.00	\$ 800.00	40%	\$ 480.00	\$ 700.00	45%	\$ 385.00	\$ -
10GigE LanWave - protected	\$ 2,470.00	35%	\$ 1,605.50	\$ 2,100.00	40%	\$ 1,260.00	\$ 1,976.00	45%	\$ 1,086.80	\$ -

<b>2.3.6. Other Services</b>										
<b>Voice T1 Service</b>										
Voice T1 (1.5Mbps)	\$ 655.00	20%	\$ 411.47	\$ 655.00	45%	\$ 235.00	\$ 655.00	45%	\$ 360.25	\$ 250.00
Enterprise Shared LD: Customers may pool their LD MOUs across locations with the purchase of Enterprise Shared LD	\$ 5.00	0%	\$ 5.00	\$ 5.00	0%	\$ 5.00	\$ 5.00	0%	\$ 5.00	\$ 15.00
Standard Voice Features:	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Blocking Services (Call Blocking, Toll Restriction, and Bill Restriction)	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Multi-Line Hunting (Regular, Circular, Universal Call Distribution)	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Series Completion Hunting (Regular, Circular)	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Calling Number Delivery	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Caller ID Blocking (Prevents a customer's telephone number and name from being displayed on a called party's Caller ID equipment)	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Trunk Features: The following features may be purchased when trunks are provisioned on the applicable product.	See below	See below	See below	See below	See below	See below	See below	See below	See below	See below
Call Transfer (requires CAS/Digital Trunk signaling)	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Two B-Channel Transfer (requires ISDN signaling)	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
First 3 Trunk Groups per T1*	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Each Additional Trunk Group per T1*	\$ 50.00	0%	\$ 50.43	\$ 50.43	0%	\$ 50.43	\$ 50.43	0%	\$ 50.43	\$ 50.43
First 3 Route Indexes per Trunk Group*	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Each Additional Route Index per Trunk Group*	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	\$ 54.25
CARE CPN Management	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
E911 CPN Management	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Redirected Number (requires ISDN signaling)	\$ 50.00	0%	\$ 50.43	\$ 50.43	0%	\$ 50.43	\$ 50.43	0%	\$ 50.43	\$ -
Individual Telephone Number 100 Numbers or Less (Hawaii Only)	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Individual Telephone Number 100+ Numbers (Hawaii Only) (Per ITN)	\$ 0.15	0%	\$ 0.10	\$ 0.10	0%	\$ 0.10	\$ 0.10	0%	\$ 0.10	\$ 0.35
Directory Listing (1st is free, \$0.91 each additional)	\$ 0.90	0%	\$ 0.91	\$ 0.91	0%	\$ 0.91	\$ 0.91	0%	\$ 0.91	\$ -
Directory Assistance (A Customer's first 10 calls per service location per month to Directory Assistance are at no additional charge. \$0.20 per instance after.)	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	\$ -
Account Codes Per 100	\$ 5.00	0%	\$ 5.00	\$ 5.00	0%	\$ 5.00	\$ 5.00	0%	\$ 5.00	\$ 50.00
Telecom Service Priority	\$ 5.00	0%	\$ 5.00	\$ 5.00	0%	\$ 5.00	\$ 5.00	0%	\$ 5.00	\$ 250.00
Directory Main Listing	\$ 0.90	0%	\$ 0.90	\$ 0.90	0%	\$ 0.90	\$ 0.90	0%	\$ 0.90	\$ -
Directory Suite Listing	\$ 1.45	0%	\$ 1.45	\$ 1.45	0%	\$ 1.45	\$ 1.45	0%	\$ 1.45	\$ -
Business Expansion Services	\$ 40.00	0%	\$ 40.00	\$ 40.00	0%	\$ 40.00	\$ 40.00	0%	\$ 40.00	\$ 250.00
Expanded Exchange Services	\$ 20.90	0%	\$ 20.90	\$ 20.90	0%	\$ 20.90	\$ 20.90	0%	\$ 20.90	\$ 250.00
* Each Voice T1 facility includes a monthly allowance of 6,500 long distance minutes that may be used for interLATA domestic, and where available, intraLATA calling.										
* Lumen also provides International termination Long Distance. Pricing available upon request.										



<b>E-Line UNI--Ethernet Service</b>										
100M Transparent	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	
1G Transparent	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	
10G Transparent	\$ 1,000.00	35%	\$ 650.00	\$ 800.00	40%	\$ 480.00	\$ 700.00	45%	\$ 385.00	
100M Multiplexed	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	
1G Multiplexed	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	
10G Multiplexed	\$ 1,000.00	35%	\$ 650.00	\$ 800.00	40%	\$ 480.00	\$ 700.00	45%	\$ 385.00	

E-Line Ethernet Virtual Private Line (EVPL)	Ethernet Virtual Circuit (EVC)									
2 Mbps	\$ 252.86	35%	\$ 164.36	\$ 202.29	40%	\$ 121.37	\$ 177.00	45%	\$ 97.35	\$ 500.00
4 Mbps	\$ 335.74	35%	\$ 218.23	\$ 268.59	40%	\$ 161.15	\$ 235.02	45%	\$ 129.26	\$ 500.00
6 Mbps	\$ 396.30	35%	\$ 257.60	\$ 317.04	40%	\$ 190.22	\$ 277.41	45%	\$ 152.58	\$ 500.00
8 Mbps	\$ 445.78	35%	\$ 289.76	\$ 356.63	40%	\$ 213.98	\$ 312.05	45%	\$ 171.63	\$ 500.00
10 Mbps	\$ 488.38	35%	\$ 317.45	\$ 390.70	40%	\$ 234.42	\$ 341.87	45%	\$ 188.03	\$ 500.00
15 Mbps	\$ 576.47	35%	\$ 374.71	\$ 461.18	40%	\$ 276.71	\$ 403.53	45%	\$ 221.94	\$ 500.00
20 Mbps	\$ 648.45	35%	\$ 421.49	\$ 518.76	40%	\$ 311.26	\$ 453.92	45%	\$ 249.66	\$ 500.00
25 Mbps	\$ 710.42	35%	\$ 461.77	\$ 568.34	40%	\$ 341.00	\$ 497.29	45%	\$ 273.51	\$ 500.00
30 Mbps	\$ 765.42	35%	\$ 497.52	\$ 612.34	40%	\$ 367.40	\$ 535.80	45%	\$ 294.69	\$ 500.00
35 Mbps	\$ 815.23	35%	\$ 529.90	\$ 652.19	40%	\$ 391.31	\$ 570.66	45%	\$ 313.86	\$ 500.00
40 Mbps	\$ 861.00	35%	\$ 559.65	\$ 688.80	40%	\$ 413.28	\$ 602.70	45%	\$ 331.49	\$ 500.00
45 Mbps	\$ 903.49	35%	\$ 587.27	\$ 722.79	40%	\$ 433.67	\$ 632.44	45%	\$ 347.84	\$ 500.00
50 Mbps	\$ 943.27	35%	\$ 613.13	\$ 754.62	40%	\$ 452.77	\$ 660.29	45%	\$ 363.16	\$ 500.00
55 Mbps	\$ 980.77	35%	\$ 637.50	\$ 784.61	40%	\$ 470.77	\$ 686.54	45%	\$ 377.60	\$ 500.00
60 Mbps	\$ 1,016.30	35%	\$ 660.60	\$ 813.04	40%	\$ 487.82	\$ 711.41	45%	\$ 391.28	\$ 500.00
65 Mbps	\$ 1,050.12	35%	\$ 682.58	\$ 840.10	40%	\$ 504.06	\$ 735.09	45%	\$ 404.30	\$ 500.00
70 Mbps	\$ 1,082.44	35%	\$ 703.59	\$ 865.95	40%	\$ 519.57	\$ 757.71	45%	\$ 416.74	\$ 500.00
75 Mbps	\$ 1,113.42	35%	\$ 723.72	\$ 890.73	40%	\$ 534.44	\$ 779.39	45%	\$ 428.66	\$ 500.00
80 Mbps	\$ 1,143.20	35%	\$ 743.08	\$ 914.56	40%	\$ 548.74	\$ 800.24	45%	\$ 440.13	\$ 500.00
85 Mbps	\$ 1,171.90	35%	\$ 761.74	\$ 937.52	40%	\$ 562.51	\$ 820.33	45%	\$ 451.18	\$ 500.00
90 Mbps	\$ 1,199.62	35%	\$ 779.75	\$ 959.70	40%	\$ 575.82	\$ 839.73	45%	\$ 461.85	\$ 500.00
95 Mbps	\$ 1,226.44	35%	\$ 797.19	\$ 981.15	40%	\$ 588.69	\$ 858.51	45%	\$ 472.18	\$ 500.00
100 Mbps	\$ 1,252.44	35%	\$ 814.09	\$ 1,001.95	40%	\$ 601.17	\$ 876.71	45%	\$ 482.19	\$ 750.00
150 Mbps	\$ 1,478.36	35%	\$ 960.93	\$ 1,182.69	40%	\$ 709.61	\$ 1,034.85	45%	\$ 569.17	\$ 750.00
200 Mbps	\$ 1,662.95	35%	\$ 1,080.92	\$ 1,330.36	40%	\$ 798.22	\$ 1,164.07	45%	\$ 640.24	\$ 750.00
250 Mbps	\$ 1,821.86	35%	\$ 1,184.21	\$ 1,457.49	40%	\$ 874.49	\$ 1,275.30	45%	\$ 701.42	\$ 750.00
300 Mbps	\$ 1,962.91	35%	\$ 1,275.89	\$ 1,570.33	40%	\$ 942.20	\$ 1,374.04	45%	\$ 755.72	\$ 750.00
350 Mbps	\$ 2,090.65	35%	\$ 1,358.92	\$ 1,672.52	40%	\$ 1,003.51	\$ 1,463.46	45%	\$ 804.90	\$ 750.00
400 Mbps	\$ 2,208.01	35%	\$ 1,435.21	\$ 1,766.41	40%	\$ 1,059.85	\$ 1,545.61	45%	\$ 850.09	\$ 750.00
450 Mbps	\$ 2,316.98	35%	\$ 1,506.04	\$ 1,853.58	40%	\$ 1,112.15	\$ 1,621.89	45%	\$ 892.04	\$ 750.00
500 Mbps	\$ 2,394.82	35%	\$ 1,556.63	\$ 1,915.85	40%	\$ 1,149.51	\$ 1,676.37	45%	\$ 922.00	\$ 750.00
550 Mbps	\$ 2,477.44	35%	\$ 1,610.34	\$ 1,981.95	40%	\$ 1,189.17	\$ 1,734.21	45%	\$ 953.82	\$ 750.00
600 Mbps	\$ 2,554.16	35%	\$ 1,660.20	\$ 2,043.33	40%	\$ 1,226.00	\$ 1,787.91	45%	\$ 983.35	\$ 750.00
650 Mbps	\$ 2,625.69	35%	\$ 1,706.70	\$ 2,100.56	40%	\$ 1,260.34	\$ 1,837.98	45%	\$ 1,010.89	\$ 750.00
700 Mbps	\$ 2,692.62	35%	\$ 1,750.20	\$ 2,154.10	40%	\$ 1,292.46	\$ 1,884.84	45%	\$ 1,036.66	\$ 750.00
750 Mbps	\$ 2,743.98	35%	\$ 1,783.59	\$ 2,195.18	40%	\$ 1,317.11	\$ 1,920.79	45%	\$ 1,056.43	\$ 750.00
800 Mbps	\$ 2,788.07	35%	\$ 1,812.25	\$ 2,230.45	40%	\$ 1,338.27	\$ 1,951.64	45%	\$ 1,073.40	\$ 750.00
850 Mbps	\$ 2,812.98	35%	\$ 1,828.44	\$ 2,250.38	40%	\$ 1,350.23	\$ 1,969.08	45%	\$ 1,082.99	\$ 750.00
900 Mbps	\$ 2,824.14	35%	\$ 1,835.69	\$ 2,259.31	40%	\$ 1,355.59	\$ 1,976.89	45%	\$ 1,087.29	\$ 750.00
950 Mbps	\$ 2,827.53	35%	\$ 1,837.89	\$ 2,262.02	40%	\$ 1,357.21	\$ 1,979.27	45%	\$ 1,088.60	\$ 750.00
1000 Mbps	\$ 2,858.53	35%	\$ 1,858.04	\$ 2,286.86	40%	\$ 1,372.12	\$ 2,001.00	45%	\$ 1,100.55	\$ 2,000.00
2000 Mbps	\$ 2,878.61	35%	\$ 1,871.10	\$ 2,302.89	40%	\$ 1,381.73	\$ 2,015.03	45%	\$ 1,108.27	\$ 2,000.00
3000 Mbps	\$ 2,919.64	35%	\$ 1,897.77	\$ 2,335.71	40%	\$ 1,401.43	\$ 2,043.75	45%	\$ 1,124.06	\$ 2,000.00
4000 Mbps	\$ 2,944.45	35%	\$ 1,913.89	\$ 2,355.56	40%	\$ 1,413.34	\$ 2,061.11	45%	\$ 1,133.61	\$ 2,000.00
5000 Mbps	\$ 2,977.68	35%	\$ 1,935.49	\$ 2,382.14	40%	\$ 1,429.28	\$ 2,084.38	45%	\$ 1,146.41	\$ 2,000.00
6000 Mbps	\$ 3,007.70	35%	\$ 1,955.01	\$ 2,406.16	40%	\$ 1,443.70	\$ 2,105.39	45%	\$ 1,157.96	\$ 2,000.00

E-Line Ethernet Virtual Private Line (EVPL) Dedicated EVC										
2 Mbps	\$ 316.07	35%	\$ 205.45	\$ 252.86	40%	\$ 151.72	\$ 221.25	45%	\$ 121.69	\$ 500.00
4 Mbps	\$ 419.67	35%	\$ 272.79	\$ 335.74	40%	\$ 201.44	\$ 293.77	45%	\$ 161.57	\$ 500.00
6 Mbps	\$ 495.37	35%	\$ 321.99	\$ 396.30	40%	\$ 237.78	\$ 346.76	45%	\$ 190.72	\$ 500.00
8 Mbps	\$ 557.23	35%	\$ 362.20	\$ 445.78	40%	\$ 267.47	\$ 390.06	45%	\$ 214.53	\$ 500.00
10 Mbps	\$ 610.48	35%	\$ 396.81	\$ 488.38	40%	\$ 293.03	\$ 427.33	45%	\$ 235.03	\$ 500.00
15 Mbps	\$ 720.59	35%	\$ 468.38	\$ 576.47	40%	\$ 345.88	\$ 504.41	45%	\$ 277.43	\$ 500.00
20 Mbps	\$ 810.57	35%	\$ 526.87	\$ 648.45	40%	\$ 389.07	\$ 567.40	45%	\$ 312.07	\$ 500.00
25 Mbps	\$ 888.03	35%	\$ 577.22	\$ 710.42	40%	\$ 426.25	\$ 621.62	45%	\$ 341.89	\$ 500.00
30 Mbps	\$ 956.78	35%	\$ 621.91	\$ 765.42	40%	\$ 459.25	\$ 669.74	45%	\$ 368.36	\$ 500.00
35 Mbps	\$ 1,019.04	35%	\$ 662.38	\$ 815.23	40%	\$ 489.14	\$ 713.33	45%	\$ 392.33	\$ 500.00
40 Mbps	\$ 1,076.24	35%	\$ 699.56	\$ 861.00	40%	\$ 516.60	\$ 753.37	45%	\$ 414.35	\$ 500.00
45 Mbps	\$ 1,129.36	35%	\$ 734.08	\$ 903.49	40%	\$ 542.09	\$ 790.55	45%	\$ 434.80	\$ 500.00
50 Mbps	\$ 1,179.09	35%	\$ 766.41	\$ 943.27	40%	\$ 565.96	\$ 825.36	45%	\$ 453.95	\$ 500.00
55 Mbps	\$ 1,225.96	35%	\$ 796.87	\$ 980.77	40%	\$ 588.46	\$ 858.17	45%	\$ 471.99	\$ 500.00
60 Mbps	\$ 1,270.38	35%	\$ 825.75	\$ 1,016.30	40%	\$ 609.78	\$ 889.26	45%	\$ 489.09	\$ 500.00
65 Mbps	\$ 1,312.65	35%	\$ 853.22	\$ 1,050.12	40%	\$ 630.07	\$ 918.86	45%	\$ 505.37	\$ 500.00
70 Mbps	\$ 1,353.05	35%	\$ 879.48	\$ 1,082.44	40%	\$ 649.46	\$ 947.13	45%	\$ 520.92	\$ 500.00
75 Mbps	\$ 1,391.77	35%	\$ 904.65	\$ 1,113.42	40%	\$ 668.05	\$ 974.24	45%	\$ 535.83	\$ 500.00
80 Mbps	\$ 1,429.00	35%	\$ 928.85	\$ 1,143.20	40%	\$ 685.92	\$ 1,000.30	45%	\$ 550.17	\$ 500.00
85 Mbps	\$ 1,464.87	35%	\$ 952.17	\$ 1,171.90	40%	\$ 703.14	\$ 1,025.41	45%	\$ 563.98	\$ 500.00
90 Mbps	\$ 1,499.52	35%	\$ 974.69	\$ 1,199.62	40%	\$ 719.77	\$ 1,049.67	45%	\$ 577.32	\$ 500.00
95 Mbps	\$ 1,533.05	35%	\$ 996.48	\$ 1,226.44	40%	\$ 735.86	\$ 1,073.14	45%	\$ 590.23	\$ 500.00
100 Mbps	\$ 1,565.55	35%	\$ 1,017.61	\$ 1,252.44	40%	\$ 751.46	\$ 1,095.89	45%	\$ 602.74	\$ 750.00
150 Mbps	\$ 1,847.95	35%	\$ 1,201.17	\$ 1,478.36	40%	\$ 887.02	\$ 1,293.56	45%	\$ 711.46	\$ 750.00
200 Mbps	\$ 2,078.69	35%	\$ 1,351.15	\$ 1,662.95	40%	\$ 997.77	\$ 1,455.08	45%	\$ 800.29	\$ 750.00
250 Mbps	\$ 2,277.33	35%	\$ 1,480.26	\$ 1,821.86	40%	\$ 1,093.12	\$ 1,594.13	45%	\$ 876.77	\$ 750.00
300 Mbps	\$ 2,453.64	35%	\$ 1,594.87	\$ 1,962.91	40%	\$ 1,177.75	\$ 1,717.55	45%	\$ 944.65	\$ 750.00
350 Mbps	\$ 2,613.32	35%	\$ 1,698.66	\$ 2,090.65	40%	\$ 1,254.39	\$ 1,829.32	45%	\$ 1,006.13	\$ 750.00
400 Mbps	\$ 2,760.01	35%	\$ 1,794.01	\$ 2,208.01	40%	\$ 1,324.81	\$ 1,932.01	45%	\$ 1,062.61	\$ 750.00
450 Mbps	\$ 2,896.22	35%	\$ 1,882.54	\$ 2,316.98	40%	\$ 1,390.19	\$ 2,027.36	45%	\$ 1,115.05	\$ 750.00
500 Mbps	\$ 2,993.52	35%	\$ 1,945.79	\$ 2,394.82	40%	\$ 1,436.89	\$ 2,095.46	45%	\$ 1,152.50	\$ 750.00
550 Mbps	\$ 3,096.80	35%	\$ 2,012.92	\$ 2,477.44	40%	\$ 1,486.46	\$ 2,167.76	45%	\$ 1,192.27	\$ 750.00
600 Mbps	\$ 3,192.70	35%	\$ 2,075.26	\$ 2,554.16	40%	\$ 1,532.50	\$ 2,234.89	45%	\$ 1,229.19	\$ 750.00
650 Mbps	\$ 3,282.12	35%	\$ 2,133.38	\$ 2,625.69	40%	\$ 1,575.41	\$ 2,297.48	45%	\$ 1,263.61	\$ 750.00
700 Mbps	\$ 3,365.77	35%	\$ 2,187.75	\$ 2,692.62	40%	\$ 1,615.57	\$ 2,356.04	45%	\$ 1,295.82	\$ 750.00
750 Mbps	\$ 3,429.98	35%	\$ 2,229.49	\$ 2,743.98	40%	\$ 1,646.39	\$ 2,400.98	45%	\$ 1,320.54	\$ 750.00
800 Mbps	\$ 3,485.08	35%	\$ 2,265.30	\$ 2,788.07	40%	\$ 1,672.84	\$ 2,439.55	45%	\$ 1,341.75	\$ 750.00
850 Mbps	\$ 3,516.22	35%	\$ 2,285.54	\$ 2,812.98	40%	\$ 1,687.79	\$ 2,461.35	45%	\$ 1,353.74	\$ 750.00
900 Mbps	\$ 3,530.17	35%	\$ 2,294.61	\$ 2,824.14	40%	\$ 1,694.48	\$ 2,471.12	45%	\$ 1,359.12	\$ 750.00
950 Mbps	\$ 3,534.41	35%	\$ 2,297.37	\$ 2,827.53	40%	\$ 1,696.52	\$ 2,474.08	45%	\$ 1,360.74	\$ 750.00
1000 Mbps	\$ 3,573.21	35%	\$ 2,322.59	\$ 2,858.56	40%	\$ 1,715.14	\$ 2,501.25	45%	\$ 1,375.69	\$ 2,000.00
2000 Mbps	\$ 3,598.26	35%	\$ 2,338.87	\$ 2,878.61	40%	\$ 1,727.17	\$ 2,518.78	45%	\$ 1,385.33	\$ 2,000.00
3000 Mbps	\$ 3,649.55	35%	\$ 2,372.21	\$ 2,919.64	40%	\$ 1,751.78	\$ 2,554.68	45%	\$ 1,405.07	\$ 2,000.00
4000 Mbps	\$ 3,680.56	35%	\$ 2,392.36	\$ 2,944.45	40%	\$ 1,766.67	\$ 2,576.39	45%	\$ 1,417.01	\$ 2,000.00
5000 Mbps	\$ 3,722.10	35%	\$ 2,419.37	\$ 2,977.68	40%	\$ 1,786.61	\$ 2,605.47	45%	\$ 1,433.01	\$ 2,000.00

E-Line Ethernet Virtual Private Line (EVPL) Enhanced EVC										
2 Mbps	\$ 278.15	35%	\$ 180.80	\$ 222.52	40%	\$ 133.51	\$ 194.70	45%	\$ 107.09	\$ 500.00
4 Mbps	\$ 369.31	35%	\$ 240.05	\$ 295.45	40%	\$ 177.27	\$ 258.52	45%	\$ 142.19	\$ 500.00
6 Mbps	\$ 435.93	35%	\$ 283.35	\$ 348.74	40%	\$ 209.24	\$ 305.15	45%	\$ 167.83	\$ 500.00
8 Mbps	\$ 490.36	35%	\$ 318.73	\$ 392.29	40%	\$ 235.37	\$ 343.25	45%	\$ 188.79	\$ 500.00
10 Mbps	\$ 537.22	35%	\$ 349.19	\$ 429.77	40%	\$ 257.86	\$ 376.05	45%	\$ 206.83	\$ 500.00
15 Mbps	\$ 634.12	35%	\$ 412.18	\$ 507.30	40%	\$ 304.38	\$ 443.88	45%	\$ 244.13	\$ 500.00
20 Mbps	\$ 713.30	35%	\$ 463.65	\$ 570.64	40%	\$ 342.38	\$ 499.31	45%	\$ 274.62	\$ 500.00
25 Mbps	\$ 781.46	35%	\$ 507.95	\$ 625.17	40%	\$ 375.10	\$ 547.02	45%	\$ 300.86	\$ 500.00
30 Mbps	\$ 841.96	35%	\$ 547.27	\$ 673.57	40%	\$ 404.14	\$ 589.37	45%	\$ 324.15	\$ 500.00
35 Mbps	\$ 896.76	35%	\$ 582.89	\$ 717.41	40%	\$ 430.45	\$ 627.73	45%	\$ 345.25	\$ 500.00
40 Mbps	\$ 947.09	35%	\$ 615.61	\$ 757.68	40%	\$ 454.61	\$ 662.97	45%	\$ 364.63	\$ 500.00
45 Mbps	\$ 993.84	35%	\$ 646.00	\$ 795.07	40%	\$ 477.04	\$ 695.69	45%	\$ 382.63	\$ 500.00
50 Mbps	\$ 1,037.60	35%	\$ 674.44	\$ 830.08	40%	\$ 498.05	\$ 726.32	45%	\$ 399.48	\$ 500.00
55 Mbps	\$ 1,078.85	35%	\$ 701.25	\$ 863.08	40%	\$ 517.85	\$ 755.19	45%	\$ 415.35	\$ 500.00
60 Mbps	\$ 1,117.93	35%	\$ 726.65	\$ 894.34	40%	\$ 536.60	\$ 782.55	45%	\$ 430.40	\$ 500.00
65 Mbps	\$ 1,155.13	35%	\$ 750.83	\$ 924.11	40%	\$ 554.47	\$ 808.59	45%	\$ 444.72	\$ 500.00
70 Mbps	\$ 1,190.68	35%	\$ 773.94	\$ 952.55	40%	\$ 571.53	\$ 833.48	45%	\$ 458.41	\$ 500.00
75 Mbps	\$ 1,224.76	35%	\$ 796.09	\$ 979.81	40%	\$ 587.89	\$ 857.33	45%	\$ 471.53	\$ 500.00
80 Mbps	\$ 1,257.52	35%	\$ 817.39	\$ 1,006.02	40%	\$ 603.61	\$ 880.26	45%	\$ 484.14	\$ 500.00
85 Mbps	\$ 1,289.09	35%	\$ 837.91	\$ 1,031.27	40%	\$ 618.76	\$ 902.36	45%	\$ 496.30	\$ 500.00
90 Mbps	\$ 1,319.58	35%	\$ 857.73	\$ 1,055.66	40%	\$ 633.40	\$ 923.71	45%	\$ 508.04	\$ 500.00
95 Mbps	\$ 1,349.09	35%	\$ 876.91	\$ 1,079.27	40%	\$ 647.56	\$ 944.36	45%	\$ 519.40	\$ 500.00
100 Mbps	\$ 1,377.69	35%	\$ 895.50	\$ 1,102.15	40%	\$ 661.29	\$ 964.38	45%	\$ 530.41	\$ 750.00
150 Mbps	\$ 1,626.19	35%	\$ 1,057.02	\$ 1,300.95	40%	\$ 780.57	\$ 1,138.34	45%	\$ 626.09	\$ 750.00
200 Mbps	\$ 1,662.95	35%	\$ 1,080.92	\$ 1,463.40	40%	\$ 878.04	\$ 1,280.47	45%	\$ 704.26	\$ 750.00
250 Mbps	\$ 2,004.05	35%	\$ 1,302.63	\$ 1,603.24	40%	\$ 961.94	\$ 1,402.83	45%	\$ 771.56	\$ 750.00
300 Mbps	\$ 2,159.20	35%	\$ 1,403.48	\$ 1,727.36	40%	\$ 1,036.42	\$ 1,511.44	45%	\$ 831.29	\$ 750.00
350 Mbps	\$ 2,299.72	35%	\$ 1,494.82	\$ 1,839.77	40%	\$ 1,103.86	\$ 1,609.80	45%	\$ 885.39	\$ 750.00
400 Mbps	\$ 2,208.01	35%	\$ 1,435.21	\$ 1,943.05	40%	\$ 1,165.83	\$ 1,700.17	45%	\$ 935.09	\$ 750.00
450 Mbps	\$ 2,548.68	35%	\$ 1,656.64	\$ 2,038.94	40%	\$ 1,223.36	\$ 1,784.07	45%	\$ 981.24	\$ 750.00
500 Mbps	\$ 2,634.30	35%	\$ 1,712.30	\$ 2,107.44	40%	\$ 1,264.46	\$ 1,844.00	45%	\$ 1,014.20	\$ 750.00
550 Mbps	\$ 2,725.18	35%	\$ 1,771.37	\$ 2,180.15	40%	\$ 1,308.09	\$ 1,907.63	45%	\$ 1,049.20	\$ 750.00
600 Mbps	\$ 2,809.57	35%	\$ 1,826.22	\$ 2,247.66	40%	\$ 1,348.60	\$ 1,966.70	45%	\$ 1,081.69	\$ 750.00
650 Mbps	\$ 2,888.26	35%	\$ 1,877.37	\$ 2,310.61	40%	\$ 1,386.37	\$ 2,021.79	45%	\$ 1,111.98	\$ 750.00
700 Mbps	\$ 2,961.89	35%	\$ 1,925.23	\$ 2,369.51	40%	\$ 1,421.71	\$ 2,073.32	45%	\$ 1,140.33	\$ 750.00
750 Mbps	\$ 3,018.39	35%	\$ 1,961.95	\$ 2,414.70	40%	\$ 1,448.82	\$ 2,112.86	45%	\$ 1,162.07	\$ 750.00
800 Mbps	\$ 3,066.87	35%	\$ 1,993.47	\$ 2,453.49	40%	\$ 1,472.09	\$ 2,146.81	45%	\$ 1,180.75	\$ 750.00
850 Mbps	\$ 3,094.28	35%	\$ 2,011.28	\$ 2,475.42	40%	\$ 1,485.25	\$ 2,166.00	45%	\$ 1,191.30	\$ 750.00
900 Mbps	\$ 3,106.55	35%	\$ 2,019.26	\$ 2,485.25	40%	\$ 1,491.15	\$ 2,174.59	45%	\$ 1,196.02	\$ 750.00
950 Mbps	\$ 3,110.28	35%	\$ 2,021.68	\$ 2,488.23	40%	\$ 1,492.94	\$ 2,177.20	45%	\$ 1,197.46	\$ 750.00
1000 Mbps	\$ 3,144.42	35%	\$ 2,043.87	\$ 2,515.54	40%	\$ 1,509.32	\$ 2,201.09	45%	\$ 1,210.60	\$ 2,000.00
2000 Mbps	\$ 2,878.61	35%	\$ 1,871.10	\$ 2,533.18	40%	\$ 1,519.91	\$ 2,216.53	45%	\$ 1,219.09	\$ 2,000.00
3000 Mbps	\$ 3,211.60	35%	\$ 2,087.54	\$ 2,569.28	40%	\$ 1,541.57	\$ 2,248.12	45%	\$ 1,236.47	\$ 2,000.00
4000 Mbps	\$ 2,944.45	35%	\$ 1,913.89	\$ 2,591.11	40%	\$ 1,554.67	\$ 2,267.23	45%	\$ 1,246.98	\$ 2,000.00
5000 Mbps	\$ 2,977.68	35%	\$ 1,935.49	\$ 2,620.36	40%	\$ 1,572.22	\$ 2,292.82	45%	\$ 1,261.05	\$ 2,000.00
6000 Mbps	\$ 3,007.70	35%	\$ 1,955.01	\$ 2,646.77	40%	\$ 1,588.06	\$ 2,315.93	45%	\$ 1,273.76	\$ 2,000.00

E-Line Ethernet Private Line (EPL) EVC											
2 Mbps	\$ 316.07	35%	\$ 205.45	\$ 252.86	40%	\$ 151.72	\$ 221.25	45%	\$ 121.69	\$ 500.00	
4 Mbps	\$ 419.67	35%	\$ 272.79	\$ 335.74	40%	\$ 201.44	\$ 293.77	45%	\$ 161.57	\$ 500.00	
6 Mbps	\$ 495.37	35%	\$ 321.99	\$ 396.30	40%	\$ 237.78	\$ 346.76	45%	\$ 190.72	\$ 500.00	
8 Mbps	\$ 557.23	35%	\$ 362.20	\$ 445.78	40%	\$ 267.47	\$ 390.06	45%	\$ 214.53	\$ 500.00	
10 Mbps	\$ 610.48	35%	\$ 396.81	\$ 488.38	40%	\$ 293.03	\$ 427.33	45%	\$ 235.03	\$ 500.00	
15 Mbps	\$ 720.59	35%	\$ 468.38	\$ 576.47	40%	\$ 345.88	\$ 504.41	45%	\$ 277.43	\$ 500.00	
20 Mbps	\$ 810.57	35%	\$ 526.87	\$ 648.45	40%	\$ 389.07	\$ 567.40	45%	\$ 312.07	\$ 500.00	
25 Mbps	\$ 888.03	35%	\$ 577.22	\$ 710.42	40%	\$ 426.25	\$ 621.62	45%	\$ 341.89	\$ 500.00	
30 Mbps	\$ 956.78	35%	\$ 621.91	\$ 765.42	40%	\$ 459.25	\$ 669.74	45%	\$ 368.36	\$ 500.00	
35 Mbps	\$ 1,019.04	35%	\$ 662.38	\$ 815.23	40%	\$ 489.14	\$ 713.33	45%	\$ 392.33	\$ 500.00	
40 Mbps	\$ 1,076.24	35%	\$ 699.56	\$ 861.00	40%	\$ 516.60	\$ 753.37	45%	\$ 414.35	\$ 500.00	
45 Mbps	\$ 1,129.36	35%	\$ 734.08	\$ 903.49	40%	\$ 542.09	\$ 790.55	45%	\$ 434.80	\$ 500.00	
50 Mbps	\$ 1,179.09	35%	\$ 766.41	\$ 943.27	40%	\$ 565.96	\$ 825.36	45%	\$ 453.95	\$ 500.00	
55 Mbps	\$ 1,225.96	35%	\$ 796.87	\$ 980.77	40%	\$ 588.46	\$ 858.17	45%	\$ 471.99	\$ 500.00	
60 Mbps	\$ 1,270.38	35%	\$ 825.75	\$ 1,016.30	40%	\$ 609.78	\$ 889.26	45%	\$ 489.09	\$ 500.00	
65 Mbps	\$ 1,312.65	35%	\$ 853.22	\$ 1,050.12	40%	\$ 630.07	\$ 918.86	45%	\$ 505.37	\$ 500.00	
70 Mbps	\$ 1,353.05	35%	\$ 879.48	\$ 1,082.44	40%	\$ 649.46	\$ 947.13	45%	\$ 520.92	\$ 500.00	
75 Mbps	\$ 1,391.77	35%	\$ 904.65	\$ 1,113.42	40%	\$ 668.05	\$ 974.24	45%	\$ 535.83	\$ 500.00	
80 Mbps	\$ 1,429.00	35%	\$ 928.85	\$ 1,143.20	40%	\$ 685.92	\$ 1,000.30	45%	\$ 550.17	\$ 500.00	
85 Mbps	\$ 1,464.87	35%	\$ 952.17	\$ 1,171.90	40%	\$ 703.14	\$ 1,025.41	45%	\$ 563.98	\$ 500.00	
90 Mbps	\$ 1,499.52	35%	\$ 974.69	\$ 1,199.62	40%	\$ 719.77	\$ 1,049.67	45%	\$ 577.32	\$ 500.00	
95 Mbps	\$ 1,533.05	35%	\$ 996.48	\$ 1,226.44	40%	\$ 735.86	\$ 1,073.14	45%	\$ 590.23	\$ 500.00	
100 Mbps	\$ 1,565.55	35%	\$ 1,017.61	\$ 1,252.44	40%	\$ 751.46	\$ 1,095.89	45%	\$ 602.74	\$ 750.00	
150 Mbps	\$ 1,847.95	35%	\$ 1,201.17	\$ 1,478.36	40%	\$ 887.02	\$ 1,293.56	45%	\$ 711.46	\$ 750.00	
200 Mbps	\$ 2,078.69	35%	\$ 1,351.15	\$ 1,662.95	40%	\$ 997.77	\$ 1,455.08	45%	\$ 800.29	\$ 750.00	
250 Mbps	\$ 2,277.33	35%	\$ 1,480.26	\$ 1,821.86	40%	\$ 1,093.12	\$ 1,594.13	45%	\$ 876.77	\$ 750.00	
300 Mbps	\$ 2,453.64	35%	\$ 1,594.87	\$ 1,962.91	40%	\$ 1,177.75	\$ 1,717.55	45%	\$ 944.65	\$ 750.00	
350 Mbps	\$ 2,613.32	35%	\$ 1,698.66	\$ 2,090.65	40%	\$ 1,254.39	\$ 1,829.32	45%	\$ 1,006.13	\$ 750.00	
400 Mbps	\$ 2,760.01	35%	\$ 1,794.01	\$ 2,208.01	40%	\$ 1,324.81	\$ 1,932.01	45%	\$ 1,062.61	\$ 750.00	
450 Mbps	\$ 2,896.22	35%	\$ 1,882.54	\$ 2,316.98	40%	\$ 1,390.19	\$ 2,027.36	45%	\$ 1,115.05	\$ 750.00	
500 Mbps	\$ 2,993.52	35%	\$ 1,945.79	\$ 2,394.82	40%	\$ 1,436.89	\$ 2,095.46	45%	\$ 1,152.50	\$ 750.00	
550 Mbps	\$ 3,096.80	35%	\$ 2,012.92	\$ 2,477.44	40%	\$ 1,486.46	\$ 2,167.76	45%	\$ 1,192.27	\$ 750.00	
600 Mbps	\$ 3,192.70	35%	\$ 2,075.26	\$ 2,554.16	40%	\$ 1,532.50	\$ 2,234.89	45%	\$ 1,229.19	\$ 750.00	
650 Mbps	\$ 3,282.12	35%	\$ 2,133.38	\$ 2,625.69	40%	\$ 1,575.41	\$ 2,297.48	45%	\$ 1,263.61	\$ 750.00	
700 Mbps	\$ 3,365.77	35%	\$ 2,187.75	\$ 2,692.62	40%	\$ 1,615.57	\$ 2,356.04	45%	\$ 1,295.82	\$ 750.00	
750 Mbps	\$ 3,429.98	35%	\$ 2,229.49	\$ 2,743.98	40%	\$ 1,646.39	\$ 2,400.98	45%	\$ 1,320.54	\$ 750.00	
800 Mbps	\$ 3,485.08	35%	\$ 2,265.30	\$ 2,788.07	40%	\$ 1,672.84	\$ 2,439.55	45%	\$ 1,341.75	\$ 750.00	
850 Mbps	\$ 3,516.22	35%	\$ 2,285.54	\$ 2,812.98	40%	\$ 1,687.79	\$ 2,461.35	45%	\$ 1,353.74	\$ 750.00	
900 Mbps	\$ 3,530.17	35%	\$ 2,294.61	\$ 2,824.14	40%	\$ 1,694.48	\$ 2,471.12	45%	\$ 1,359.12	\$ 750.00	
950 Mbps	\$ 3,534.41	35%	\$ 2,297.37	\$ 2,827.53	40%	\$ 1,696.52	\$ 2,474.08	45%	\$ 1,360.74	\$ 750.00	
1000 Mbps	\$ 3,573.21	35%	\$ 2,322.59	\$ 2,858.56	40%	\$ 1,715.14	\$ 2,501.25	45%	\$ 1,375.69	\$ 2,000.00	
2000 Mbps	\$ 3,598.26	35%	\$ 2,338.87	\$ 2,878.61	40%	\$ 1,727.17	\$ 2,518.78	45%	\$ 1,385.33	\$ 2,000.00	
3000 Mbps	\$ 3,649.55	35%	\$ 2,372.21	\$ 2,919.64	40%	\$ 1,751.78	\$ 2,554.68	45%	\$ 1,405.07	\$ 2,000.00	

eLynk Ethernet Virtual Private Line (EVPL) Ethernet Virtual Circuit (EVC) AWS										
10 Mbps	\$ 1,226.76	35%	\$ 797.39	\$ 1,031.41	40%	\$ 618.85	\$ 933.73	45%	\$ 513.55	\$ 500.00
15 Mbps	\$ 1,402.95	35%	\$ 911.92	\$ 1,172.36	40%	\$ 703.42	\$ 1,057.06	45%	\$ 581.38	\$ 500.00
20 Mbps	\$ 1,546.91	35%	\$ 1,005.49	\$ 1,287.53	40%	\$ 772.52	\$ 1,157.84	45%	\$ 636.81	\$ 500.00
25 Mbps	\$ 1,670.84	35%	\$ 1,086.05	\$ 1,386.67	40%	\$ 832.00	\$ 1,244.59	45%	\$ 684.52	\$ 500.00
30 Mbps	\$ 1,780.84	35%	\$ 1,157.55	\$ 1,474.67	40%	\$ 884.80	\$ 1,321.59	45%	\$ 726.87	\$ 500.00
35 Mbps	\$ 1,880.47	35%	\$ 1,222.31	\$ 1,554.37	40%	\$ 932.62	\$ 1,391.33	45%	\$ 765.23	\$ 500.00
40 Mbps	\$ 1,971.99	35%	\$ 1,281.79	\$ 1,627.59	40%	\$ 976.55	\$ 1,455.39	45%	\$ 800.46	\$ 500.00
45 Mbps	\$ 2,056.97	35%	\$ 1,337.03	\$ 1,695.58	40%	\$ 1,017.35	\$ 1,514.88	45%	\$ 833.18	\$ 500.00
50 Mbps	\$ 2,136.54	35%	\$ 1,388.75	\$ 1,759.24	40%	\$ 1,055.54	\$ 1,570.58	45%	\$ 863.82	\$ 500.00
60 Mbps	\$ 2,282.60	35%	\$ 1,483.69	\$ 1,876.08	40%	\$ 1,125.65	\$ 1,672.82	45%	\$ 920.05	\$ 500.00
70 Mbps	\$ 2,414.88	35%	\$ 1,569.67	\$ 1,981.90	40%	\$ 1,189.14	\$ 1,765.41	45%	\$ 970.98	\$ 500.00
80 Mbps	\$ 2,536.40	35%	\$ 1,648.66	\$ 2,079.12	40%	\$ 1,247.47	\$ 1,850.48	45%	\$ 1,017.76	\$ 500.00
90 Mbps	\$ 2,649.24	35%	\$ 1,722.01	\$ 2,169.39	40%	\$ 1,301.63	\$ 1,929.47	45%	\$ 1,061.21	\$ 500.00
100 Mbps	\$ 2,754.89	35%	\$ 1,790.68	\$ 2,253.91	40%	\$ 1,352.35	\$ 2,003.42	45%	\$ 1,101.88	\$ 500.00
150 Mbps	\$ 3,206.72	35%	\$ 2,084.37	\$ 2,615.37	40%	\$ 1,569.22	\$ 2,319.70	45%	\$ 1,275.84	\$ 500.00
200 Mbps	\$ 3,575.90	35%	\$ 2,324.34	\$ 2,910.72	40%	\$ 1,746.43	\$ 2,578.13	45%	\$ 1,417.97	\$ 500.00
250 Mbps	\$ 3,893.73	35%	\$ 2,530.92	\$ 3,164.98	40%	\$ 1,898.99	\$ 2,800.61	45%	\$ 1,540.34	\$ 500.00
300 Mbps	\$ 4,175.82	35%	\$ 2,714.28	\$ 3,390.66	40%	\$ 2,034.40	\$ 2,998.08	45%	\$ 1,648.94	\$ 500.00
350 Mbps	\$ 4,431.31	35%	\$ 2,880.35	\$ 3,595.05	40%	\$ 2,157.03	\$ 3,176.91	45%	\$ 1,747.30	\$ 500.00
400 Mbps	\$ 4,666.02	35%	\$ 3,032.91	\$ 3,782.81	40%	\$ 2,269.69	\$ 3,341.21	45%	\$ 1,837.67	\$ 500.00
450 Mbps	\$ 4,883.96	35%	\$ 3,174.57	N/A	40%	N/A	\$ 3,493.77	45%	\$ 1,921.57	\$ 500.00
500 Mbps	\$ 5,037.13	35%	\$ 3,274.13	\$ 4,079.21	40%	\$ 2,447.53	\$ 3,600.24	45%	\$ 1,980.13	\$ 500.00
600 Mbps	\$ 5,353.32	35%	\$ 3,479.66	\$ 4,331.66	40%	\$ 2,599.00	\$ 4,012.17	45%	\$ 2,206.69	\$ 500.00
700 Mbps	\$ 5,627.74	35%	\$ 3,658.03	\$ 4,550.69	40%	\$ 2,730.41	\$ 3,820.82	45%	\$ 2,101.45	\$ 500.00
800 Mbps	\$ 5,813.87	35%	\$ 3,779.02	\$ 4,698.65	40%	\$ 2,819.19	\$ 4,141.03	45%	\$ 2,277.57	\$ 500.00
900 Mbps	\$ 5,877.78	35%	\$ 3,820.56	\$ 4,748.13	40%	\$ 2,848.88	\$ 4,183.30	45%	\$ 2,300.82	\$ 500.00
1000 Mbps	\$ 5,939.63	35%	\$ 3,860.76	\$ 4,796.20	40%	\$ 2,877.72	\$ 4,224.49	45%	\$ 2,323.47	\$ 1,000.00
2000 Mbps	\$ 5,925.97	35%	\$ 3,851.88	\$ 4,774.53	40%	\$ 2,864.72	\$ 4,198.81	45%	\$ 2,309.35	\$ 1,000.00
3000 Mbps	\$ 5,987.24	35%	\$ 3,891.71	\$ 4,816.42	40%	\$ 2,889.85	\$ 4,232.49	45%	\$ 2,327.87	\$ 1,000.00

eLynk Ethernet Virtual Private Line (EVPL)	Dedicated EVC AWS									
10 Mbps	\$ 1,470.95	35%	\$ 956.12	\$ 1,226.76	40%	\$ 736.06	\$ 1,104.67	45%	\$ 607.57	\$ 500.00
15 Mbps	\$ 1,691.18	35%	\$ 1,099.27	\$ 1,402.95	40%	\$ 841.77	\$ 1,258.83	45%	\$ 692.36	\$ 500.00
20 Mbps	\$ 1,871.14	35%	\$ 1,216.24	\$ 1,546.91	40%	\$ 928.15	\$ 1,384.80	45%	\$ 761.64	\$ 500.00
25 Mbps	\$ 2,026.05	35%	\$ 1,316.93	\$ 1,670.84	40%	\$ 1,002.50	\$ 1,493.24	45%	\$ 821.28	\$ 500.00
30 Mbps	\$ 2,163.55	35%	\$ 1,406.31	\$ 1,780.84	40%	\$ 1,068.50	\$ 1,589.49	45%	\$ 874.22	\$ 500.00
35 Mbps	\$ 2,288.08	35%	\$ 1,487.25	\$ 1,880.47	40%	\$ 1,128.28	\$ 1,676.66	45%	\$ 922.16	\$ 500.00
40 Mbps	\$ 2,402.49	35%	\$ 1,561.62	\$ 1,971.99	40%	\$ 1,183.19	\$ 1,756.74	45%	\$ 966.21	\$ 500.00
45 Mbps	\$ 2,508.72	35%	\$ 1,630.67	\$ 2,056.97	40%	\$ 1,234.18	\$ 1,831.10	45%	\$ 1,007.11	\$ 500.00
50 Mbps	\$ 2,608.18	35%	\$ 1,695.32	\$ 2,136.54	40%	\$ 1,281.92	\$ 1,900.73	45%	\$ 1,045.40	\$ 500.00
60 Mbps	\$ 2,790.75	35%	\$ 1,813.99	\$ 2,282.60	40%	\$ 1,369.56	\$ 2,028.53	45%	\$ 1,115.69	\$ 500.00
70 Mbps	\$ 2,956.10	35%	\$ 1,921.47	\$ 2,414.88	40%	\$ 1,448.93	\$ 2,144.27	45%	\$ 1,179.35	\$ 500.00
80 Mbps	\$ 3,108.00	35%	\$ 2,020.20	\$ 2,536.40	40%	\$ 1,521.84	\$ 2,250.60	45%	\$ 1,237.83	\$ 500.00
90 Mbps	\$ 3,249.05	35%	\$ 2,111.88	\$ 2,649.24	40%	\$ 1,589.54	\$ 2,349.33	45%	\$ 1,292.13	\$ 500.00
100 Mbps	\$ 3,381.11	35%	\$ 2,197.72	\$ 2,754.89	40%	\$ 1,652.93	\$ 2,441.78	45%	\$ 1,342.98	\$ 500.00
150 Mbps	\$ 3,945.89	35%	\$ 2,564.83	\$ 3,206.72	40%	\$ 1,924.03	\$ 2,837.13	45%	\$ 1,560.42	\$ 500.00
200 Mbps	\$ 4,407.38	35%	\$ 2,864.80	\$ 3,575.90	40%	\$ 2,145.54	\$ 3,160.16	45%	\$ 1,738.09	\$ 500.00
250 Mbps	\$ 4,804.66	35%	\$ 3,123.03	\$ 3,893.73	40%	\$ 2,336.24	\$ 3,438.26	45%	\$ 1,891.04	\$ 500.00
300 Mbps	\$ 5,157.28	35%	\$ 3,352.23	\$ 4,175.82	40%	\$ 2,505.49	\$ 3,685.10	45%	\$ 2,026.81	\$ 500.00
350 Mbps	\$ 5,476.63	35%	\$ 3,559.81	\$ 4,431.31	40%	\$ 2,658.79	\$ 3,908.64	45%	\$ 2,149.75	\$ 500.00
400 Mbps	\$ 5,770.02	35%	\$ 3,750.51	\$ 4,666.02	40%	\$ 2,799.61	\$ 4,114.01	45%	\$ 2,262.71	\$ 500.00
450 Mbps	\$ 6,042.45	35%	\$ 3,927.59	\$ 4,883.96	40%	\$ 2,930.38	\$ 4,304.71	45%	\$ 2,367.59	\$ 500.00
500 Mbps	\$ 6,234.53	35%	\$ 4,052.44	\$ 5,037.13	40%	\$ 3,022.28	\$ 4,438.43	45%	\$ 2,441.14	\$ 500.00
600 Mbps	\$ 6,630.40	35%	\$ 4,309.76	\$ 5,353.32	40%	\$ 3,211.99	\$ 4,714.78	45%	\$ 2,593.13	\$ 500.00
700 Mbps	\$ 6,974.05	35%	\$ 4,533.13	\$ 5,627.74	40%	\$ 3,376.64	\$ 4,954.59	45%	\$ 2,725.02	\$ 500.00
800 Mbps	\$ 7,207.90	35%	\$ 4,685.14	\$ 5,813.87	40%	\$ 3,488.32	\$ 5,116.86	45%	\$ 2,814.27	\$ 500.00
900 Mbps	\$ 7,289.85	35%	\$ 4,738.40	\$ 5,877.78	40%	\$ 3,526.67	\$ 5,171.75	45%	\$ 2,844.46	\$ 500.00
1000 Mbps	\$ 7,368.92	35%	\$ 4,789.80	\$ 5,939.63	40%	\$ 3,563.78	\$ 5,224.99	45%	\$ 2,873.74	\$ 1,000.00
2000 Mbps	\$ 7,365.28	35%	\$ 4,787.43	\$ 5,925.97	40%	\$ 3,555.58	\$ 5,206.32	45%	\$ 2,863.48	\$ 1,000.00
3000 Mbps	\$ 7,444.09	35%	\$ 4,838.66	\$ 5,984.27	40%	\$ 3,590.56	\$ 5,254.37	45%	\$ 2,889.90	\$ 1,000.00



eLynk Ethernet Virtual Private Line (EVPL)	Enhanced EVC AWS									
10 Mbps	\$ 1,324.44	35%	\$ 860.89	\$ 1,109.55	40%	\$ 665.73	\$ 1,002.11	45%	\$ 551.16	\$ 500.00
15 Mbps	\$ 1,518.24	35%	\$ 986.86	\$ 1,264.59	40%	\$ 758.75	\$ 1,137.77	45%	\$ 625.77	\$ 500.00
20 Mbps	\$ 1,676.60	35%	\$ 1,089.79	\$ 1,391.28	40%	\$ 834.77	\$ 1,248.62	45%	\$ 686.74	\$ 500.00
25 Mbps	\$ 1,812.93	35%	\$ 1,178.40	\$ 1,500.34	40%	\$ 900.20	\$ 1,344.05	45%	\$ 739.23	\$ 500.00
30 Mbps	\$ 1,933.93	35%	\$ 1,257.05	\$ 1,597.14	40%	\$ 958.28	\$ 1,428.75	45%	\$ 785.81	\$ 500.00
35 Mbps	\$ 2,043.51	35%	\$ 1,328.28	\$ 1,684.81	40%	\$ 1,010.89	\$ 1,505.46	45%	\$ 828.00	\$ 500.00
40 Mbps	\$ 2,144.19	35%	\$ 1,393.72	\$ 1,765.35	40%	\$ 1,059.21	\$ 1,575.93	45%	\$ 866.76	\$ 500.00
45 Mbps	\$ 2,237.67	35%	\$ 1,454.49	\$ 1,840.14	40%	\$ 1,104.08	\$ 1,641.37	45%	\$ 902.75	\$ 500.00
50 Mbps	\$ 2,325.20	35%	\$ 1,511.38	\$ 1,910.16	40%	\$ 1,146.10	\$ 1,702.64	45%	\$ 936.45	\$ 500.00
60 Mbps	\$ 2,485.86	35%	\$ 1,615.81	\$ 2,038.69	40%	\$ 1,223.21	\$ 1,815.10	45%	\$ 998.31	\$ 500.00
70 Mbps	\$ 2,631.36	35%	\$ 1,710.38	\$ 2,155.09	40%	\$ 1,293.05	\$ 1,916.96	45%	\$ 1,054.33	\$ 500.00
80 Mbps	\$ 2,765.04	35%	\$ 1,797.28	\$ 2,262.03	40%	\$ 1,357.22	\$ 2,010.53	45%	\$ 1,105.79	\$ 500.00
90 Mbps	\$ 2,889.16	35%	\$ 1,877.95	\$ 2,361.33	40%	\$ 1,416.80	\$ 2,097.41	45%	\$ 1,153.58	\$ 500.00
100 Mbps	\$ 3,005.38	35%	\$ 1,953.50	\$ 2,454.30	40%	\$ 1,472.58	\$ 2,178.76	45%	\$ 1,198.32	\$ 500.00
150 Mbps	\$ 3,502.39	35%	\$ 2,276.55	\$ 2,851.91	40%	\$ 1,711.15	\$ 2,526.67	45%	\$ 1,389.67	\$ 500.00
200 Mbps	\$ 3,908.49	35%	\$ 2,540.52	\$ 3,176.79	40%	\$ 1,906.07	\$ 2,810.94	45%	\$ 1,546.02	\$ 500.00
250 Mbps	\$ 4,258.10	35%	\$ 2,767.77	\$ 3,456.48	40%	\$ 2,073.89	\$ 3,055.67	45%	\$ 1,680.62	\$ 500.00
300 Mbps	\$ 4,568.41	35%	\$ 2,969.47	\$ 3,704.72	40%	\$ 2,222.83	\$ 3,272.88	45%	\$ 1,800.08	\$ 500.00
350 Mbps	\$ 4,849.44	35%	\$ 3,152.14	\$ 3,929.55	40%	\$ 2,357.73	\$ 3,469.61	45%	\$ 1,908.29	\$ 500.00
400 Mbps	\$ 5,107.62	35%	\$ 3,319.95	\$ 4,136.09	40%	\$ 2,481.65	\$ 3,650.33	45%	\$ 2,007.68	\$ 500.00
450 Mbps	\$ 5,347.35	35%	\$ 3,475.78	\$ 4,327.88	40%	\$ 2,596.73	\$ 3,818.15	45%	\$ 2,099.98	\$ 500.00
500 Mbps	\$ 5,516.09	35%	\$ 3,585.46	\$ 4,462.38	40%	\$ 2,677.43	\$ 3,935.52	45%	\$ 2,164.54	\$ 500.00
600 Mbps	\$ 5,864.15	35%	\$ 3,811.70	\$ 4,740.32	40%	\$ 2,844.19	\$ 4,178.41	45%	\$ 2,298.13	\$ 500.00
700 Mbps	\$ 6,166.26	35%	\$ 4,008.07	\$ 4,981.51	40%	\$ 2,988.91	\$ 4,389.13	45%	\$ 2,414.02	\$ 500.00
800 Mbps	\$ 6,371.49	35%	\$ 4,141.47	\$ 5,144.74	40%	\$ 3,086.84	\$ 4,531.36	45%	\$ 2,492.25	\$ 500.00
900 Mbps	\$ 6,442.61	35%	\$ 4,187.70	\$ 5,199.98	40%	\$ 3,119.99	\$ 4,578.67	45%	\$ 2,518.27	\$ 500.00
1000 Mbps	\$ 6,511.35	35%	\$ 4,232.38	\$ 5,253.57	40%	\$ 3,152.14	\$ 4,624.69	45%	\$ 2,543.58	\$ 1,000.00
2000 Mbps	\$ 6,501.69	35%	\$ 4,226.10	\$ 5,235.11	40%	\$ 3,141.07	\$ 4,601.81	45%	\$ 2,531.00	\$ 1,000.00
3000 Mbps	\$ 6,568.20	35%	\$ 4,269.33	\$ 5,283.56	40%	\$ 3,170.14	\$ 4,641.24	45%	\$ 2,552.68	\$ 1,000.00



eLynk Ethernet Virtual Private Line (EVPL)	Ethernet Virtual Circuit (EVC) Azure										
10 Mbps	\$ 488.38	35%	\$ 317.45	\$ 390.70	40%	\$ 234.42	\$ 341.87	45%	\$ 188.03	\$ 500.00	
15 Mbps	\$ 576.47	35%	\$ 374.71	\$ 461.18	40%	\$ 276.71	\$ 403.53	45%	\$ 221.94	\$ 500.00	
20 Mbps	\$ 648.45	35%	\$ 421.49	\$ 518.76	40%	\$ 311.26	\$ 453.92	45%	\$ 249.66	\$ 500.00	
25 Mbps	\$ 710.42	35%	\$ 461.77	\$ 568.34	40%	\$ 341.00	\$ 497.29	45%	\$ 273.51	\$ 500.00	
30 Mbps	\$ 765.42	35%	\$ 497.52	\$ 612.34	40%	\$ 367.40	\$ 535.80	45%	\$ 294.69	\$ 500.00	
35 Mbps	\$ 815.23	35%	\$ 529.90	\$ 652.19	40%	\$ 391.31	\$ 570.66	45%	\$ 313.86	\$ 500.00	
40 Mbps	\$ 861.00	35%	\$ 559.65	\$ 688.80	40%	\$ 413.28	\$ 602.70	45%	\$ 331.49	\$ 500.00	
45 Mbps	\$ 903.49	35%	\$ 587.27	\$ 722.79	40%	\$ 433.67	\$ 632.44	45%	\$ 347.84	\$ 500.00	
50 Mbps	\$ 943.27	35%	\$ 613.13	\$ 754.62	40%	\$ 452.77	\$ 660.29	45%	\$ 363.16	\$ 500.00	
60 Mbps	\$ 1,016.30	35%	\$ 660.60	\$ 813.04	40%	\$ 487.82	\$ 711.41	45%	\$ 391.28	\$ 500.00	
70 Mbps	\$ 1,082.44	35%	\$ 703.59	\$ 865.95	40%	\$ 519.57	\$ 757.71	45%	\$ 416.74	\$ 500.00	
80 Mbps	\$ 1,143.20	35%	\$ 743.08	\$ 914.56	40%	\$ 548.74	\$ 800.24	45%	\$ 440.13	\$ 500.00	
90 Mbps	\$ 1,199.62	35%	\$ 779.75	\$ 959.70	40%	\$ 575.82	\$ 839.73	45%	\$ 461.85	\$ 500.00	
100 Mbps	\$ 1,252.44	35%	\$ 814.09	\$ 1,001.95	40%	\$ 601.17	\$ 876.71	45%	\$ 482.19	\$ 500.00	
150 Mbps	\$ 1,478.36	35%	\$ 960.93	\$ 1,182.69	40%	\$ 709.61	\$ 1,034.85	45%	\$ 569.17	\$ 500.00	
200 Mbps	\$ 1,662.95	35%	\$ 1,080.92	\$ 1,330.36	40%	\$ 798.22	\$ 1,164.07	45%	\$ 640.24	\$ 500.00	
250 Mbps	\$ 1,821.86	35%	\$ 1,184.21	\$ 1,457.49	40%	\$ 874.49	\$ 1,275.30	45%	\$ 701.42	\$ 500.00	
300 Mbps	\$ 1,962.91	35%	\$ 1,275.89	\$ 1,570.33	40%	\$ 942.20	\$ 1,374.04	45%	\$ 755.72	\$ 500.00	
350 Mbps	\$ 2,090.65	35%	\$ 1,358.92	\$ 1,672.52	40%	\$ 1,003.51	\$ 1,463.46	45%	\$ 804.90	\$ 500.00	
400 Mbps	\$ 2,208.01	35%	\$ 1,435.21	\$ 1,766.41	40%	\$ 1,059.85	\$ 1,545.61	45%	\$ 850.09	\$ 500.00	
450 Mbps	\$ 2,316.98	35%	\$ 1,506.04	\$ 1,853.58	40%	\$ 1,149.51	\$ 1,621.89	45%	\$ 892.04	\$ 500.00	
500 Mbps	\$ 2,394.82	35%	\$ 1,556.63	\$ 1,915.85	40%	\$ 1,226.00	\$ 1,676.37	45%	\$ 922.00	\$ 500.00	
600 Mbps	\$ 2,554.16	35%	\$ 1,660.20	\$ 2,043.33	40%	\$ 1,292.46	\$ 1,787.91	45%	\$ 983.35	\$ 500.00	
700 Mbps	\$ 2,692.62	35%	\$ 1,750.20	\$ 2,154.10	40%	\$ 1,338.27	\$ 1,884.84	45%	\$ 1,036.66	\$ 500.00	
800 Mbps	\$ 2,788.07	35%	\$ 1,812.25	\$ 2,230.45	40%	\$ 1,355.59	\$ 1,951.64	45%	\$ 1,073.40	\$ 500.00	
900 Mbps	\$ 2,824.14	35%	\$ 1,835.69	\$ 2,259.31	40%	\$ 1,372.12	\$ 1,976.89	45%	\$ 1,087.29	\$ 500.00	
1000 Mbps	\$ 2,858.56	35%	\$ 1,858.06	\$ 2,286.86	40%	\$ 1,372.12	\$ 2,001.00	45%	\$ 1,100.55	\$ 1,000.00	
2000 Mbps	\$ 2,878.61	35%	\$ 1,871.10	\$ 2,302.89	40%	\$ 1,381.73	\$ 2,015.03	45%	\$ 1,108.27	\$ 1,000.00	
3000 Mbps	\$ 2,919.64	35%	\$ 1,897.77	\$ 2,335.71	40%	\$ 1,401.43	\$ 2,043.75	45%	\$ 1,124.06	\$ 1,000.00	

eLynk Ethernet Virtual Private Line (EVPL)	Dedicated EVC Azure										
10 Mbps	\$ 610.48	35%	\$ 396.81	\$ 488.38	40%	\$ 293.03	\$ 427.33	45%	\$ 235.03	\$ 500.00	
15 Mbps	\$ 720.59	35%	\$ 468.38	\$ 576.47	40%	\$ 345.88	\$ 504.41	45%	\$ 277.43	\$ 500.00	
20 Mbps	\$ 810.57	35%	\$ 526.87	\$ 648.45	40%	\$ 389.07	\$ 567.40	45%	\$ 312.07	\$ 500.00	
25 Mbps	\$ 888.03	35%	\$ 577.22	\$ 710.42	40%	\$ 426.25	\$ 621.62	45%	\$ 341.89	\$ 500.00	
30 Mbps	\$ 956.78	35%	\$ 621.91	\$ 765.42	40%	\$ 459.25	\$ 669.74	45%	\$ 368.36	\$ 500.00	
35 Mbps	\$ 1,019.04	35%	\$ 662.38	\$ 815.23	40%	\$ 489.14	\$ 713.33	45%	\$ 392.33	\$ 500.00	
40 Mbps	\$ 1,076.24	35%	\$ 699.56	\$ 861.00	40%	\$ 516.60	\$ 753.37	45%	\$ 414.35	\$ 500.00	
45 Mbps	\$ 1,129.36	35%	\$ 734.08	\$ 903.49	40%	\$ 542.09	\$ 790.55	45%	\$ 434.80	\$ 500.00	
50 Mbps	\$ 1,179.09	35%	\$ 766.41	\$ 943.27	40%	\$ 565.96	\$ 825.36	45%	\$ 453.95	\$ 500.00	
60 Mbps	\$ 1,270.38	35%	\$ 825.75	\$ 1,016.30	40%	\$ 609.78	\$ 889.26	45%	\$ 489.09	\$ 500.00	
70 Mbps	\$ 1,353.05	35%	\$ 879.48	\$ 1,082.44	40%	\$ 649.46	\$ 947.13	45%	\$ 520.92	\$ 500.00	
80 Mbps	\$ 1,429.00	35%	\$ 928.85	\$ 1,143.20	40%	\$ 685.92	\$ 1,000.30	45%	\$ 550.17	\$ 500.00	
90 Mbps	\$ 1,499.52	35%	\$ 974.69	\$ 1,199.62	40%	\$ 719.77	\$ 1,049.67	45%	\$ 577.32	\$ 500.00	
100 Mbps	\$ 1,565.55	35%	\$ 1,017.61	\$ 1,252.44	40%	\$ 751.46	\$ 1,095.89	45%	\$ 602.74	\$ 500.00	
150 Mbps	\$ 1,847.95	35%	\$ 1,201.17	\$ 1,478.36	40%	\$ 887.02	\$ 1,293.56	45%	\$ 711.46	\$ 500.00	
200 Mbps	\$ 2,078.69	35%	\$ 1,351.15	\$ 1,662.95	40%	\$ 997.77	\$ 1,455.08	45%	\$ 800.29	\$ 500.00	
250 Mbps	\$ 2,277.33	35%	\$ 1,480.26	\$ 1,821.86	40%	\$ 1,093.12	\$ 1,594.13	45%	\$ 876.77	\$ 500.00	
300 Mbps	\$ 2,453.64	35%	\$ 1,594.87	\$ 1,962.91	40%	\$ 1,177.75	\$ 1,717.55	45%	\$ 944.65	\$ 500.00	
350 Mbps	\$ 2,613.32	35%	\$ 1,698.66	\$ 2,090.65	40%	\$ 1,254.39	\$ 1,829.32	45%	\$ 1,006.13	\$ 500.00	
400 Mbps	\$ 2,760.01	35%	\$ 1,794.01	\$ 2,208.01	40%	\$ 1,324.81	\$ 1,932.01	45%	\$ 1,062.61	\$ 500.00	
450 Mbps	\$ 2,896.22	35%	\$ 1,882.54	\$ 2,316.98	40%	\$ 1,390.19	\$ 2,027.36	45%	\$ 1,115.05	\$ 500.00	
500 Mbps	\$ 2,993.52	35%	\$ 1,945.79	\$ 2,394.82	40%	\$ 1,436.89	\$ 2,095.46	45%	\$ 1,152.50	\$ 500.00	
600 Mbps	\$ 3,192.70	35%	\$ 2,075.26	\$ 2,554.16	40%	\$ 1,532.50	\$ 2,234.89	45%	\$ 1,229.19	\$ 500.00	
700 Mbps	\$ 3,365.77	35%	\$ 2,187.75	\$ 2,692.62	40%	\$ 1,615.57	\$ 2,356.04	45%	\$ 1,295.82	\$ 500.00	
800 Mbps	\$ 3,485.08	35%	\$ 2,265.30	\$ 2,788.07	40%	\$ 1,672.84	\$ 2,439.55	45%	\$ 1,341.75	\$ 500.00	
900 Mbps	\$ 3,530.17	35%	\$ 2,294.61	\$ 2,824.14	40%	\$ 1,694.48	\$ 2,471.12	45%	\$ 1,359.12	\$ 500.00	
1000 Mbps	\$ 3,573.21	35%	\$ 2,322.59	\$ 2,858.56	40%	\$ 1,715.14	\$ 2,501.25	45%	\$ 1,375.69	\$ 1,000.00	
2000 Mbps	\$ 3,598.26	35%	\$ 2,338.87	\$ 2,878.61	40%	\$ 1,727.17	\$ 2,518.78	45%	\$ 1,385.33	\$ 1,000.00	
3000 Mbps	\$ 3,649.55	35%	\$ 2,372.21	\$ 2,919.64	40%	\$ 1,751.78	\$ 2,554.68	45%	\$ 1,405.07	\$ 1,000.00	

eLynk Ethernet Virtual Private Line (EVPL)	Enhanced EVC Azure										
10 Mbps	\$ 537.22	35%	\$ 349.19	\$ 429.77	40%	\$ 257.86	\$ 376.05	45%	\$ 206.83	\$ 500.00	
15 Mbps	\$ 634.12	35%	\$ 412.18	\$ 507.30	40%	\$ 304.38	\$ 443.88	45%	\$ 244.13	\$ 500.00	
20 Mbps	\$ 713.30	35%	\$ 463.65	\$ 570.64	40%	\$ 342.38	\$ 499.31	45%	\$ 274.62	\$ 500.00	
25 Mbps	\$ 781.46	35%	\$ 507.95	\$ 625.17	40%	\$ 375.10	\$ 547.02	45%	\$ 300.86	\$ 500.00	
30 Mbps	\$ 841.96	35%	\$ 547.27	\$ 673.57	40%	\$ 404.14	\$ 589.37	45%	\$ 324.15	\$ 500.00	
35 Mbps	\$ 896.76	35%	\$ 582.89	\$ 717.41	40%	\$ 430.45	\$ 627.73	45%	\$ 345.25	\$ 500.00	
40 Mbps	\$ 947.09	35%	\$ 615.61	\$ 757.68	40%	\$ 454.61	\$ 662.97	45%	\$ 364.63	\$ 500.00	
45 Mbps	\$ 993.84	35%	\$ 646.00	\$ 795.07	40%	\$ 477.04	\$ 695.69	45%	\$ 382.63	\$ 500.00	
50 Mbps	\$ 1,037.60	35%	\$ 674.44	\$ 830.08	40%	\$ 498.05	\$ 726.32	45%	\$ 399.48	\$ 500.00	
60 Mbps	\$ 1,117.93	35%	\$ 726.65	\$ 894.34	40%	\$ 536.60	\$ 782.55	45%	\$ 430.40	\$ 500.00	
70 Mbps	\$ 1,190.68	35%	\$ 773.94	\$ 952.55	40%	\$ 571.53	\$ 833.48	45%	\$ 458.41	\$ 500.00	
80 Mbps	\$ 1,257.52	35%	\$ 817.39	\$ 1,006.02	40%	\$ 603.61	\$ 880.26	45%	\$ 484.14	\$ 500.00	
90 Mbps	\$ 1,319.58	35%	\$ 857.73	\$ 1,055.66	40%	\$ 633.40	\$ 923.71	45%	\$ 508.04	\$ 500.00	
100 Mbps	\$ 1,377.69	35%	\$ 895.50	\$ 1,102.15	40%	\$ 661.29	\$ 964.38	45%	\$ 530.41	\$ 500.00	
150 Mbps	\$ 1,626.19	35%	\$ 1,057.02	\$ 1,300.95	40%	\$ 780.57	\$ 1,138.34	45%	\$ 626.09	\$ 500.00	
200 Mbps	\$ 1,829.25	35%	\$ 1,189.01	\$ 1,463.40	40%	\$ 878.04	\$ 1,280.47	45%	\$ 704.26	\$ 500.00	
250 Mbps	\$ 2,004.05	35%	\$ 1,302.63	\$ 1,603.24	40%	\$ 961.94	\$ 1,402.83	45%	\$ 771.56	\$ 500.00	
300 Mbps	\$ 2,159.20	35%	\$ 1,403.48	\$ 1,727.36	40%	\$ 1,036.42	\$ 1,511.44	45%	\$ 831.29	\$ 500.00	
350 Mbps	\$ 2,299.72	35%	\$ 1,494.82	\$ 1,839.77	40%	\$ 1,103.86	\$ 1,609.80	45%	\$ 885.39	\$ 500.00	
400 Mbps	\$ 2,428.81	35%	\$ 1,578.73	\$ 1,943.05	40%	\$ 1,165.83	\$ 1,700.17	45%	\$ 935.09	\$ 500.00	
450 Mbps	\$ 2,548.68	35%	\$ 1,656.64	\$ 2,038.94	40%	\$ 1,223.36	\$ 1,784.07	45%	\$ 981.24	\$ 500.00	
500 Mbps	\$ 2,634.30	35%	\$ 1,712.30	\$ 2,107.44	40%	\$ 1,264.46	\$ 1,844.00	45%	\$ 1,014.20	\$ 500.00	
600 Mbps	\$ 2,809.57	35%	\$ 1,826.22	\$ 2,247.66	40%	\$ 1,348.60	\$ 1,966.70	45%	\$ 1,081.69	\$ 500.00	
700 Mbps	\$ 2,961.89	35%	\$ 1,925.23	\$ 2,369.51	40%	\$ 1,421.71	\$ 2,073.32	45%	\$ 1,140.33	\$ 500.00	
800 Mbps	\$ 3,066.87	35%	\$ 1,993.47	\$ 2,453.49	40%	\$ 1,472.09	\$ 2,146.81	45%	\$ 1,180.75	\$ 500.00	
900 Mbps	\$ 3,106.55	35%	\$ 2,019.26	\$ 2,485.25	40%	\$ 1,491.15	\$ 2,174.59	45%	\$ 1,196.02	\$ 500.00	
1000 Mbps	\$ 3,144.42	35%	\$ 2,043.87	\$ 2,515.54	40%	\$ 1,509.32	\$ 2,201.09	45%	\$ 1,210.60	\$ 1,000.00	
2000 Mbps	\$ 3,166.47	35%	\$ 2,058.21	\$ 2,533.18	40%	\$ 1,519.91	\$ 2,216.53	45%	\$ 1,219.09	\$ 1,000.00	
3000 Mbps	\$ 3,211.60	35%	\$ 2,087.54	\$ 2,569.28	40%	\$ 1,541.57	\$ 2,248.12	45%	\$ 1,236.47	\$ 1,000.00	

Network Protection Service (NPS)										
1-50mb	\$ 600.00	35%	\$ 390.00	\$ 600.00	40%	\$ 360.00	\$ 600.00	45%	\$ 330.00	\$ 600.00
51-100mb	\$ 1,000.00	35%	\$ 650.00	\$ 1,000.00	40%	\$ 600.00	\$ 1,000.00	45%	\$ 550.00	\$ 1,000.00
101-200mb	\$ 1,250.00	35%	\$ 812.50	\$ 1,250.00	40%	\$ 750.00	\$ 1,250.00	45%	\$ 687.50	\$ 1,250.00
201-500mb	\$ 1,500.00	35%	\$ 975.00	\$ 1,500.00	40%	\$ 900.00	\$ 1,500.00	45%	\$ 825.00	\$ 1,500.00
501-1gb	\$ 2,000.00	35%	\$ 1,300.00	\$ 2,000.00	40%	\$ 1,200.00	\$ 2,000.00	45%	\$ 1,100.00	\$ 2,000.00
2gb	\$ 2,500.00	35%	\$ 1,625.00	\$ 2,500.00	40%	\$ 1,500.00	\$ 2,500.00	45%	\$ 1,375.00	\$ 2,500.00
2.1-4gb	\$ 3,000.00	35%	\$ 1,950.00	\$ 3,000.00	40%	\$ 1,800.00	\$ 3,000.00	45%	\$ 1,650.00	\$ 3,000.00
4.1-10gb	\$ 4,000.00	35%	\$ 2,600.00	\$ 4,000.00	40%	\$ 2,400.00	\$ 4,000.00	45%	\$ 2,200.00	\$ 3,000.00
20gb	\$ 6,000.00	35%	\$ 3,900.00	\$ 6,000.00	40%	\$ 3,600.00	\$ 6,000.00	45%	\$ 3,300.00	\$ 3,000.00
30gb	\$ 8,000.00	35%	\$ 5,200.00	\$ 8,000.00	40%	\$ 4,800.00	\$ 8,000.00	45%	\$ 4,400.00	\$ 3,000.00
40gb	\$ 10,000.00	35%	\$ 6,500.00	\$ 10,000.00	40%	\$ 6,000.00	\$ 10,000.00	45%	\$ 5,500.00	\$ 3,000.00
40.1-100gb	\$ 14,000.00	35%	\$ 9,100.00	\$ 14,000.00	40%	\$ 8,400.00	\$ 14,000.00	45%	\$ 7,700.00	\$ 3,000.00
Flow Based Monitoring	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 1,200.00
<b>Emergency Provisioning (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 10,000.00</b>

<b>DDoS Internet/GRE Always On</b>										
100mb	\$ 6,000.00	35%	\$ 3,900.00	\$ 6,000.00	40%	\$ 3,600.00	\$ 6,000.00	45%	\$ 3,300.00	\$ 4,500.00
200mb	\$ 8,400.00	35%	\$ 5,460.00	\$ 8,400.00	40%	\$ 5,040.00	\$ 8,400.00	45%	\$ 4,620.00	\$ 5,700.00
500mb	\$ 9,900.00	35%	\$ 6,435.00	\$ 9,900.00	40%	\$ 5,940.00	\$ 9,900.00	45%	\$ 5,445.00	\$ 6,900.00
1gb	\$ 14,800.00	35%	\$ 9,620.00	\$ 14,800.00	40%	\$ 8,880.00	\$ 14,800.00	45%	\$ 8,140.00	\$ 8,600.00
2gb	\$ 24,400.00	35%	\$ 15,860.00	\$ 24,400.00	40%	\$ 14,640.00	\$ 24,400.00	45%	\$ 13,420.00	\$ 11,600.00
3gb	\$ 30,600.00	35%	\$ 19,890.00	\$ 30,600.00	40%	\$ 18,360.00	\$ 30,600.00	45%	\$ 16,830.00	\$ 13,900.00
4gb	\$ 35,200.00	35%	\$ 22,880.00	\$ 35,200.00	40%	\$ 21,120.00	\$ 35,200.00	45%	\$ 19,360.00	\$ 16,100.00
5gb	\$ 41,500.00	35%	\$ 26,975.00	\$ 41,500.00	40%	\$ 24,900.00	\$ 41,500.00	45%	\$ 22,825.00	\$ 18,400.00
10gb	\$ 64,000.00	35%	\$ 41,600.00	\$ 64,000.00	40%	\$ 38,400.00	\$ 64,000.00	45%	\$ 35,200.00	\$ 29,440.00
20gb	\$ 78,000.00	35%	\$ 50,700.00	\$ 78,000.00	40%	\$ 46,800.00	\$ 78,000.00	45%	\$ 42,900.00	\$ 29,440.00
30gb	\$ 92,000.00	35%	\$ 59,800.00	\$ 92,000.00	40%	\$ 55,200.00	\$ 92,000.00	45%	\$ 50,600.00	\$ 29,440.00
40gb	\$102,000.00	35%	\$ 66,300.00	\$ 102,000.00	40%	\$ 61,200.00	\$ 102,000.00	45%	\$ 56,100.00	\$ 29,440.00
100gb	\$158,000.00	35%	\$ 102,700.00	\$ 158,000.00	40%	\$ 94,800.00	\$ 158,000.00	45%	\$ 86,900.00	\$ 29,440.00
Mitigation Site w/clean return	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 900.00
Flow Based Monitoring	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 1,200.00
Additional Protected Subnets	\$ 24,000.00	35%	\$ 15,600.00	\$ 24,000.00	40%	\$ 14,400.00	\$ 24,000.00	45%	\$ 13,200.00	\$ 4,800.00
Additional 2FA Tokens	\$ 100.00	35%	\$ 65.00	\$ 100.00	40%	\$ 60.00	\$ 100.00	45%	\$ 55.00	\$ 250.00
<b>Emergency Provisioning (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 10,000.00</b>

<b>DDoS IPVPN Direct Always On</b>										
100mb	\$ 6,000.00	35%	\$ 3,900.00	\$ 6,000.00	40%	\$ 3,600.00	\$ 6,000.00	45%	\$ 3,300.00	\$ 4,500.00
200mb	\$ 8,400.00	35%	\$ 5,460.00	\$ 8,400.00	40%	\$ 5,040.00	\$ 8,400.00	45%	\$ 4,620.00	\$ 5,700.00
500mb	\$ 9,900.00	35%	\$ 6,435.00	\$ 9,900.00	40%	\$ 5,940.00	\$ 9,900.00	45%	\$ 5,445.00	\$ 6,900.00
1gb	\$ 14,800.00	35%	\$ 9,620.00	\$ 14,800.00	40%	\$ 8,880.00	\$ 14,800.00	45%	\$ 8,140.00	\$ 8,600.00
2gb	\$ 24,400.00	35%	\$ 15,860.00	\$ 24,400.00	40%	\$ 14,640.00	\$ 24,400.00	45%	\$ 13,420.00	\$ 11,600.00
3gb	\$ 30,600.00	35%	\$ 19,890.00	\$ 30,600.00	40%	\$ 18,360.00	\$ 30,600.00	45%	\$ 16,830.00	\$ 13,900.00
4gb	\$ 35,200.00	35%	\$ 22,880.00	\$ 35,200.00	40%	\$ 21,120.00	\$ 35,200.00	45%	\$ 19,360.00	\$ 16,100.00
5gb	\$ 41,500.00	35%	\$ 26,975.00	\$ 41,500.00	40%	\$ 24,900.00	\$ 41,500.00	45%	\$ 22,825.00	\$ 18,400.00
10gb	\$ 64,000.00	35%	\$ 41,600.00	\$ 64,000.00	40%	\$ 38,400.00	\$ 64,000.00	45%	\$ 35,200.00	\$ 29,440.00
20gb	\$ 78,000.00	35%	\$ 50,700.00	\$ 78,000.00	40%	\$ 46,800.00	\$ 78,000.00	45%	\$ 42,900.00	\$ 29,440.00
30gb	\$ 92,000.00	35%	\$ 59,800.00	\$ 92,000.00	40%	\$ 55,200.00	\$ 92,000.00	45%	\$ 50,600.00	\$ 29,440.00
40gb	\$102,000.00	35%	\$ 66,300.00	\$ 102,000.00	40%	\$ 61,200.00	\$ 102,000.00	45%	\$ 56,100.00	\$ 29,440.00
100gb	\$158,000.00	35%	\$ 102,700.00	\$ 158,000.00	40%	\$ 94,800.00	\$ 158,000.00	45%	\$ 86,900.00	\$ 29,440.00
Mitigation Site w/clean return	\$ 1,200.00	35%	\$ 780.00	\$ 1,200.00	40%	\$ 720.00	\$ 1,200.00	45%	\$ 660.00	\$ 1,200.00
Flow Based Monitoring	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 1,200.00
Additional Protected Subnets	\$ 24,000.00	35%	\$ 15,600.00	\$ 24,000.00	40%	\$ 14,400.00	\$ 24,000.00	45%	\$ 13,200.00	\$ 4,800.00
Additional 2FA Tokens	\$ 100.00	35%	\$ 65.00	\$ 100.00	40%	\$ 60.00	\$ 100.00	45%	\$ 55.00	\$ 250.00
<b>Emergency Provisioning (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 10,000.00</b>

<b>DDoS Internet/GRE On Demand</b>										
100mb	\$ 3,500.00	35%	\$ 2,275.00	\$ 3,500.00	40%	\$ 2,100.00	\$ 3,500.00	45%	\$ 1,925.00	\$ 4,500.00
200mb	\$ 5,000.00	35%	\$ 3,250.00	\$ 5,000.00	40%	\$ 3,000.00	\$ 5,000.00	45%	\$ 2,750.00	\$ 5,700.00
500mb	\$ 6,000.00	35%	\$ 3,900.00	\$ 6,000.00	40%	\$ 3,600.00	\$ 6,000.00	45%	\$ 3,300.00	\$ 6,900.00
1bg	\$ 8,250.00	35%	\$ 5,362.50	\$ 8,250.00	40%	\$ 4,950.00	\$ 8,250.00	45%	\$ 4,537.50	\$ 8,600.00
2gb	\$ 13,000.00	35%	\$ 8,450.00	\$ 13,000.00	40%	\$ 7,800.00	\$ 13,000.00	45%	\$ 7,150.00	\$ 11,600.00
3gb	\$ 15,600.00	35%	\$ 10,140.00	\$ 15,600.00	40%	\$ 9,360.00	\$ 15,600.00	45%	\$ 8,580.00	\$ 13,900.00
4gb	\$ 18,400.00	35%	\$ 11,960.00	\$ 18,400.00	40%	\$ 11,040.00	\$ 18,400.00	45%	\$ 10,120.00	\$ 16,100.00
5gb	\$ 21,000.00	35%	\$ 13,650.00	\$ 21,000.00	40%	\$ 12,600.00	\$ 21,000.00	45%	\$ 11,550.00	\$ 18,400.00
10gb	\$ 33,000.00	35%	\$ 21,450.00	\$ 33,000.00	40%	\$ 19,800.00	\$ 33,000.00	45%	\$ 18,150.00	\$ 29,440.00
20gb	\$ 41,000.00	35%	\$ 26,650.00	\$ 41,000.00	40%	\$ 24,600.00	\$ 41,000.00	45%	\$ 22,550.00	\$ 29,440.00
30gb	\$ 48,000.00	35%	\$ 31,200.00	\$ 48,000.00	40%	\$ 28,800.00	\$ 48,000.00	45%	\$ 26,400.00	\$ 29,440.00
40gb	\$ 53,000.00	35%	\$ 34,450.00	\$ 53,000.00	40%	\$ 31,800.00	\$ 53,000.00	45%	\$ 29,150.00	\$ 29,440.00
100gb	\$ 81,000.00	35%	\$ 52,650.00	\$ 81,000.00	40%	\$ 48,600.00	\$ 81,000.00	45%	\$ 44,550.00	\$ 29,440.00
Mitigation Site w/clean return	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 900.00
Flow Based Monitoring	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 1,200.00
Additional Protected Subnets	\$ 24,000.00	35%	\$ 15,600.00	\$ 24,000.00	40%	\$ 14,400.00	\$ 24,000.00	45%	\$ 13,200.00	\$ 4,800.00
Additional 2FA Tokens	\$ 100.00	35%	\$ 65.00	\$ 100.00	40%	\$ 60.00	\$ 100.00	45%	\$ 55.00	\$ 250.00
<b>Emergency Provisioning (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 10,000.00</b>

<b>DDoS IPVPN Direct On Demand</b>										
100mb	\$ 3,500.00	35%	\$ 2,275.00	\$ 3,500.00	40%	\$ 2,100.00	\$ 3,500.00	45%	\$ 1,925.00	\$ 4,500.00
200mb	\$ 5,000.00	35%	\$ 3,250.00	\$ 5,000.00	40%	\$ 3,000.00	\$ 5,000.00	45%	\$ 2,750.00	\$ 5,700.00
500mb	\$ 6,000.00	35%	\$ 3,900.00	\$ 6,000.00	40%	\$ 3,600.00	\$ 6,000.00	45%	\$ 3,300.00	\$ 6,900.00
1bg	\$ 8,250.00	35%	\$ 5,362.50	\$ 8,250.00	40%	\$ 4,950.00	\$ 8,250.00	45%	\$ 4,537.50	\$ 8,600.00
2gb	\$ 13,000.00	35%	\$ 8,450.00	\$ 13,000.00	40%	\$ 7,800.00	\$ 13,000.00	45%	\$ 7,150.00	\$ 11,600.00
3gb	\$ 15,600.00	35%	\$ 10,140.00	\$ 15,600.00	40%	\$ 9,360.00	\$ 15,600.00	45%	\$ 8,580.00	\$ 13,900.00
4gb	\$ 18,400.00	35%	\$ 11,960.00	\$ 18,400.00	40%	\$ 11,040.00	\$ 18,400.00	45%	\$ 10,120.00	\$ 16,100.00
5gb	\$ 21,000.00	35%	\$ 13,650.00	\$ 21,000.00	40%	\$ 12,600.00	\$ 21,000.00	45%	\$ 11,550.00	\$ 18,400.00
10gb	\$ 33,000.00	35%	\$ 21,450.00	\$ 33,000.00	40%	\$ 19,800.00	\$ 33,000.00	45%	\$ 18,150.00	\$ 29,440.00
20gb	\$ 41,000.00	35%	\$ 26,650.00	\$ 41,000.00	40%	\$ 24,600.00	\$ 41,000.00	45%	\$ 22,550.00	\$ 29,440.00
30gb	\$ 48,000.00	35%	\$ 31,200.00	\$ 48,000.00	40%	\$ 28,800.00	\$ 48,000.00	45%	\$ 26,400.00	\$ 29,440.00
40gb	\$ 53,000.00	35%	\$ 34,450.00	\$ 53,000.00	40%	\$ 31,800.00	\$ 53,000.00	45%	\$ 29,150.00	\$ 29,440.00
100gb	\$ 81,000.00	35%	\$ 52,650.00	\$ 81,000.00	40%	\$ 48,600.00	\$ 81,000.00	45%	\$ 44,550.00	\$ 29,440.00
Mitigation Site w/clean return	\$ 1,200.00	35%	\$ 780.00	\$ 1,200.00	40%	\$ 720.00	\$ 1,200.00	45%	\$ 660.00	\$ 1,200.00
Flow Based Monitoring	\$ 900.00	35%	\$ 585.00	\$ 900.00	40%	\$ 540.00	\$ 900.00	45%	\$ 495.00	\$ 1,200.00
Additional Protected Subnets	\$ 24,000.00	35%	\$ 15,600.00	\$ 24,000.00	40%	\$ 14,400.00	\$ 24,000.00	45%	\$ 13,200.00	\$ 4,800.00
Additional 2FA Tokens	\$ 100.00	35%	\$ 65.00	\$ 100.00	40%	\$ 60.00	\$ 100.00	45%	\$ 55.00	\$ 250.00
<b>Emergency Provisioning (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 10,000.00</b>

<b>FlexVoice FastE PRI</b>										
4 Call Paths	\$ 400.00	35%	\$ 260.00	\$ 320.00	40%	\$ 192.00	\$ 280.00	45%	\$ 154.00	\$ 500.00
9 Call Paths	\$ 400.00	35%	\$ 260.00	\$ 320.00	40%	\$ 192.00	\$ 280.00	45%	\$ 154.00	\$ 500.00
16 Call Paths	\$ 450.00	35%	\$ 292.50	\$ 360.00	40%	\$ 216.00	\$ 315.00	45%	\$ 173.25	\$ 500.00
22 Call Paths	\$ 475.00	35%	\$ 308.75	\$ 380.00	40%	\$ 228.00	\$ 332.00	45%	\$ 182.60	\$ 500.00
31 Call Paths	\$ 665.00	35%	\$ 432.25	\$ 532.00	40%	\$ 319.20	\$ 465.00	45%	\$ 255.75	\$ 500.00
38 Call Paths	\$ 760.00	35%	\$ 494.00	\$ 608.00	40%	\$ 364.80	\$ 532.00	45%	\$ 292.60	\$ 500.00
Enterprise Shared LD	\$ 5.00	N/A	\$ 5.00	\$ 5.00	N/A	\$ 5.00	\$ 5.00	N/A	\$ 5.00	\$ 15.00
Individual Telephone Numbers	\$ 0.15	N/A	\$ 0.15	\$ 0.15	N/A	\$ 0.15	\$ 0.15	N/A	\$ 0.15	\$ 0.35

<b>FlexVoice FastE Analog</b>										
4 Call Paths	\$ 400.00	35%	\$ 260.00	\$ 320.00	40%	\$ 192.00	\$ 280.00	45%	\$ 154.00	\$ 500.00
8 Call Paths	\$ 400.00	35%	\$ 260.00	\$ 320.00	40%	\$ 192.00	\$ 280.00	45%	\$ 154.00	\$ 500.00
12 Call Paths	\$ 425.00	35%	\$ 276.25	\$ 340.00	40%	\$ 204.00	\$ 297.00	45%	\$ 163.35	\$ 500.00
18 Call Paths	\$ 450.00	35%	\$ 292.50	\$ 360.00	40%	\$ 216.00	\$ 315.00	45%	\$ 173.25	\$ 500.00
24 Call Paths	\$ 475.00	35%	\$ 308.75	\$ 380.00	40%	\$ 228.00	\$ 332.00	45%	\$ 182.60	\$ 500.00

<b>FlexVoice FastE PRI and Analog</b>										
8 Call Paths	\$ 400.00	35%	\$ 260.00	\$ 320.00	40%	\$ 192.00	\$ 280.00	45%	\$ 154.00	\$ 500.00
13 Call Paths	\$ 425.00	35%	\$ 276.25	\$ 340.00	40%	\$ 204.00	\$ 297.00	45%	\$ 163.35	\$ 500.00
20 Call Paths	\$ 450.00	35%	\$ 292.50	\$ 360.00	40%	\$ 216.00	\$ 315.00	45%	\$ 173.25	\$ 500.00
26 Call Paths	\$ 570.00	35%	\$ 370.50	\$ 456.00	40%	\$ 273.60	\$ 399.00	45%	\$ 219.45	\$ 500.00
35 Call Paths	\$ 665.00	35%	\$ 432.25	\$ 532.00	40%	\$ 319.20	\$ 465.00	45%	\$ 255.75	\$ 500.00
42 Call Paths	\$ 855.00	35%	\$ 555.75	\$ 684.00	40%	\$ 410.40	\$ 598.00	45%	\$ 328.90	\$ 500.00
Enterprise Shared LD	\$ 5.00	N/A	\$ 5.00	\$ 5.00	N/A	\$ 5.00	\$ 5.00	N/A	\$ 5.00	\$ 15.00
Individual Telephone Numbers	\$ 0.15	N/A	\$ 0.15	\$ 0.15	N/A	\$ 0.15	\$ 0.15	N/A	\$ 0.15	\$ 0.35

Integrated IP VPN MPLS Service										
2 Mbps	\$ 386.00	35%	\$ 250.90	\$ 347.40	40%	\$ 208.44	\$ 328.10	45%	\$ 180.46	\$ 500.00
4 Mbps	\$ 400.00	35%	\$ 260.00	\$ 360.00	40%	\$ 216.00	\$ 340.00	45%	\$ 187.00	\$ 500.00
6 Mbps	\$ 424.00	35%	\$ 275.60	\$ 378.04	40%	\$ 226.82	\$ 357.03	45%	\$ 196.37	\$ 500.00
8 Mbps	\$ 436.00	35%	\$ 283.40	\$ 392.40	40%	\$ 235.44	\$ 370.60	45%	\$ 203.83	\$ 500.00
10 Mbps	\$ 459.60	35%	\$ 298.74	\$ 413.64	40%	\$ 248.18	\$ 390.66	45%	\$ 214.86	\$ 500.00
15 Mbps	\$ 550.30	35%	\$ 357.70	\$ 495.27	40%	\$ 297.16	\$ 457.75	45%	\$ 251.76	\$ 500.00
20 Mbps	\$ 581.40	35%	\$ 377.91	\$ 523.26	40%	\$ 313.96	\$ 494.19	45%	\$ 271.80	\$ 500.00
25 Mbps	\$ 625.75	35%	\$ 406.74	\$ 563.18	40%	\$ 337.91	\$ 531.89	45%	\$ 292.54	\$ 500.00
30 Mbps	\$ 639.70	35%	\$ 415.81	\$ 575.73	40%	\$ 345.44	\$ 543.74	45%	\$ 299.06	\$ 500.00
35 Mbps	\$ 676.80	35%	\$ 439.92	\$ 609.12	40%	\$ 365.47	\$ 575.28	45%	\$ 316.40	\$ 500.00
39 Mbps	\$ 698.40	35%	\$ 453.96	\$ 628.56	40%	\$ 377.14	\$ 593.64	45%	\$ 326.50	\$ 500.00
45 Mbps	\$ 721.90	35%	\$ 469.24	\$ 649.71	40%	\$ 389.83	\$ 613.62	45%	\$ 337.49	\$ 500.00
50 Mbps	\$ 734.00	35%	\$ 477.10	\$ 660.60	40%	\$ 396.36	\$ 623.90	45%	\$ 343.15	\$ 500.00
55 Mbps	\$ 752.30	35%	\$ 489.00	\$ 677.07	40%	\$ 406.24	\$ 639.45	45%	\$ 351.70	\$ 500.00
60 Mbps	\$ 762.40	35%	\$ 495.56	\$ 686.16	40%	\$ 411.70	\$ 648.04	45%	\$ 356.42	\$ 500.00
65 Mbps	\$ 782.50	35%	\$ 508.63	\$ 704.25	40%	\$ 422.55	\$ 665.13	45%	\$ 365.82	\$ 500.00
70 Mbps	\$ 797.20	35%	\$ 518.18	\$ 717.48	40%	\$ 430.49	\$ 677.62	45%	\$ 372.69	\$ 500.00
75 Mbps	\$ 814.75	35%	\$ 529.59	\$ 733.28	40%	\$ 439.97	\$ 692.54	45%	\$ 380.90	\$ 500.00
80 Mbps	\$ 828.00	35%	\$ 538.20	\$ 745.20	40%	\$ 447.12	\$ 703.80	45%	\$ 387.09	\$ 500.00
85 Mbps	\$ 844.60	35%	\$ 548.99	\$ 760.14	40%	\$ 456.08	\$ 717.91	45%	\$ 394.85	\$ 500.00
90 Mbps	\$ 857.80	35%	\$ 557.57	\$ 772.02	40%	\$ 463.21	\$ 729.13	45%	\$ 401.02	\$ 500.00
95 Mbps	\$ 896.10	35%	\$ 582.47	\$ 806.49	40%	\$ 483.89	\$ 761.69	45%	\$ 418.93	\$ 500.00
100 Mbps	\$ 933.00	35%	\$ 606.45	\$ 839.70	40%	\$ 503.82	\$ 793.05	45%	\$ 436.18	\$ 500.00
150 Mbps	\$ 1,184.50	35%	\$ 769.93	\$ 1,066.05	40%	\$ 639.63	\$ 1,006.83	45%	\$ 553.76	\$ 500.00
200 Mbps	\$ 1,324.00	35%	\$ 860.60	\$ 1,191.60	40%	\$ 714.96	\$ 1,125.40	45%	\$ 618.97	\$ 500.00
250 Mbps	\$ 1,482.50	35%	\$ 963.63	\$ 1,334.25	40%	\$ 800.55	\$ 1,250.13	45%	\$ 687.57	\$ 500.00
300 Mbps	\$ 1,582.00	35%	\$ 1,028.30	\$ 1,423.80	40%	\$ 854.28	\$ 1,344.70	45%	\$ 739.59	\$ 500.00
350 Mbps	\$ 1,773.00	35%	\$ 1,152.45	\$ 1,595.70	40%	\$ 957.42	\$ 1,507.05	45%	\$ 828.88	\$ 500.00
400 Mbps	\$ 1,944.00	35%	\$ 1,263.60	\$ 1,749.60	40%	\$ 1,049.76	\$ 1,652.40	45%	\$ 908.82	\$ 500.00
450 Mbps	\$ 2,084.50	35%	\$ 1,354.93	\$ 1,876.05	40%	\$ 1,125.63	\$ 1,771.83	45%	\$ 974.51	\$ 500.00
500 Mbps	\$ 2,200.00	35%	\$ 1,430.00	\$ 1,980.00	40%	\$ 1,188.00	\$ 1,870.00	45%	\$ 1,028.50	\$ 500.00
600 Mbps	\$ 2,362.00	35%	\$ 1,535.30	\$ 2,125.80	40%	\$ 1,275.48	\$ 2,007.70	45%	\$ 1,104.24	\$ 500.00
700 Mbps	\$ 2,543.00	35%	\$ 1,652.95	\$ 2,288.70	40%	\$ 1,373.22	\$ 2,151.55	45%	\$ 1,183.35	\$ 500.00
800 Mbps	\$ 2,708.00	35%	\$ 1,760.20	\$ 2,437.20	40%	\$ 1,462.32	\$ 2,301.80	45%	\$ 1,265.99	\$ 500.00
900 Mbps	\$ 2,863.00	35%	\$ 1,860.95	\$ 2,576.70	40%	\$ 1,546.02	\$ 2,433.55	45%	\$ 1,338.45	\$ 500.00
1000 Mbps	\$ 2,970.00	35%	\$ 1,930.50	\$ 2,673.00	40%	\$ 1,603.80	\$ 2,524.50	45%	\$ 1,388.48	\$ 1,000.00
1500 Mbps	\$ 4,075.00	35%	\$ 2,648.75	\$ 3,667.50	40%	\$ 2,200.50	\$ 3,463.75	45%	\$ 1,905.06	\$ 1,000.00
2000 Mbps	\$ 4,960.00	35%	\$ 3,224.00	\$ 4,464.00	40%	\$ 2,678.40	\$ 4,216.00	45%	\$ 2,318.80	\$ 1,000.00
3000 Mbps	\$ 7,390.00	35%	\$ 4,803.50	\$ 6,651.00	40%	\$ 3,990.60	\$ 6,281.50	45%	\$ 3,454.83	\$ 1,000.00
4000 Mbps	\$ 8,340.00	35%	\$ 5,421.00	\$ 7,506.00	40%	\$ 4,503.60	\$ 7,089.00	45%	\$ 3,898.95	\$ 1,000.00
5000 Mbps	\$ 9,900.00	35%	\$ 6,435.00	\$ 8,910.00	40%	\$ 5,346.00	\$ 8,415.00	45%	\$ 4,628.25	\$ 1,000.00
6000 Mbps	\$ 11,860.00	35%	\$ 7,709.00	\$ 10,674.00	40%	\$ 6,404.40	\$ 10,081.00	45%	\$ 5,544.55	\$ 1,000.00
7000 Mbps	\$ 12,630.00	35%	\$ 8,209.50	\$ 11,367.00	40%	\$ 6,820.20	\$ 10,735.50	45%	\$ 5,904.53	\$ 1,000.00
8000 Mbps	\$ 13,220.00	35%	\$ 8,593.00	\$ 11,898.00	40%	\$ 7,138.80	\$ 11,237.00	45%	\$ 6,180.35	\$ 1,000.00
9000 Mbps	\$ 14,860.00	35%	\$ 9,659.00	\$ 13,374.00	40%	\$ 8,024.40	\$ 12,631.00	45%	\$ 6,947.05	\$ 1,000.00
10000 Mbps	\$ 16,500.00	35%	\$ 10,725.00	\$ 14,850.00	40%	\$ 8,910.00	\$ 14,025.00	45%	\$ 7,713.75	\$ 1,000.00
* Lumen Offers Quality of Service levels -referred to as "CoS" or Class of Service - are Premium/Premium+, Enhanced/Enhanced+, Basic/Basic+										
* Customers may purchase any of 6 service classes for bandwidths										
* International IP VPN is also available on an Individual Case Basis.										



Integrated IPVPN MPLS Service										
Multi-Service IP VPN & Dedicated Internet Access										
2 Mbps	\$ 386.00	35%	\$ 250.90	\$ 347.40	40%	\$ 208.44	\$ 328.10	45%	\$ 180.46	\$ 500.00
4 Mbps	\$ 400.00	35%	\$ 260.00	\$ 360.00	40%	\$ 216.00	\$ 340.00	45%	\$ 187.00	\$ 500.00
6 Mbps	\$ 424.00	35%	\$ 275.60	\$ 378.04	40%	\$ 226.82	\$ 357.03	45%	\$ 196.37	\$ 500.00
8 Mbps	\$ 436.00	35%	\$ 283.40	\$ 392.40	40%	\$ 235.44	\$ 370.60	45%	\$ 203.83	\$ 500.00
10 Mbps	\$ 459.60	35%	\$ 298.74	\$ 413.64	40%	\$ 248.18	\$ 390.66	45%	\$ 214.86	\$ 500.00
15 Mbps	\$ 550.30	35%	\$ 357.70	\$ 495.27	40%	\$ 297.16	\$ 457.75	45%	\$ 251.76	\$ 500.00
20 Mbps	\$ 581.40	35%	\$ 377.91	\$ 523.26	40%	\$ 313.96	\$ 494.19	45%	\$ 271.80	\$ 500.00
25 Mbps	\$ 625.75	35%	\$ 406.74	\$ 563.18	40%	\$ 337.91	\$ 531.89	45%	\$ 292.54	\$ 500.00
30 Mbps	\$ 639.70	35%	\$ 415.81	\$ 575.73	40%	\$ 345.44	\$ 543.74	45%	\$ 299.06	\$ 500.00
35 Mbps	\$ 676.80	35%	\$ 439.92	\$ 609.12	40%	\$ 365.47	\$ 575.28	45%	\$ 316.40	\$ 500.00
39 Mbps	\$ 698.40	35%	\$ 453.96	\$ 628.56	40%	\$ 377.14	\$ 593.64	45%	\$ 326.50	\$ 500.00
45 Mbps	\$ 721.90	35%	\$ 469.24	\$ 649.71	40%	\$ 389.83	\$ 613.62	45%	\$ 337.49	\$ 500.00
50 Mbps	\$ 734.00	35%	\$ 477.10	\$ 660.60	40%	\$ 396.36	\$ 623.90	45%	\$ 343.15	\$ 500.00
55 Mbps	\$ 752.30	35%	\$ 489.00	\$ 677.07	40%	\$ 406.24	\$ 639.45	45%	\$ 351.70	\$ 500.00
60 Mbps	\$ 762.40	35%	\$ 495.56	\$ 686.16	40%	\$ 411.70	\$ 648.04	45%	\$ 356.42	\$ 500.00
65 Mbps	\$ 782.50	35%	\$ 508.63	\$ 704.25	40%	\$ 422.55	\$ 665.13	45%	\$ 365.82	\$ 500.00
70 Mbps	\$ 797.20	35%	\$ 518.18	\$ 717.48	40%	\$ 430.49	\$ 677.62	45%	\$ 372.69	\$ 500.00
75 Mbps	\$ 814.75	35%	\$ 529.59	\$ 733.28	40%	\$ 439.97	\$ 692.54	45%	\$ 380.90	\$ 500.00
80 Mbps	\$ 828.00	35%	\$ 538.20	\$ 745.20	40%	\$ 447.12	\$ 703.80	45%	\$ 387.09	\$ 500.00
85 Mbps	\$ 844.60	35%	\$ 548.99	\$ 760.14	40%	\$ 456.08	\$ 717.91	45%	\$ 394.85	\$ 500.00
90 Mbps	\$ 857.80	35%	\$ 557.57	\$ 772.02	40%	\$ 463.21	\$ 729.13	45%	\$ 401.02	\$ 500.00
95 Mbps	\$ 896.10	35%	\$ 582.47	\$ 806.49	40%	\$ 483.89	\$ 761.69	45%	\$ 418.93	\$ 500.00
100 Mbps	\$ 933.00	35%	\$ 606.45	\$ 839.70	40%	\$ 503.82	\$ 793.05	45%	\$ 436.18	\$ 500.00
150 Mbps	\$ 1,184.50	35%	\$ 769.93	\$ 1,066.05	40%	\$ 639.63	\$ 1,006.83	45%	\$ 553.76	\$ 500.00
200 Mbps	\$ 1,324.00	35%	\$ 860.60	\$ 1,191.60	40%	\$ 714.96	\$ 1,125.40	45%	\$ 618.97	\$ 500.00
250 Mbps	\$ 1,482.50	35%	\$ 963.63	\$ 1,334.25	40%	\$ 800.55	\$ 1,250.13	45%	\$ 687.57	\$ 500.00
300 Mbps	\$ 1,582.00	35%	\$ 1,028.30	\$ 1,423.80	40%	\$ 854.28	\$ 1,344.70	45%	\$ 739.59	\$ 500.00
350 Mbps	\$ 1,773.00	35%	\$ 1,152.45	\$ 1,595.70	40%	\$ 957.42	\$ 1,507.05	45%	\$ 828.88	\$ 500.00
400 Mbps	\$ 1,944.00	35%	\$ 1,263.60	\$ 1,749.60	40%	\$ 1,049.76	\$ 1,652.40	45%	\$ 908.82	\$ 500.00
450 Mbps	\$ 2,084.50	35%	\$ 1,354.93	\$ 1,876.05	40%	\$ 1,125.63	\$ 1,771.83	45%	\$ 974.51	\$ 500.00
500 Mbps	\$ 2,200.00	35%	\$ 1,430.00	\$ 1,980.00	40%	\$ 1,188.00	\$ 1,870.00	45%	\$ 1,028.50	\$ 500.00
600 Mbps	\$ 2,362.00	35%	\$ 1,535.30	\$ 2,125.80	40%	\$ 1,275.48	\$ 2,007.70	45%	\$ 1,104.24	\$ 500.00
700 Mbps	\$ 2,543.00	35%	\$ 1,652.95	\$ 2,288.70	40%	\$ 1,373.22	\$ 2,151.55	45%	\$ 1,183.35	\$ 500.00
800 Mbps	\$ 2,708.00	35%	\$ 1,760.20	\$ 2,437.20	40%	\$ 1,462.32	\$ 2,301.80	45%	\$ 1,265.99	\$ 500.00
900 Mbps	\$ 2,863.00	35%	\$ 1,860.95	\$ 2,576.70	40%	\$ 1,546.02	\$ 2,433.55	45%	\$ 1,338.45	\$ 500.00
1000 Mbps	\$ 2,970.00	35%	\$ 1,930.50	\$ 2,673.00	40%	\$ 1,603.80	\$ 2,524.50	45%	\$ 1,388.48	\$ 1,000.00
1500 Mbps	\$ 4,075.00	35%	\$ 2,648.75	\$ 3,667.50	40%	\$ 2,200.50	\$ 3,463.75	45%	\$ 1,905.06	\$ 1,000.00
2000 Mbps	\$ 4,960.00	35%	\$ 3,224.00	\$ 4,464.00	40%	\$ 2,678.40	\$ 4,216.00	45%	\$ 2,318.80	\$ 1,000.00
3000 Mbps	\$ 7,390.00	35%	\$ 4,803.50	\$ 6,651.00	40%	\$ 3,990.60	\$ 6,281.50	45%	\$ 3,454.83	\$ 1,000.00
4000 Mbps	\$ 8,340.00	35%	\$ 5,421.00	\$ 7,506.00	40%	\$ 4,503.60	\$ 7,089.00	45%	\$ 3,898.95	\$ 1,000.00
5000 Mbps	\$ 9,900.00	35%	\$ 6,435.00	\$ 8,910.00	40%	\$ 5,346.00	\$ 8,415.00	45%	\$ 4,628.25	\$ 1,000.00
6000 Mbps	\$ 11,860.00	35%	\$ 7,709.00	\$ 10,674.00	40%	\$ 6,404.40	\$ 10,081.00	45%	\$ 5,544.55	\$ 1,000.00
7000 Mbps	\$ 12,630.00	35%	\$ 8,209.50	\$ 11,367.00	40%	\$ 6,820.20	\$ 10,735.50	45%	\$ 5,904.53	\$ 1,000.00
8000 Mbps	\$ 13,220.00	35%	\$ 8,593.00	\$ 11,898.00	40%	\$ 7,138.80	\$ 11,237.00	45%	\$ 6,180.35	\$ 1,000.00
9000 Mbps	\$ 14,860.00	35%	\$ 9,659.00	\$ 13,374.00	40%	\$ 8,024.40	\$ 12,631.00	45%	\$ 6,947.05	\$ 1,000.00
10000 Mbps	\$ 16,500.00	35%	\$ 10,725.00	\$ 14,850.00	40%	\$ 8,910.00	\$ 14,025.00	45%	\$ 7,713.75	\$ 1,000.00

IP VPN Local Access										
Ethernet 100 Mbps	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	\$ 500.00
Ethernet 1 Gbps	\$ 485.00	35%	\$ 315.25	\$ 388.00	40%	\$ 232.80	\$ 339.50	45%	\$ 186.73	\$ 500.00
Ethernet 10 Gbps	\$ 1,000.00	35%	\$ 650.00	\$ 800.00	40%	\$ 480.00	\$ 700.00	45%	\$ 385.00	\$ 500.00

Voice Complete										
CCP Plan 1	\$ 14.00	35%	\$ 9.10	\$ 14.00	40%	\$ 8.40	\$ 14.00	45%	\$ 7.70	\$ -
CCP Plan 2	\$ 27.00	35%	\$ 17.55	\$ 27.00	40%	\$ 16.20	\$ 27.00	45%	\$ 14.85	\$ -
CCP Plan 3	\$ 34.00	35%	\$ 22.10	\$ 34.00	40%	\$ 20.40	\$ 34.00	45%	\$ 18.70	\$ -
CCP Plan 4	\$ 38.00	35%	\$ 24.70	\$ 38.00	40%	\$ 22.80	\$ 38.00	45%	\$ 20.90	\$ -
CCP Plan 5	\$ 87.00	35%	\$ 56.55	\$ 87.00	40%	\$ 52.20	\$ 87.00	45%	\$ 47.85	\$ -
Measured	\$ 8.00	N/A	\$ 8.00	\$ 8.00	N/A	\$ 8.00	\$ 8.00	N/A	\$ 8.00	\$ -
<b>Voice Order Change Charge (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 100.00</b>
<b>Expedite Charge per circuit end (no discount)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>\$ 250.00</b>

Managed Routers										
							NRC		MRC	
WAN Access	Supported Bandwidth (Mbps)	Router Make/Model						12 mos	36 mos	60 mos
Ethernet	1 - 100M	Adtran INV4430					\$ 500.00	\$ 395.00	\$ 276.50	\$ 276.50
Ethernet	1 - 100M	Cisco C1111-8P					\$ 500.00	\$ 293.00	\$ 205.10	\$ 205.10
Ethernet	1 - 100M	Cisco ISR 4331					\$ 500.00	\$ 390.00	\$ 273.00	\$ 273.00
Ethernet	1 - 100M	Cisco ISR 4431					\$ 500.00	\$ 740.00	\$ 518.00	\$ 518.00
Ethernet	1 - 1G	Cisco ISR 4451-4451X					\$ 500.00	\$ 1,056.00	\$ 739.20	\$ 739.20
Ethernet	1 - 1G	Cisco ISR 4451HSEC					\$ 500.00	\$ 856.00	\$ 599.20	\$ 599.20
Ethernet	1 - 10G	Cisco ASR 920					\$ 500.00	\$ 381.00	\$ 266.70	\$ 266.70
Ethernet	1 - 10G	Cisco ASR 1001-X					\$ 500.00	\$ 1,385.00	\$ 969.50	\$ 969.50

**Dynamic Connection - Ethernet Hourly Pricing**

Port/Access (rates apply to both Hourly and Monthly)

\* Standard eServices Port/Access, must meet specific pre-requisites for use with Dynamic Connections

\* Monthly Recurring Charge (1 Yr Term)

Bandwidth (Mbps)	Hourly if <240 hours	Hourly if >240 hours
10	\$ 0.44	\$ 0.15
20	\$ 0.59	\$ 0.20
50	\$ 1.04	\$ 0.35
100	\$ 1.78	\$ 0.59
200	\$ 2.17	\$ 0.72
300	\$ 2.57	\$ 0.86
400	\$ 2.97	\$ 0.99
500	\$ 3.36	\$ 1.12
1000	\$ 5.34	\$ 1.78
2000	\$ 6.99	\$ 2.33
3000	\$ 8.63	\$ 2.88

Hourly Virtual Circuit (VC) Price

\* Tier 1: <240 hours (10 days)

\* Tier 2: >240 hours

\* Billed for hours active per monthly billing cycle

\*\* Subject to contract size and negotiations. Other non-recurring fees may apply. Rates exclude any applicable taxes, fees and surcharges.

**Dynamic Connection - Ethernet Monthly Pricing**

For customer who would prefer a predictable, flat monthly rate for their EVCs.

Customers can choose between the hourly and monthly rate options in the Portal when ordering a new Ethernet Virtual Circuit, EVC.

Bandwidth	Flat Monthly Rate						
10	\$ 102.60						
20	\$ 136.80						
50	\$ 239.40						
100	\$ 403.56						
200	\$ 492.48						
300	\$ 588.24						
400	\$ 677.16						
500	\$ 766.08						
1000	\$ 1,217.52						
2000	\$ 1,593.72						
3000	\$ 1,969.92						

\* Billing begins once connection is active

\* First bill cycle is billed NRC in arrears, with subsequent bill cycles billed MRC in advance

\* Pro-ration occurs at both the beginning and end of the connection rounded up to the nearest full day

**Ethernet Dynamic Connections Class of Service Pricing**

\* 5000 Mbps & 10000 Mbps is available, an upgrade from Ethernet to Wavelength infrastructure will be required on the port/access.

Basic COS			
CDR BW (Mbps)	Tier 1 Hourly	Tier 2 Hourly	Flat Monthly
10	\$ 0.44	\$ 0.15	\$ 102.60
20	\$ 0.59	\$ 0.20	\$ 136.80
50	\$ 1.04	\$ 0.35	\$ 239.40
100	\$ 1.78	\$ 0.59	\$ 403.56
200	\$ 2.17	\$ 0.72	\$ 492.48
300	\$ 2.57	\$ 0.86	\$ 588.24
400	\$ 2.97	\$ 0.99	\$ 677.16
500	\$ 3.36	\$ 1.12	\$ 766.08
1000	\$ 5.34	\$ 1.78	\$ 1,217.52
2000	\$ 6.99	\$ 2.33	\$ 1,593.72
3000	\$ 8.63	\$ 2.88	\$ 1,969.92

Enhanced COS			
CDR BW (Mbps)	Tier 1 Hourly	Tier 2 Hourly	Flat Monthly
10	\$ 0.48	\$ 0.17	\$ 112.86
20	\$ 0.65	\$ 0.22	\$ 150.48
50	\$ 1.14	\$ 0.39	\$ 236.34
100	\$ 1.96	\$ 0.65	\$ 443.92
200	\$ 2.39	\$ 0.79	\$ 541.73
300	\$ 2.83	\$ 0.95	\$ 647.06
400	\$ 3.27	\$ 1.09	\$ 744.88
500	\$ 3.70	\$ 1.23	\$ 842.69
1000	\$ 5.87	\$ 1.96	\$ 1,339.27
2000	\$ 7.69	\$ 2.56	\$ 1,753.09
3000	\$ 9.49	\$ 3.17	\$ 2,166.91

Dedicated COS			
CDR BW (Mbps)	Tier 1 Hourly	Tier 2 Hourly	Flat Monthly
10	\$ 0.55	\$ 0.19	\$ 128.25
20	\$ 0.74	\$ 0.25	\$ 171.00
50	\$ 1.30	\$ 0.44	\$ 299.25
100	\$ 2.23	\$ 0.74	\$ 504.45
200	\$ 2.71	\$ 0.90	\$ 615.60
300	\$ 3.21	\$ 1.08	\$ 735.30
400	\$ 3.71	\$ 1.24	\$ 846.45
500	\$ 4.20	\$ 1.40	\$ 957.60
1000	\$ 6.68	\$ 2.23	\$ 1,521.90
2000	\$ 8.74	\$ 2.91	\$ 1,992.15
3000	\$ 10.79	\$ 3.60	\$ 2,462.40

<b>Dynamic Connection - IP VPN Pricing</b>				
Basic COS				
Bandwidth (Mbps)	Hourly if <240 hours	Hourly if >240 hours	Monthly	
50	\$ 2.25	\$ 0.86	\$ 539.00	
100	\$ 2.75	\$ 1.05	\$ 660.00	
200	\$ 4.01	\$ 1.54	\$ 962.00	
300	\$ 4.95	\$ 1.90	\$ 1,188.00	
400	\$ 5.16	\$ 1.98	\$ 1,238.00	
500	\$ 6.45	\$ 2.74	\$ 1,548.00	
1000	\$ 8.80	\$ 3.37	\$ 2,122.00	
2000	\$ 14.85	\$ 5.69	\$ 3,564.00	
5000	\$ 29.98	\$ 11.49	\$ 7,194.00	
10000	\$ 50.33	\$ 19.29	\$ 12,078.00	
<b>Hourly Dynamic Connections IP VPN Price</b>				
* Billing begins once circuit is active				
* Tier 1: Active <240 hours (10 days)				
* Tier 2: Active >240 hours				
* Circuits billed in arears flat hourly rate based on total active duration start/end				
<b>Monthly Dynamic Connections IP VPN Price</b>				
* Billing begins once circuit is active				
* Birst and last monthly bill cycle is pro-rated to only bill for days active				

Colocation/Data Center Services		
PRODUCT NAME	List Price (\$) Monthly Recurring Charge (MRC)	List Price (\$) Non-Recurring Charge (NRC)
CUSTOM CAGE	ICB	ICB
19" WIDE RELAY RACK	\$959.00	\$700.00
CUSTOMER PROVIDED 19" CABINET	\$959.00	\$700.00
FULL (48RU) 24"Wx40"Dx 84"H CABINET INCLUDES 24-PORT PATCH PANEL, COMBO LOCK, ADJUSTABLE MOUNTING BRACKETS, REMOVABLE SIDE PANELS	\$1,233.00	\$900.00
FIXED/SLIDING SHELF	\$49.82	\$290.88
20 AMP 120 VOLT AC PRIMARY POWER CIRCUIT INCLUDES ONE VERTICALLY-MOUNTED METERED POWER STRIP	\$872.35	\$457.50
20 AMP 120 VOLT AC REDUNDANT POWER CIRCUIT INCLUDES ONE VERTICALLY-MOUNTED METERED POWER STRIP	\$436.18	\$457.50
30 AMP 120 VOLT AC PRIMARY POWER CIRCUIT	\$1,307.61	\$457.50
30 AMP 120 VOLT AC REDUNDANT POWER CIRCUIT	\$653.81	\$457.50
20 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	\$1,569.13	\$457.50
20 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	\$784.57	\$457.50
30 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	\$2,353.71	\$457.50
30 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	\$1,176.86	\$457.50
40 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	\$896.65	\$1,363.51
40 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	\$448.32	\$1,363.51
60 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	\$1,369.88	\$1,363.51
60 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	\$684.95	\$1,363.51
80AMP -48 VOLT DC PRIMARY POWER CIRCUIT	\$1,992.54	\$1,363.51
80AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	\$996.28	\$1,363.51

100AMP -48 VOLT DC PRIMARY POWER CIRCUIT	\$2,490.67	\$1,363.51
100AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	\$1,245.34	\$1,363.51
200 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	\$6,226.70	\$3,636.03
200 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	\$3,113.35	\$3,636.03
250 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	\$6,226.70	\$3,636.03
250 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	\$3,113.34	\$3,636.03
600 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	ICB	ICB
600 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	ICB	ICB
50 AMP 208 VOLT 3-PHASE AC PRIMARY POWER CIRCUIT	ICB	ICB
50 AMP 208 VOLT 3-PHASE AC REDUNDANT POWER CIRCUIT	ICB	ICB
NEGOTIATED POWER - PRIMARY (CUSTOM DESIGN)	ICB	ICB
NEGOTIATED POWER - REDUNDANT (CUSTOM DESIGN)	ICB	ICB
20 AMP 208 VOLT 3-PHASE AC PRIMARY POWER CIRCUIT	\$2,752.21	\$4,545.04
20 AMP 208 VOLT 3-PHASE AC REDUNDANT POWER CIRCUIT	\$1,376.11	\$4,545.04
30 AMP 208 VOLT 3-PHASE AC PRIMARY POWER CIRCUIT	\$4,122.10	\$4,545.04
30 AMP 208 VOLT 3-PHASE AC REDUNDANT POWER CIRCUIT	\$2,061.07	\$4,545.04
60 AMP 208 VOLT 3-PHASE AC PRIMARY POWER CIRCUIT	ICB	ICB
60 AMP 208 VOLT 3-PHASE AC REDUNDANT POWER CIRCUIT	ICB	ICB
CUSTOMER PROVIDED CABINET	ICB	ICB
CROSS CONNECTION (Cat5e, Cat6, SM Fiber, MM Fiber) PROVISIONED BETWEEN CUSTOMER PATCH PANEL TO SPECIFIED DEMARCATION POINT	\$79.70	\$290.88



CROSS CONNECTION (T1, POTS, DS3) PROVISIONED BETWEEN CUSTOMER PATCH PANEL TO SPECIFIED DEMARCATION POINT	\$398.51	\$290.88
ACCESS TO BI-LATERAL & MULTI-LATERAL PEERING ARRANGEMENTS	\$996.27	\$727.21
CROSS CONNECTION PROVISIONED BETWEEN TWO EXISTING CUSTOMER CABINETS	\$99.63	\$290.88
CROSS CONNECTION PROVISIONED TO ROOFTOP/EXTERNAL ANTENNA/GPS	\$398.51	\$290.88
24x7 ON-SITE TECHNICAL CUSTOMER SUPPORT - HOURLY	\$278.03	\$218.16
DEINSTALL/CANCELLATION FEES		\$727.21
CUSTOM PARTS PURCHASED BY CUSTOMER		ICB
CUSTOM LABOR		ICB
EXPEDITE SERVICES FEE		\$727.21
EQUIPMENT STORAGE CABINET	\$1,992.54	\$1,454.41
ROOF SPACE/MONTHLY	ICB	ICB
SERVER TECHNOLOGY CUSTOM CDUS		ICB

\*ICB = Individual Case Basis

Please note pricing does not include 7.5% Energy Surcharge, 4.712% GE tax and shipping where applicable

**Disclaimers:**

- The prices included within Lumen's proposal will remain valid for the requested 180 days for the on-net portion only. Lumen reserves the right to refresh the off-net portion of the bid after 30 days and in line with the quotes provided by underlying subcontractors, suppliers and third-party providers.
- The quoted rates are based on On-Net Services. "On-Net Service" means a Service that is provisioned entirely on Lumen's network utilizing our fiber facilities to the end-user location. "Off-Net Service" means a Service where Lumen must procure the "last mile" from the LEC or CLEC, as we do not have our own fiber facilities to the end-user location.
- These prices assume that facilities exist. If facilities have to be created, the monthly price can either increase or a one-time special construction charge can be applied. The State of Hawaii will have the option to accept the price or cancel the order.
- Any Off-Net Service required to provision Services to a particular location not serviced by Lumen fiber for the "last mile" are ICB.
- This quote does not include applicable taxes, surcharges, or other fees. Standard government fees and taxes apply and are the same for all carriers. This includes federal excise tax, federal universal service (USF) surcharge, Emergency Telephone Users Surcharge, State Regulatory Fee, Universal Lifeline Telephone Service (ULTS) Surcharge, and Utility Users Tax. The actual percentage for each is subject to change as mandated by appropriate government and regulatory entities. Fees and taxes are imposed on a per service basis and may not be applicable in all cases.
- Lumen does NOT impose any FCC Charges for Network Access (EUCLC), FCC Port Fees, Local Number Portability Fees, LDAC Fees, PICC fees, or Administrative Fees on our products and services.
- **Long Distance Specific Disclaimers:**
- Minimum initial per call charge is \$.01 (one cent), which will be applied to all long distance calls.
- If 40% or more of Customer's long distance traffic results in Lumen incurring inter-carrier compensation costs that are at least 20% higher than Customer's contracted long distance rate, the Parties agree to enter into good faith negotiations to increase the rate for Long Distance Services. If the Parties are not able to reach agreement regarding a new long distance rate, Lumen may discontinue providing the Long Distance Services following ten days written notice without further obligation.

**E. Offer Form – OF-4, Schedule B – Managed Services**

Provide the hourly rate for Managed Services

Hourly Rate: Individual Case Basis

The State understands that there is 24 x 7 monitoring with managed services. The hourly rate is the actual amount of time each month spent analyzing/responding/dealing with the actual services/devices for the customer.

For example: Based on an analysis of customer devices and services required, 5 hours per month of monitoring per month will be needed. The quoted rate is \$100 per hour, thus the monthly rate is \$500.

If an hourly rate is not appropriate, describe in the space provided below how Managed Services are charged (i.e. monthly).

Lumen provides flexible pricing for Managed Services based on the scope of the work involved and on an individual case basis. Typically, Managed Services are charged on a monthly basis but there may be some times where that may be a one-time charge or non-recurring charge (NRC).

**F. Offer Form – OF-5, Schedule C – Mandatory Minimum Requirements**

Item No.	Mandatory Minimum Requirements – Section 3.1 describes requirements for participation. Failure to comply with any of these requirements may result in disqualification of the Offeror.	Explanation as to how requirement is met
<b>3.1.1</b>	<b>Meets the Technical Support Requirements</b>	
3.1.1.1	Offeror shall be able to provide toll free telephone support via a technical support center which is staffed 24 hours a day, 7 days a week, 365 days a year (24x7x365).	<p>Comply. Lumen provides a toll free telephone number to contact our 24 x 7 x 365 Network Operations Centers (NOCs). Lumen major NOCs are located in the United States, Europe and South America providing geographically diverse, 24-hour network management. The main NOCs are in Colorado, Georgia, Arizona and Minnesota within the United States and Crewe and London, England, Sao Paulo, Brazil and Buenos Aires, Argentina. These geographically dispersed centers offer full redundancy between locations ensuring that major network events and issues around the globe are addressed around the clock.</p> <p>The State of Hawaii can also log onto our customer portal to create a ticket for support. Tickets created online are treated with the same priority as those called into our NOC.</p> <p>Lumen trains NOC technicians to address both technical and business issues and are highly skilled technical professionals. Each technician understands the importance of maintaining network availability and resolving problems quickly and each has the skills to assist customers with all aspects of their Lumen service. Every technician is supported by a wider NOC and management team available 24/7 for problem resolution and issue escalations.</p>

<p>3.1.1.2</p>	<p>Offeror shall initiate troubleshooting within 30 minutes of receiving a call and if necessary, deploy technicians onsite within two Business Hours of problem determination on Oahu and four Business Hours on the neighbor islands.</p>	<p>Exception. For unmanaged network services, Lumen does not provide a Service Level Agreement (SLA) for Mean Time to Respond or Restore (MTTR) as this performance is proportional to network availability and is covered by the offered Service Availability SLA.</p> <p>Lumen has designed its Service Levels for availability around a support framework that incorporates incident targets into the availability measurement and corresponding service credit regime. Therefore, incident response objectives and resolution times are not separately calculated for the purposes of SLAs or service credits but are instead incorporated into the overall availability measure. Information regarding incident progression and closure times would be available to the State of Hawaii via Lumen's customer-facing portal, which provides full incident tracking visibility.</p> <p>At sites requiring emergency unscheduled maintenance activity, Lumen's does have an objective to have maintenance personnel arrive within four hours from the time we become aware of the event, unless delayed by Force Majeure.</p>
<p>3.1.1.3</p>	<p>The Offeror must employ a minimum of five (5) support technicians residing in Hawaii and support all islands where service is offered.</p>	<p>Comply. Lumen has an office in Honolulu with more than five (5) support technicians.</p>

3.1.1.4	Offeror shall be responsible for continually monitoring and tracking the outage until it is resolved. Offeror shall provide a final status update after resolution.	<p>Comply. Lumen will be responsible for continually monitoring and tracking any State of Hawaii's outages until they are resolved. We accomplish this by maximizing the automation and efficiency of our monitoring systems, resulting in swift fault isolation and repair of issues. The NOC also provides proactive monitoring of traffic across the network. Through this monitoring, we can identify potential problems and provide resolution in a more-timely fashion. However, Lumen's NOC only monitors at the network level, not the customer level if it is an unmanaged service.</p> <p>Once an issue is detected, the repair technician will initiate a number of tests and processes to determine the fault and resolve it. The repair team either solves the problem or engages the appropriate resources until resolution is established. All resources necessary to solve problems have pre-assigned responsibility to the repair team.</p> <p>The repair team will continually monitor and track the outage until it is resolved by monitoring our customer portal queue for the repair ticket pertaining to your services. The charter of the NOC is to ensure that all issues are resolved quickly – on a first-call diagnosis when possible.</p> <p>At the close of every ticket, a brief conclusion summary is added to the trouble ticket (it captures both the cause and actions taken to restore your service). If formal documentation on Lumen letterhead is needed, a Reason for Outage (RFO) ticket can be submitted after your trouble ticket is closed. The RFO team will provide an executive summary of the root cause and repair actions. The formal RFO document will be supplied within 3-5 business days. To request an RFO, the State of Hawaii can utilize our customer portal or contact the Lumen NOC and reference your trouble ticket.</p>
<b>3.1.2</b>	<b>Meets the Reliability Requirements</b>	
3.1.2.1	Offeror shall provide circuit reliability that meets or exceeds 99.99% availability over the past two years for each offered service.	<p>Comply. Lumen offers an availability guarantee of 99.99% for the on-net services proposed. Circuit reliability is dependent on the service provided and whether the service is on-net or off-net and may be more or less.</p> <p>Service Level Agreements (SLAs) can be found at the following link: <a href="https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html">https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html</a></p>
<b>3.1.3</b>	<b>Provides Basic Required Services</b>	

3.1.3.1	<p>At a minimum, Offeror shall provide Broadband Ethernet to the islands of Oahu, Kauai, Maui, and the island of Hawaii. Offeror shall specify which islands where Broadband Ethernet is available.</p> <p>Or</p> <p>Internet Service Provider (ISP) service to Oahu and at least one other island of at least 300Mbps.</p>	Comply. Lumen meets both of the requirements. We are currently doing this today.
3.1.3.2	All neighbor island services must be able to terminate on Oahu.	Comply. Lumen currently provides services that terminate on Oahu.
<b>3.1.4</b>	<b>Ownership of Network Infrastructure</b>	
3.1.4.1	<p>Offeror shall be directly responsible for the monitoring, management and maintenance of its telecommunication infrastructure and its associated network equipment. Offeror must have direct control of the management and maintenance of its network backbone infrastructure.</p>	<p>Comply. Lumen will be responsible for around-the-clock monitoring, management and maintenance of associated network equipment. Lumen owns and operates its fiber network and has direct control of the monitoring, management and maintenance of its network backbone infrastructure.</p> <p>Lumen has uniformly implemented network management systems and operational processes across all gateways. By maintaining consistency across all systems and processes, Lumen maximizes automation and efficiency of monitoring systems, resulting in swift fault isolation and repair. The NOC also provides proactive monitoring of traffic across the network. Through this monitoring, we can identify potential problems and provide resolution in a more timely fashion. Lumen's NOC only monitors at the network level, not the customer level.</p> <p>In addition to manual monitoring performed by NOC technicians, Lumen has sophisticated network monitoring tools that receive alarms and other network events in real-time. These monitoring tools help Lumen to make determinations about service-impacting events and take necessary actions to alleviate problems. The following effects of network events will create a service alarm for NOC technicians to address:</p> <ul style="list-style-type: none"> <li>• Signal loss</li> <li>• Error thresholds (degradation of service) to be exceeded</li> <li>• An outage</li> </ul>

		For network services, Lumen’s management responsibility and span of control stops at the access edge of the backbone network. In select cases, the demarcation point may extend to customer-owned equipment under our management.
<b>3.1.5</b>	<b>Existing Installation in the State of Hawaii</b>	
3.1.5.1	Offeror shall be an experienced provider of the proposed telecommunication services with existing installations in the State of Hawaii.	Comply. Lumen is a current provider of telecommunication services to the State of Hawaii with existing installations and on-net customer connectivity to the islands of Oahu, Maui, Kauai, and Hawaii. We are collocated at all interexchange carriers’ POPs and multiple Local Serving Offices (LSOs) on Oahu and on each island of Kaua’i, Maui, and Hawaii Island. We also are collocated at the major trans-pacific cable landing stations. We provide local transport to over 350 buildings on the island – all locally owned and operated by Lumen.



**G. Offer Form – OF-6, Schedule D – Technical Requirements**

This section contains minimum requirements and other requirements the State considers important. The words “shall”, “must”, or “will” in this section indicate minimum requirements. Responses to each item in Section 3.2 must be answered in Offer Form, OF-6 Schedule D - Technical Requirements. The Offeror must first respond with the level of compliance: “Comply”, “Does Not Comply”, or “Exception” to each item. Failure to address any item shall be interpreted as an Exception.

For “Comply” responses, the Offeror shall submit a detailed explanation, diagrams, and other descriptive information as to how the technical requirements will be accomplished.

For “Exception” responses, the Offeror shall explain what portion of the requirement that it is able to meet and what portion it is unable to meet and the proposed alternative or modification, if any. The State will evaluate the “Exception” responses and make a determination if the response will be considered acceptable.

Item No.	Technical Requirements – Section 3.2 contains minimum requirements and other requirements the State considers important.	Comply, Does Not Comply, Exception	Explanation (State “see Attachment” and Attach diagrams and other descriptive information that are labeled with Offer Form, OF-6 and Item No., if necessary)
<b>3.2.1</b>	<b>Telecommunications Services</b>		
<b>3.2.1.1</b>	<b>Broadband Ethernet</b>		
3.2.1.1.1	Broadband Ethernet service shall be offered as a routed (layer 3) and/or non-routed (layer 2) service. Services shall offer the ability to support multiple Virtual Private Networks (VPNs) that can be aggregated on a single physical connection but are kept logically separated. Layer 3 services shall support both IPv4 and IPv6 (dual-stack). Layer 2 services shall support large (jumbo) frames. Layer 3 services shall support large MTUs.	Comply	<p>Lumen Ethernet Services (E-Services) combines an industry-leading network, deep bench of MEF-certified professionals and breadth of configuration options with the simple, secure and efficient nature of Ethernet to help enable the State of Hawaii implement a flexible network. Lumen E-Services provide a highly configurable and secure network solution on which to run your mission critical applications.</p> <p>Development in our ethernet portfolio has been, and continues to be, in direct response to our customers’ needs.</p> <p><b>Layer 2</b> Lumen Layer 2 services support large jumbo frames</p> <p>We provide the following Layer 2 Ethernet services:</p>

		<ul style="list-style-type: none"> <li>• Ethernet Line (E-Line) is a MEF CE 3.0 certified Ethernet service. It is a point-to-point or point-to-multipoint Ethernet service that can be used to connect multiple User Network Interfaces (UNIs) between any Ethernet enabled markets in North America, EMEA, and Asia Pacific. Any IEEE-compliant Ethernet port can be connected to any other Ethernet port at any speed interval, regardless of the platform or device. A true end-to-end solution, capturing premise, metro, long-haul, and subsea components into simplified format and pricing.</li> <li>• Ethernet LAN (E-LAN) is also a MEF CE 3.0 certified Ethernet service. It is a multipoint-to-multipoint Ethernet service that can be used to connect multiple User Network Interfaces (UNIs) between any Ethernet enabled markets in North America, EMEA, and Asia Pacific. Any IEEE-compliant Ethernet port can be connected to any other at any speed interval, regardless of the platform or device that enables it. A true end-to-end solution, capturing premise, metro, long-haul, and subsea components in a simplified format and charge.</li> <li>• E-Access is made up of the external network-to-network interface (ENNI), the operator virtual connection (OVC) and the user-network-interface (UNI) or another ENNI owned by the same service provider. It offers plug-and-play simplicity of ethernet plus the scalability, flexibility and efficiency E-Access is available as either Ethernet Private Line (EPL) or Ethernet Virtual Private Line (EVPL). Lumen has MEF CE 3.0 certification for E-Access (EPL and EVPL).</li> </ul> <p><b>Layer 3</b> Layer 3 MPLS IP VPN service supports large MTUs. Lumen supports untagged frame sizes of 1518 bytes and tagged frames of 1522/1526 bytes to allow for an IP MTU standard of 1500. Our core network is provisioned to support MTU values up to 9120. On-net locations can be evaluated to support higher MTU sizes on an individual case basis. Off-net locations are solely dependent on local access provider capabilities.</p> <p>Lumen supports multiple Virtual Private Networks (VPNs) on a single physical port with our IP VPN service with Ethernet VLAN separation and IP Virtual Routing and Forwarding (VRF) on our routed MPLS network. Frames and packets are logically separated through configuration of unique VLANs, Virtual Switch Interfaces</p>
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			<p>(VSIs), Data Link Connection Identifiers (DLCIs) or VRFs. Customer edge routers must support multiple sub-interfaces or VRFs. Class of service and desired bandwidth rates can be set per virtual connection. Physical access methods can be TDM (DS-1 to OC-48) or Ethernet (10 Mbps, 100 Mbps, 1 Gbps or 10 Gbps). Specific logical port rates are available with each physical access method. There is no limit to the number of VPNs that can be configured with each physical port and each VPN can be treated as an entirely separate network.</p> <p><b>IPv4/IPv6</b> Lumen also currently supports a dual-stack IPv4/IPv6 architecture to deliver both Internet and MPLS IP VPN services over the same infrastructure that natively supports IPv4, enabling seamless migration between protocol versions. Regardless of protocol, we offer the State of Hawaii a way to efficiently and securely transfer IP data, voice and video.</p>
3.2.1.1.2	Offeror shall provide encryption services as part of the VPN service.	Does Not Comply	<p>The Lumen MPLS IP VPN service does not support encryption mechanisms (only transport of pre-encrypted traffic). MPLS provides the ability to encapsulate many different protocols to separate traffic, provide privacy without tunneling or encryption and route them securely. Using labels, MPLS-enabled networks provide privacy on a network-by-network basis much as frame relay provides it on a connection-by-connection basis.</p>
3.2.1.1.3	Offeror shall support quality of service/class of service (QoS/CoS) capabilities necessary to support delay- sensitive and drop-sensitive traffic such as voice and video. Offeror shall detail its pricing structure if QoS/CoS is an additional cost item, along with discounts that will be provided.	Comply	<p>With IP VPN, the State of Hawaii can converge multiple networks into an MPLS-enabled IP VPN. Logical routes can be created to segment voice, data and other services. Real-time applications receive priority bandwidth based on six Class of Service (CoS) levels that you define to help you efficiently manage your growing applications.</p> <p>It also ensures mission-critical traffic is given preferential treatment over non-critical applications. The lower CoS traffic may use idle bandwidth of the higher CoS within the purchased bandwidth (committed data rate or CDR).</p> <ul style="list-style-type: none"> <li>• Choose from flexible billing options including flat rate, usage, and aggregate committed data rate (ACDR) billing.</li> <li>• These options enable you to dynamically manage usage and pay only for the bandwidth you use for U.S. based locations.</li> </ul>

			Please see the separate attachments for pricing.
3.2.1.1.4	Offeror shall be able to provide Layer 3 any-to-any connectivity between the offered Broadband Ethernet service and other offered services.	Does not Comply	<p>Lumen will typically install an Ethernet RJ-45 patch panel or fiber patch panel at the customer premises as the demarcation point for the service.</p> <p>Lumen Layer 3 services is an IP VPN service with any-to-any connectivity. The State of Hawaii can use Lumen’s Broadband Ethernet services as the underlying infrastructure for your own Layer 3 any-to-any connectivity.</p>
3.2.1.1.5	Offeror shall identify all supported layer 2 and layer 3 protocols.	Comply	<p>Lumen’s Layer 3 IP VPN platform connects virtually any network protocol to all your locations. We support all Layer 3 protocols.</p> <p>Please see <b>Attachment OF-6 – 3.2.1.1.5</b> for further explanation of the differences between Ethernet Private Line (EPL) and Ethernet Virtual Private Line (EVPL).</p>
3.2.1.1.6	Offeror shall be able to provide up to 100Mbps of bandwidth per circuit or greater.	Comply	Layer 2 port speeds are available:100 Mbps, 1 Gbps, 10 Gbps, and 100 Gbps. Layer 3 port speeds are available of 1 Mbps to 100 Gbps (where available).
<b>3.2.1.2</b>	<b>Digital Subscriber Line (xDSL)</b>		
3.2.1.2.1	Offeror’s providing Digital Subscriber Line service shall provide a minimum of 1.5Mbps download and 384Kbps upload.	No Bidding	Our alternative to xDSL technology is our Enterprise Broadband Access Service.
3.2.1.2.2	xDSL circuits should allow for the direct termination into the State’s private network.	No Bidding	Our alternative to xDSL technology is our Enterprise Broadband Access Service.
3.2.1.2.3	Line charges for specific speeds shall be consistent across all supported islands.	No Bidding	Our alternative to xDSL technology is our Enterprise Broadband Access Service.
<b>3.2.1.3</b>	<b>Frame Relay</b>		

3.2.1.3.1	Frame Relay service must include the ability to provide fractional T-1, full T-1, and DS-3 circuits.	No Bidding	Our alternative to Frame Relay technology is our IP VPN (MPLS) service.
3.2.1.3.2	Frame Relay service must offer various levels of Committed Information Rates (CIR) as an option.	No Bidding	Our alternative to Frame Relay technology is our IP VPN (MPLS) service.
3.2.1.3.3	Frame relay circuits should allow for the direct termination into the State's private network.	No Bidding	Our alternative to Frame Relay technology is our IP VPN (MPLS) service.
3.2.1.3.4	Line charges for specific speeds shall be consistent across all supported islands.	No Bidding	Our alternative to Frame Relay technology is our IP VPN (MPLS) service.
<b>3.2.1.4</b>	<b>ATM</b>		
3.2.1.4.1	ATM service must include various levels of bit rates.	No Bidding	Our alternative to ATM technology is our IP VPN (MPLS) service.
3.2.1.4.2	ATM circuits should allow for direct termination into the State's private network.	No Bidding	Our alternative to ATM technology is our IP VPN (MPLS) service.
3.2.1.4.3	Charges for specific bit rates shall be consistent across all supported islands.	No Bidding	Our alternative to ATM technology is our IP VPN (MPLS) service.
<b>3.2.1.5</b>	<b>Point-to-Point Dedicated Line</b>		
3.2.1.5.1	Point-to-Point (P2P) Dedicated Line service shall be offered in various fractional T-1 speeds in addition to T- 1, DS-3, and OC-3.	Comply	<b>Private Line</b> Lumen Metro and Intercity Private Line solution is a high-speed, dedicated circuit between two or more customer-specified locations. The solution supports point-to-point configuration across a wide range of bandwidth options and interfaces, from DS-1 (E-1) to OC-48 (STM-16). A circuit in a point-to-point configuration provides connectivity between two locations. To connect more than two locations, multiple private line circuits are needed. A protected point-to-point circuit is provisioned on SONET ring facilities. Lumen

			<p>SONET rings are built over redundant paths to provide high levels of availability. To ensure these availability levels, the redundant or “protect paths” must be standing by to provide “fail-over” access for protected services in the event of a service outage. Capacity is dedicated to a customer on a circuit-by-circuit basis. Pricing is available on an individual case basis.</p> <p><b>Wavelength</b> Lumen’s Wavelength service delivers high-performance applications globally – with improved reliability, scalability, and efficiencies.</p> <ul style="list-style-type: none"> <li>• <b>Ethernet speeds:</b> 1, 10, 100, 400 Gbps</li> <li>• <b>SONET/SDH speeds:</b> 2.5, 10 Gbps</li> <li>• <b>OTU speeds:</b> OTU 1, 2, 2e, 3, 4</li> <li>• Protected and unprotected solutions. The 400 Gbps solution is only available unprotected.</li> <li>• Encrypted solution available for 10 and 100 Gbps.</li> </ul> <p>Our high capacity, point-to-point Wavelength networking solution offers the building block of networks and the foundation for virtually all higher layer services.</p>
<b>3.2.1.6</b>	<b>Internet Service Provider (ISP)</b>		
3.2.1.6.1	Offeror shall provide a physical Ethernet interface.	Comply	Lumen’s Internet Services provide Ethernet connections from 10/100 Mbps to 10 Gbps and 100 Gbps.
3.2.1.6.2	Offeror shall provide ISP connectivity up to 1Gbps or more.	Comply	Lumen Internet Services provide fast, reliable global internet access over our high-performance, diverse network. The State of Hawaii will have access to high-speed dedicated Internet with a global reach and high reliability in a flexible variety of speeds ranging from DS-1 to 100 Gigabit Ethernet ports.
3.2.1.6.3	ISP shall optionally offer a 1Gbps physical interface for speeds less than 1Gbps if the customer is obtaining services of 50Mbps or more.	Comply	Please see the previous response. Lumen provides bandwidths greater than 50 Mbps on 10 Gbps and 100 Gbps Ethernet ports.

3.2.1.6.4	ISP shall provide both IPv4 and IPv6 Internet connectivity. New address assignments shall be consistent with IETF Best Current Practices (eg. IETF BCP 157). ISP shall provide routing for pre-existing portable address assignments.	Comply.	<p>Lumen currently supports a dual-stack IPv4/IPv6 architecture to deliver Internet and MPLS IP VPN services over the same infrastructure that natively supports IPv4, enabling seamless migration between protocol versions. Regardless of protocol, we offer the State of Hawaii a way to efficiently and securely transfer IP data, voice and video. In addition, IPv4 and IPv6 can be simultaneously offered on the same interface.</p> <p>Lumen provides /30 IP address space as a minimum standard with support for /27 or greater address space with customer-provided justification meeting the American Registry for Internet Numbers (ARIN) IP justification requirements. Lumen evaluates each request for address space based upon the customer's documented needs for the next three to six months. Lumen's internal standards take into consideration the applicable standards and best practices espoused by the Internet community and ARIN's published IP Allocation Guidelines for Internet Service Providers (RFC 2050). Lumen evaluates requests for IP address space as part of our service provisioning process to confirm that the address space is used as efficiently as possible. There is no charge for IP address allocations.</p> <p>Lumen will provide routing for pre-existing portable address assignments; All IP Addresses assigned by Lumen to an end-user (customer or ISP) shall be considered "non-portable" and will be reclaimed by Lumen upon service termination.</p>
<b>3.2.1.7</b>	<b>Telephone Service Provider (TSP)</b>		
3.2.1.7.1	Offeror shall provide ISDN (BRI and PRI), , SIP trunks, or VOIP and PBX services. Offeror should list key features included in their standard VOIP PBX services.	Comply	<p><b>ISDN PRI</b></p> <p>The Lumen Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) service provides local access service for Primary Branch Exchanges (PBXs) and may be customized to meet specific State of Hawaii requirements. The ISDN PRI service supplies flexible bandwidth for a variety of simultaneous voice, data and video communications capabilities on a single T-1 facility.</p> <p>The Lumen ISDN PRI service is delivered on a T-1 facility and has a total throughput of 1.54 Mbps.</p>

		<p><b>Voice Complete – SIP</b></p> <p>Lumen’s Voice Complete service is a comprehensive, global communications solution that will enable the State of Hawaii to connect locations using either SIP or TDM, making it easy to adapt to rapidly changing workplace demands and an increasingly digitally remote workforce. Voice Complete is designed to help drive greater cost efficiency, productivity, and engagement for our customers.</p> <p>Voice Complete supports configurable call management and routing failover capabilities, while at the same time allowing the State of Hawaii to leverage your investments in legacy TDM equipment as you make the transition to an end-to-end SIP-signalled environment.</p> <p>For even greater value, Lumen can converge the SIP-signalled trunking packets with data traffic onto the same access facility, allowing the traffic to use our IP Virtual Private Network (VPN) infrastructure’s available bandwidth when it is not needed for voice traffic. This is supported through our extensive MPLS Quality of Service and Class of Service capabilities.</p> <p>Lumen delivers Voice Complete service over dedicated IP connections or public internet to the customer LAN/WAN on which the IP PBX/PBX/SBC resides. Voice Complete provides the flexibility needed to meet connectivity requirements for all sites (e.g., branches, regional offices, headquarters, and data centers).</p> <p><b>WebEx Calling – VoIP</b></p> <p>Lumen has partnered with Cisco to offer a solution that solves for the collaboration challenges customers face, Cisco Webex Calling delivered by Lumen. Cisco Webex Calling offers a standardized set of features along with the flexibility to customize as needed. For example, by adding cloud calling, the State of Hawaii can seamlessly move from a phone conversation to messaging to a meeting as the discussions evolve.</p> <p>Lumen will work with you to plan, deploy and maintain your calling solution via our robust customer service team, providing you a reliable and secure, end-to-end experience.</p>
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		<p><b>Zoom</b> Lumen Solutions for Zoom allows the State of Hawaii to migrate premises-based communication and collaboration services to the cloud securely, easily and efficiently—helping you boost productivity, business agility, customer support and engagement. Instantly access the Zoom video-first and PBX Phone cloud platform virtually anywhere with the reliability of Lumen UC&amp;C operational support, network asset integration, customer success practice and project managers with account implementation and management support.</p> <p>If the State of Hawaii has an existing voice plan, then Lumen can further assist with our Zoom Phone Pro license using a bring your own carrier (BYOC) offering.</p> <p><b>Microsoft Teams</b> Lumen Solutions for Microsoft Teams helps you collaborate anytime, virtually anywhere with cloud-based video, calling and messaging delivered and secured over our powerful, IP-centric global network. Lumen UC&amp;C experts offer end-to-end migration and management of Teams—streamlining your solution with single vendor consolidation and enhanced reporting and analytics. Our migration expertise combined with 24/7 support can help you free up IT resources, lower costs and boost productivity.</p> <p>Lumen offers the State of Hawaii the unique benefit of 20+ years of experience in UC&amp;C dedicated customer support in addition to our expansive owned and operated Tier 1 global network. Our collaboration solutions provide the State of Hawaii a high-touch consultative process to seamlessly transform your current telephony platform into a multimedia paradigm.</p> <p>Lumen has provided further details for Zoom and Microsoft Teams in the Attachment titled <b>OF-6-3.2.1.7.1</b>.</p> <p><b>PBX</b> Lumen Customer Premises Equipment (CPE) solutions offers a broad portfolio of expertise and services to help you keep your network running efficiently. Lumen offers CPE solutions based on products from industry-leading manufacturers such as Cisco, Avaya, MiTel, and etc. Lumen can provide tailored CPE solutions that meet the State of Hawaii's exacting needs.</p>
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3.2.1.7.2	TSP shall optionally offer on-premises PBX systems.	Comply	<p>Local voice services provide access to the PSTN. Physical access is provided in the form of trunks (high capacity access lines) to switches or PBX.</p> <p>We offer Mitel and Avaya PBX system hardware (as noted above under PBX). Day 2 support can be offered as in an individual case basis.</p>
3.2.1.7.3	Calls between islands and to other US states and territories shall be toll- free.	Does not comply	<p>Lumen Long Distance and Toll-Free services can easily be added to local voice service, and all are part of our comprehensive suite of voice services.</p> <p>However, we have to charge toll between islands and other U.S. states and territories. We have bundled long distance minutes with our Voice T1-PRI services that covers calls between islands and other U.S. states and territories. With our Voice Complete SIP trunks, we offer pre-paid minute plans and a low price per minute for any usage exceeding the pre-paid minute plan.</p>

<b>3.2.1.8</b>	<b>Other Services</b>		
3.2.1.8.1	Offer can list additional telecommunications services that are not listed above but would be of value to the State.	Comply	<p><b>Cloud Connect Solutions</b> Lumen Cloud Connect Solutions deliver secure, high-performance and virtualized networking functionality to leading public and private clouds. Our global reach and extensive Wavelength, Carrier Ethernet and IP VPN connectivity options meet today’s hybrid cloud business requirements. Available, dynamic SDN-based controls can provide you with a network experience that matches your cloud experience. Our Cloud Connection Solutions deliver secure, high-performance connections to Amazon Web Services, Microsoft Azure, Google Cloud, IBM Cloud, Oracle Cloud Infrastructure and many other leading public and private clouds. Lumen’s global reach and extensive wavelength, ethernet services and IP VPN connectivity options are designed to meet today’s hybrid cloud business requirements, including enhanced visibility and dynamic network controls that offers users a network experience that matches their cloud experience.</p> <p><b>Enterprise Broadband Access Service (EBAS)</b> Lumen EBAS helps streamline the burden of growing bandwidth demands by simplifying the procurement of cost-effective bandwidth and easing the management of multiple access providers so your business can transform efficiently.</p> <p>EBAS includes procurement and installation of third-party off-net broadband. We partner with over 30 broadband vendors including LECs, RBOCs, MSOs and aggregators to provide comprehensive footprint coverage featuring a wide variety of available bandwidths using various access technologies. Broadband internet access technologies may include cable, hybrid fiber-coaxial (HFC), fiber, Gigabyte Passive Optical Network (GPON), DSL, satellite or other technologies available from the broadband vendors. Broadband speeds are asymmetrical and range from 10 Mbps to 1G download based on vendor availability. The broadband service provided by the underlying vendors includes a modem, which varies by vendor.</p> <p><b>Cloud Connect Dynamic Connections</b> Lumen Cloud Connect Dynamic Connections provides secure, real-time creation and deletion of private data connections to our customers’ data center and cloud environments. Using a secure</p>

		<p>portal or API integration, the State of Hawaii chooses the bandwidth speed and locations to connect when you demand it. With a pay-as-you-go model, you have the control and flexibility to better manage network infrastructure expenses. More importantly, by utilizing our private network, your connection is inherently secure and exposure to external threats is minimized. Lumen's vast network, widespread visibility and portfolio of security services add additional layers of protection.</p> <p><b>FlexVoice</b> Lumen FlexVoice allows the State of Hawaii to select digital channels and/or analog lines across a single IP access connection. PRI/digital channels or analog lines can be configured based upon the number of simultaneous calls paths your business requires. FlexVoice is flat rated, meaning customers pay a monthly charge for the service and all calls made within their local calling area, at no additional usage charge.</p> <p><b>Lumen Specialty Lines</b> The Lumen solution is an end-to-end solution that allows the State of Hawaii to transition from your current legacy POTS environment to a modern Voice over IP (VoIP) infrastructure. Lumen has designed this solution with the future in mind. Our solution is based on open technology standards and can adapt to new innovations and lead the way in new technologies as well. For example, voice gateways once used only to support the conversion of VoIP to analog can now be configured and used with local cellular technology to provide survivability for critical lines in the event of loss of connectivity or other issues. This would also stand true for other critical services at the State of Hawaii locations in the event of a transport failure.</p> <p><b>Integrated IP VPN with Multi-Service Port – (IP VPN and DIA)</b> We have integrated our IP VPN networks across the U.S., EMEA and APAC. We provide on and off-net access in most major metros and offer on-net connections to over 2,200 public and private data centers including major hyperscalers. Integrated IP VPN with Multiservice port supports IP VPN and DIA on the same port enabling hybrid designs</p> <p>Lumen has provided an overview of each one of these services in <b>Attachment OF-6 – 3.2.1.8.1.</b></p>
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<b>3.2.2</b>	<b>Data Center Services</b>		
3.2.2.1	Offeror shall describe data center services that can be offered.	Comply	<p>Lumen Data Center Services equip the State of Hawaii with the location, reliability, connectivity and support to meet your specific networking needs. A top provider of data center services globally, Lumen owns and operates more than 310 carrier-neutral facilities in the U.S., Europe and Latin America. Connectivity between sites is available via our robust metropolitan and intercity transport services and within our sites via cross connects.</p> <ul style="list-style-type: none"> <li>• Our Data Centers are enterprise-grade facilities that are Tier III compliant or similarly resilient</li> <li>• Seasoned Lumen staff operate our data centers on a global scale (NA, EMEA, LATAM and Hong Kong)</li> <li>• Data Center Facilities meet industry standards and offer the following capabilities: <ul style="list-style-type: none"> <li>○ Support-managed IT services (installation, support, and maintenance of servers and apps)</li> <li>○ Concurrently maintainable infrastructure</li> <li>○ On-site staff</li> <li>○ Enhanced security including cameras, key cards, on site guards and biometric authentication</li> <li>○ Enterprise ready to support applications</li> </ul> </li> </ul> <p>Data Center Facilities are designed with concurrently maintainable infrastructure, i.e., N+1 AC power, N+1 cooling and engineered for no more than 1.6 hours of downtime annually. Buildings have on-site staff to support at minimum, site access and monitoring, and in the hosting facilities – managed IT services (installation, support, and maintenance of servers and apps). All sites have enhanced security which includes cameras, key cards or biometric authentication.</p>
<b>3.2.3</b>	<b>Managed Services</b>		
3.2.3.1	Offeror shall describe optional managed network services that can be offered, such as security, network, connectivity, and device monitoring and management.	Comply	<p>Lumen Managed Network Services (MNS) are available with Lumen MPLS IP VPN and Dedicated Internet Access (DIA) solutions and support full-service or physical management options. Full-service management includes procurement, installation, configuration, monitoring, management and maintenance of Customer Premises Equipment (CPE) – either routers (data) or</p>

			<p>Integrated Access Devices (IADs) (data and voice). Physical management includes procurement, installation and maintenance of the CPE and the State of Hawaii retains monitoring and management responsibilities. We offer both MNS options with CPE provided by Lumen or you. We offer Cisco (global) or ADTRAN (North America only) equipment with MNS.</p> <p>We also provide Managed Security Services providing a full complement of threat prevention, threat management, incident response and analysis services to support the State of Hawaii's hosted or on-premises enterprise security environments.</p> <p>As a Managed Security Services provider, we offer 24/7 monitoring, management, and support across our security service offering, providing customers with persistent visibility into their service information through a highly automated online self-service portal.</p> <p>Our Managed Security Services include:</p> <ul style="list-style-type: none"> <li>• Network Firewall Services</li> <li>• Premises Firewall Services</li> <li>• DDoS Mitigation</li> <li>• Adaptive Threat Intelligence (ATI)</li> <li>• Security Log Monitoring</li> </ul> <p>Lumen has provided a brief overview of each one of these services in <b>Attachment OF-6 – 3.2.3.1</b>.</p>
3.2.3.2	Offeror shall allow a potential customer to try the service for 30 days without charge.	Exception	For Proof of Concept situations for specific services, we could give the State of Hawaii service for 30 days without charge. This would be determined on an individual case basis.
3.2.3.3	Offeror shall ensure that all confidential information including network configurations, network diagrams, and IP addresses remain confidential and is only used to provide monitoring and management support.	Comply	
<b>3.2.4</b>	<b>Provider Network</b>		
<b>3.2.4.1</b>	<b>Industry Standards</b>		

3.2.4.1.1	<p>Offeror shall meet and be in compliance with the following industry standards:</p> <ul style="list-style-type: none"> <li>• Telecommunication Industry Association/ Electronics Industry Association (TIA/EIA)</li> <li>• Internet Engineering Task Force (IETF)</li> <li>• International Telecommunication Union (ITU)</li> <li>• American National Standards Institute (ANSI)</li> <li>• Building Industry Consulting Service International (BICSI)</li> <li>• Institute of Electrical and Electronic Engineers (IEEE)</li> </ul>	Comply	<p>Lumen complies with the industry standards set forth in this section to the extent they were designed and intended to apply to the type of services being provided by Lumen under this RFP.</p>
<b>3.2.4.2 Interisland Network (for Offerors providing services on islands other than Oahu)</b>			
3.2.4.2.1	<p>Offeror shall provide a diagram of its interisland fiber network and Point of Presence (POP) switch locations.</p>	Exception	<p>Due to proprietary nature of the network, Lumen can provide this information under a separate Non-disclosure Agreement (NDA) if awarded.</p>
3.2.4.2.2	<p>Offeror shall explain what parts (of the fiber network and switches) it owns and leases and what parts are owned by partner carriers.</p>	Exception	<p>Due to proprietary nature of the network, Lumen can provide this information under an NDA if awarded.</p>
3.2.4.2.3	<p>Offeror shall describe its POP switch type and switch capacity.</p>	Comply	<p><b>Internet</b> Each POP utilizes leading-edge equipment and routers with redundant power, equipment, and/or routing processors. The switch infrastructure is a redundant aggregation architecture with no single points of failure, including redundancy in the chassis, power supplies, line cards, switch fabric and CPU.</p> <p>Lumen’s premium IP backbone is optimized to improve availability, reduce latency, and minimize packet loss, which helps provide superior performance and enhances applications operating over the network. We own and operate the underlying transport network. This allows for rapid and virtually unlimited provisioning of new backbone links to augment the IP network and demonstrates our ability to add new services at all network layers.</p> <p><b>Voice</b> The Voice Complete service network architecture is built with Acme Packet Net-Net 4250 Session Border Controllers (SBCs) at the edge</p>

			<p>and BroadSoft's BroadWorks application platform providing Class 5 features. The Acme Packet Net-Net SBCs serve as the customer access or interconnects. They are deployed in High Availability redundant pairs in McLean, VA and San Jose, CA. Class 5 features of the Voice Complete SIP service are performed by BroadSoft's BroadWorks application platform. These are redundant server clusters that deployed with geographic diversity operating in active-active redundancy. The current active deployments of the BroadSoft server clusters are in Dallas, TX and McLean, VA.</p> <p>It is our standard design practice to provision enough capacity on the trunk groups such that one site can handle 100% of the PSTN connectivity requirements.</p>
<b>3.2.4.3</b>	<b>Interstate Network (for Offerors providing ISP or TSP services)</b>		
3.2.4.3.1	Offeror shall explain its interstate fiber network and identify the network redundancies in place.	Comply	<p>Lumen's current IP transit architecture relies on an underlying 10/100 Gbps wavelength transport infrastructure that is completely scalable in that Lumen can simply add more wavelengths to existing wavelength Link Aggregation Groups (LAGs). The addition of these wavelengths to existing LAGs are initiated by our IP Capacity Planning organization based on organic growth of the IP traffic within Lumen's IP transit architecture. The LAG groups are combined in wavelength groupings at a device level. Additionally, more wavelength groupings can be added to any IP transit route between any two cities by simply adding more devices at the transport layer.</p> <p>Please refer to attachment <b>OF-6 - 3.2.4.3.1</b></p>
3.2.4.3.2	Offeror shall provide diagrams of its interstate fiber network and switch locations.	Comply	<p>Lumen has also provided a map of State of Hawaii's network as <b>Attachment OF-6 – 3.2.4.3.2</b>.</p> <p>You can also visit: <a href="https://www.lumen.com/en-us/resources/network-maps.html">https://www.lumen.com/en-us/resources/network-maps.html</a></p>
3.2.4.3.3	Offeror shall explain what parts it owns and leases and what parts are owned by partner carriers.	Comply	<p>100 % of our IP network is controlled and managed by Lumen.</p> <p>Due to proprietary nature of the network, Lumen cannot provide further details at this time.</p>



3.2.4.3.4	Offeror shall explain how it is connected to its international fiber network.	Comply	<p>Lumen operates an international IP network capable of handling the growing needs of any enterprise's bandwidth requirements. We offer native IP service available in over 430 markets and POPs across North America, Europe, Latin America, and Asia-Pacific region with on-net access services available from over 180,000+ on-net buildings and traffic aggregation points. These features result in a better and faster user experience, as well as extensive connectivity to an extraordinary community of on-net customers.</p> <p>Regarding Internet services, Lumen also has strong peering relationships with regional, national and international networks to ensure your traffic reaches its destination quickly and reliably. Our network features over 170 Tbps of global peering capacity connecting over 6,300 unique Autonomous System (AS) interconnects globally with approximately 450,000+ route miles of global fiber.</p> <p>Our global peering capacity consists of clean and balanced traffic loads with our peers over uncongested peering links. Sixty-five percent (65%) of our customer traffic stays on-net and we peer in geographically diverse cities around the globe.</p>
3.2.4.3.5	Offeror shall provide a diagram showing how Internet traffic (including SIP) is routed from the State and within the state with other Hawaii-based organizations and telecommunication providers.	Comply	<p>Lumen has also provided a map of State of Hawaii's network as <b>Attachment OF-6 – 3.2.4.3.2.</b></p> <p>Due to proprietary nature of the network, Lumen can provide this information under a separate Non-disclosure Agreement (NDA) if awarded.</p>
<b>3.2.4.4</b>	<b>Network Design Objectives</b>		
3.2.4.4.1	Offeror must describe the design objectives used to minimize "over subscription" conditions on its network and the procedures used to ensure these objectives are met. Offeror must provide its current performance including substantiating documentation.	Comply	<p>Ideally, the backbone is approximately 75% utilized during worst case failure in peak traffic. For peering, on average, Lumen's interconnects run at 45% capacity. During peak traffic, the links are utilized at between 60% to 65% capacity.</p> <p>Lumen relies on over-provisioning of circuits within the IP backbone to account for normal, peak and single-link or node-failure conditions in order to avoid congestion under each of these scenarios. Lumen continually monitors capacity utilization of its backbone circuits and network coverage.</p>

			<p>All Lumen IP-enabled facilities are configured with a high level of fiber redundancy at the physical layer. Our provider edge (PE) routers always connect to two or more provider (P) routers, which, in turn, are physically connected to at least two other IP routers. In addition to physical redundancy, all P routers are logically fully meshed and configured to provide Fast Re-Route (FRR) link protection in the event of link or node failure.</p> <p>Lumen’s current IP transit architecture relies on an underlying 10/100 Gbps wavelength transport infrastructure that is completely scalable in that Lumen can simply add more wavelengths to existing wavelength Link Aggregation Groups (LAGs). The addition of these wavelengths to existing LAGs are initiated by our IP Capacity Planning organization based on organic growth of the IP traffic within Lumen’s IP transit architecture. The LAG groups are combined in wavelengths groupings at a device level. Additionally, more wavelength groupings can be added to any IP transit route between any two cities by simply adding more devices at the transport layer.</p> <p>Lumen currently operates an Ethernet over wavelengths architecture that is designed purely for scaling, as Lumen has seen approximately 80% year-over-year growth in our IP transit network traffic. Much like the underlying wavelength infrastructure, the IP transit routers that Lumen operates terminate the LAGs and view those LAGs as one IP route between any two cities. The IP routing infrastructure is scaled along with the underlying transport infrastructure.</p> <p>The State of Hawaii may view live network data using the <a href="#">Lumen IP Network Statistics</a> tool on our customer portal. The screens provide active metrics data for each of the Lumen backbone POP circuits. The dashboard provides the user with many ways to retrieve backbone active statistics data in different formats and to run real-time active tests.</p>
3.2.4.4.2	Offeror must describe its design objectives for transmission quality and reliability, as well as, procedures to ensure these objectives are met.	Comply	The Lumen MPLS core network is designed with redundant MPLS Provider (P) switches in every MPLS-enabled gateway. These switches are deployed in a dual, redundant configuration in each gateway location. All core gateways must support, at minimum, two

			<p>or more diverse entrance facilities, with each entrance supporting either a wholly diverse lateral that intersects the primary long-haul right-of-way in different locations or metropolitan network that maintains the same diversity requirements.</p> <p>Lumen’s network utilizes the most advanced fiber optic technology available which is constantly monitored for its performance. The deployed technology allows Lumen to remotely monitor all aspects of the performance of the network to ensure the highest quality transmission available. There are no single points of failure on the Lumen network. The core network is engineered to be fully redundant. By combining our ability to scale, our extensive network reach, and the reliability of our fault tolerant network, we offer our Internet customers a premium IP service with superior performance.</p> <p>The Lumen backbone has redundancy designed in, that incorporates pre-provisioned extra capacity that is unused during normal operations. To the State of Hawaii this means that in the event of an outage, the backbone is re-routed automatically without the risk of over-utilizing the remaining links, even during peak load conditions.</p> <p>Lumen internet connections to transit and peering partners are engineered with the same redundant capacity characteristics, so Lumen customers receive the highest level of redundancy across our backbone, and to our peering partners/transiting peers.</p>
3.2.4.4.3	<p>Offeror must describe the scalability of the proposed telecommunication services.</p> <p>Offeror shall include descriptions of their methodologies on how the proposed services address the following:</p> <p><u>Ubiquity</u> – Offeror’s ability to provide services throughout the State.</p> <p><u>Interoperability</u> – the ability to deliver services that interconnect and communicate on open established standards.</p>	Comply	<p>Lumen currently operates an Ethernet over wavelengths architecture that is designed purely for scaling, as Lumen has seen approximately 80% year-over-year growth in our IP transit network traffic. Much like the underlying wavelength infrastructure, the IP transit routers that Lumen operates terminate the LAGs and view those LAGs as one IP route between any two cities. The IP routing infrastructure is scaled along with the underlying transport infrastructure.</p> <p>Both Layer 2 and Layer 3 can easily scale. Depending on the initial port size, additional cards or equipment may be required.</p>

	<p><u>Scalability</u> – the ability to increase delivery of services in number and/or size in a reasonable timeframe.</p> <p><u>Survivability</u> – the ability to continue to operate or quickly restore services in the face of unanticipated incidents or disasters.</p>	<p><b>Ubiquity</b> Lumen currently offers on-net services on the islands of Oahu, Maui, Kauai and Hawaii. We can provide off-net services to any location within the State.</p> <p><b>Interoperability</b> Lumen will work with the State of Hawaii to deliver services that will interconnect. Our services are built on industry standards and are compatible across various platforms and with many providers.</p> <p><b>Scalability</b> The proposed services are easily scalable depending on the port size purchased.</p> <p><b>Survivability</b> Lumen’s NOCs monitor services on a 24 x 7 x 365 basis to maintain survivability. Local crews will maintain the fiber optic network. Restoration of the fiber cable represents the highest priority for these highly trained and well-equipped crews. Restoration work is performed according to written procedures with both line crews and fiber splicing crews at the scene.</p> <p>Lumen is committed to ensuring business resiliency and survivability during an incident or business disruption and has a written policy and plan in place that consists of information and procedures used to recover from a disaster as rapidly as possible. The plan is updated each year as equipment, personnel, and procedures change. Our Corporate Business Continuity Management (BCM) program, in conjunction with the Company’s culture and Unifying Principles, fosters an environment of prevention, collaboration, communication, response and recovery, ultimately ensuring our ability to serve customers, shareholders and employees in the face of disruptive events.</p> <p>As one of four core members of the Communication Sector Coordinating Council partnering with the Department of Homeland Security National Coordinating Center (NCC), it is of paramount importance for Lumen to protect the operation of our company and our customers’ business. We do this by providing a standards-based framework to ensure consistent alignment of the company’s</p>
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			goals through strategic planning for mitigating, responding to, and managing disruptive impacts across the Company.
3.2.4.4.4	Offeror must describe the resiliency of the proposed telecommunication services to guarantee service level agreements in case of network outages or failures.	Comply	<p>Lumen’s core network has been engineered from the ground up to be highly available and resistant to outages. This is due to our dual ring SONET design. This design includes a minimum of two rings connecting our gateway facilities in metro markets allowing for continuous communications should there be a fiber cut along one of the rings. Our network is designed to be self-healing in that, should there be a fiber cut, the network will automatically re-route traffic away from the affected segment and onto unaffected fiber. This re-route occurs within 50ms or less so the majority of our customers’ communications equipment will not experience a loss of signal or error event.</p> <p>This architecture philosophy is applied to our Metro Ethernet rings servicing multiple buildings and customers across the State.</p> <p>Our protected wavelength services are built with diverse paths and our DWDM equipment allows the wavelength transport to operate as a ring. This allows the wavelength circuit to be also self-healing.</p>
<b>3.2.4.5</b>	<b>Network Security</b>		
3.2.4.5.1	The State expects the Offeror to follow stringent security standards and commit to the following:		Please see below.
3.2.4.5.1.1	Security incident notification. Notify the State if a security incident leads to interruption of service or unauthorized disclosure of non-public information and detail the mitigation steps needed to reduce further risk to the State.	Comply	We use a variety of tools to monitor the MPLS network, primarily focusing on traffic patterns to reduce security risks. We investigate any substantial sustained deviations from expected network utilization. Substantial traffic pattern changes trigger a preliminary alert in our Network Operations Centers (NOCs) and/or Security Operations Center (SOC). We also monitor managed network device logs for anomalous or suspicious behavior, which is forwarded to internal subject matter experts for investigation. For devices capable of triggering alerts upon detection of a traffic flood attack, operations staff receive real-time notification to investigate and contact customers as per standard procedures.

			<p>Once a potential incident is identified, we will attempt to contact the State of Hawaii by phone and email. In the case of known attack profiles or suspected security breaches, our security incident response team is immediately engaged prior to notifying impacted customers. The Lumen SOC also begins an investigation if a customer complaint is received.</p> <p>In the event Lumen determines that a Security Incident has impacted customer data, Lumen shall promptly take the following actions:</p> <ul style="list-style-type: none"> <li>• Notify the State of Hawaii of such Security Incident and provide periodic updates as appropriate given the nature of the Security Incident and as information becomes available</li> <li>• Take reasonable steps to remediate and mitigate the Security Incident, to the extent such steps are technically feasible and appropriate in the circumstances</li> <li>• Conduct a preliminary investigation into the Security Incident to determine, to the extent reasonably feasible, its root cause</li> <li>• Reasonably cooperate with the State of Hawaii in its efforts to remediate or mitigate the Security Incident and its efforts to comply with applicable law and legal authorities, as necessary</li> </ul> <p>As used here, "Security Incident" means any unlawful or unauthorized access, theft, or use of customer data while being stored, transmitted or otherwise processed using Lumen services.</p>
3.2.4.5.1.2	Technical requirements. Implements technical requirements that are aligned with the CIS controls: <a href="https://www.cisecurity.org/controls/">https://www.cisecurity.org/controls/</a>	Comply	Lumen aligns with CIS controls listed.
3.2.4.5.1.3	Security policies. Implement security policies that are aligned with the NIST 800-53. Based on the sensitivity of the data more stringent controls from 800-53 would be required: <a href="https://csrc.nist.gov/publications/detail/sp/800-53/rev-5/final">https://csrc.nist.gov/publications/detail/sp/800-53/rev-5/final</a>	Comply	Lumen aligns with security best practices as established by NIST.
3.2.4.5.1.4	Security Administration.	Comply	Lumen has a Security and Compliance team that is under the direction of the Chief Security Officer.

3.2.4.5.1.5	Physical site security.	Comply	<p>Our network sites are protected by a variety of security, monitoring and limited access systems. All network facilities are secured with hardened doors monitored for intrusion. Most sites have mechanical or electronic cipher locks on which codes regularly change. Many locations have a PAC/ReadyKey electronic card access system. Security lighting is present at all locations. The perimeter of most sites is secured with chain-link security fencing and barbed wire. Many sites have internal motion detectors or beam detectors. Some sites have closed circuit television monitoring.</p> <p>We continually evaluate the level of assurance and overall effectiveness of our facility security program. We perform physical security audits, site surveys and control reviews to validate security mechanisms relative to assessed risk on a site-by-site basis. Evaluation factors include, but are not limited to, facility construction, external entry points, presence and degree of exterior lighting, local law enforcement response times, surrounding residential population density, relative crime risk for location, presence and degree of surveillance cameras, presence of on-site security personnel or other staff, and historical incident patterns. Routine inspections are also performed to verify compliance with all applicable federal and regional mandates.</p> <p>All facilities and sensitive operating environments are constantly monitored. Each access attempt is logged and verified. An unauthorized attempt results in Lumen field staff and, potentially, law enforcement dispatch.</p>
3.2.4.5.2	Offeror shall describe its network infrastructures physical, logical and operation levels of security.	Comply	<p>The physical and logical integrity of all data center systems is important to making sure customer infrastructure remains secure. Lumen follows industry accepted security best practices including defense in-depth and layered security controls to monitor and detect security events and to protect the information and data stored on Lumen information systems.</p> <p>Please see <b>Attachment OF-6 – 3.2.4.5.2</b> for further details.</p>

3.2.4.5.3	Offer shall describe how its network infrastructure delivers reliable communication and how it provides data security and integrity.	Comply	<p>Lumen has implemented the data security measures and shall maintain them, or an equally secure equivalent, during the applicable term of the Services. These measures generally apply to Lumen’s standard services and certain measures may not apply or may be applied differently to customized services, configurations, or environments ordered or as deployed by a customer. These measures have been implemented by Lumen to protect, directly or indirectly, the confidentiality, integrity, and availability of Customer Data.</p> <p>Lumen has implemented an information security program (the “Program”) that includes reasonable measures designed to: (1) secure the confidentiality and integrity of Customer Data; (2) to the extent related to the Services and Lumen infrastructure, protect against foreseeable threats to the security or integrity of Customer Data; (3) protect against unauthorized access to, disclosure of or unauthorized use of Customer Data; and (4) provide that Lumen employees are aware of the need to maintain the confidentiality, integrity and security of Customer Data. Lumen will limit access to Customer Data to only those employees, agents, contractors, or service providers of Lumen who need the information to carry-out the purposes for which Customer Data was disclosed to Lumen.</p>
3.2.4.5.4	Provide documentation of what standard controls implemented within the organization relating to services provided to the State upon request.	Comply	<p>The Lumen Program is modelled on the ISO27001:2013-based Information Security Management System (“ISMS”), which establishes the guidelines and general principles used for establishing, implementing, operating, monitoring, reviewing, maintaining and improving protections for Lumen information and Customer Data.</p> <p>Lumen’s security controls include:</p> <ul style="list-style-type: none"> <li>• Logical access controls to manage access to Customer Data on a least privilege and need-to-know basis, including through the use of defined authority levels and job functions, unique IDs and passwords, strong two-factor authentication for remote access systems etc.,</li> <li>• Password controls to manage and control password complexity and expiration. Any password controlling access to the Lumen infrastructure must be of a minimum length and complexity.</li> </ul>



		<ul style="list-style-type: none"><li>• Operational procedures and controls to provide that technology and information systems are configured and maintained according to prescribed internal standards.</li><li>• Network security controls, including the use of firewalls, layered DMZs, and updated intrusion detection/prevention systems to help protect systems from intrusion and/or limit the scope or success of any attack or attempt at unauthorized access.</li><li>• Vulnerability management procedures and technologies to identify, assess, mitigate and protect against new and existing security vulnerabilities and threats, including viruses, bots, and other malicious code.</li><li>• Approved anti-malware software installed on Lumen equipment capable of running it where the risk of infection is high. Configured to prevent users disabling the software where possible or altering its configuration without authorization.</li><li>• Change management procedures outlining that modifications to Lumen technology and information assets are tested, approved, recorded, and monitored.</li><li>• Organizational management designed to ensure the proper development and maintenance of information security and technology policies, procedures and standards.</li><li>• Dedicated organizations with responsibility for all physical security operations, security systems, access administration, and security controls within all Lumen-owned facilities and data centers.</li><li>• Security policies which reinforce the importance of physical security of all company facilities including procedures specific to data center physical security.</li><li>• CCTV (Closed Circuit Television) commonly deployed as a physical security control in high value facilities to deter, detect and identify intruders.</li><li>• Disposal procedures for different types and classifications of information which are documented and communicated to personnel.</li><li>• Pre-employment screening and background checks conducted on incoming personnel in accordance with Lumen human resource on-boarding practices and applicable local law.</li></ul>
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<b>3.2.4.6</b>	<b>Interface Requirements</b>		
3.2.4.6.1	The telecommunication services provided by Offerors must interface with existing State telecommunications systems in a transparent manner that does not negatively impact State users or the existing network infrastructure.	Comply	Any proposed services will interface with existing State systems where necessary provided it is a clear requirement of all services requested.
3.2.4.6.2	Offeror shall indicate what interface requirements are needed to support the proposed telecommunication services.	Comply	<p>Lumen will provide the State of Hawaii a customer designated demarc and the appropriate interface/connection for the requested service. For underlying Ethernet services with bandwidths up to 100 Mbps, Lumen will provide a RJ-45/Copper based port. For bandwidths up to 1 Gbps, Lumen will provide either a RJ-45/Copper based port or 2-Fiber Optical Single-Mode or Multi-Mode, SC or LC connector port. For underlying wavelength services with bandwidths up to 10 Gbps, Lumen will provide a 2-Fiber Single-Mode SC or LC connector port.</p> <p>PRI Voice services are served via a RJ-48 PRI port.</p> <p>The State of Hawaii will supply the jumper cable between the customer premise equipment (CPE) and the Lumen port. CPE will need to be capable of receiving the requested services. Layer 3 services will require a Layer 3 capable device such as router, router/firewall, or Layer 3 switch. Layer 2 will require capable routers or switches, and Class of Service (CoS) will require routers or switches capable of shaping traffic flow. Please do not hesitate to contact us if you have specific questions regarding the interested services.</p>
3.2.4.6.3	In cases where network wiring is required to complete a connection, the Offeror shall provide such wiring.	Exception	Lumen will comply as long as infrastructure is available to extend the facility. Lumen offers building extension services to extend the network wiring from Lumen's Minimum Point of Entry (MPOE) to the State of Hawaii Demarc.

3.2.4.6.4	Offeror shall identify all network equipment that is not considered part of the agreement in which the State will need to provide the equipment and support.	Comply	The State of Hawaii will be required to supply CPE routers as this is not a managed service. Our managed services do include the CPE router.
<b>3.2.4.7</b>	<b>Offeror Responsibility</b>		
3.2.4.7.1	It is the Offeror's responsibility to provide: <ul style="list-style-type: none"> <li>• Solution architecture</li> <li>• Required telecommunication services</li> <li>• Installation and provisioning of the telecommunication services</li> <li>• Network connectivity</li> <li>• Final Testing</li> <li>• Management, maintenance and support services</li> <li>• Technical documentation</li> </ul>	Comply	Lumen will be responsible for providing all of the requirements listed.
<b>3.2.5</b>	<b>Network Performance &amp; Service Levels</b>		
<b>3.2.5.1</b>	<b>Circuit Parameters</b>		
3.2.5.1.1	Offeror shall describe its service level commitments for Annual Network Availability	Comply	All service level commitments can be found at: <a href="https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html">https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html</a>  Additionally, Lumen has provided applicable Service Exhibits/Schedules in <b>Appendix A</b> .
3.2.5.1.2	Offeror shall provide equal or better Annual Network Availability than 99.99% (Percentage of time that the service is operational.).	Comply	All services have an availability of at least 99.99%. Please also see the previous response.
<b>3.2.6</b>	<b>Terms</b>		
<b>3.2.6.1</b>	<b>Multiple Terms</b>		

3.2.6.1.1	Services shall be available with multiple terms of 1 year, 3 year, and 5 year terms.	Comply	Lumen has provided pricing for 1 year, 3 year, and 5 year terms.
3.2.6.1.2	Larger discounts should be applied to longer terms.	Comply	Lumen has provided pricing that applies larger discounts for longer terms.
<b>3.2.7</b>	<b>Billing</b>		
<b>3.2.7.1</b>	<b>Start of Billing</b>		
3.2.7.7.1	Billing of all services must not begin until the service has been declared operational by the customer.	Comply.	<p>Billing will not commence until the customer has accepted the service.</p> <p>Our standard process, included in our Master Service Agreement (MSA) states that:</p> <p>Unless otherwise set forth in a Service Attachment, Lumen will deliver written or electronic notice (a "Connection Notice") to Customer when Service is installed, at which time billing will commence ("Service Commencement Date"). If Customer notifies Lumen within three days after delivery of the Connection Notice that Service is not functioning properly, Lumen will correct any deficiencies and, upon Customer's request, credit Customer's account in the amount of 1/30 of the applicable monthly recurring charge (MRC) for each day the Service did not function properly. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer for the Service, and Customer will pay such charges.</p>
<b>3.2.7.2</b>	<b>Monthly Invoices</b>		
3.2.7.2.1	The Offeror shall prepare monthly invoices as directed by State departments, agencies, branches of government, and counties as stand alone accounts or parent and child accounts. State departments usually require separate billing by department, division, or branch.	Comply.	An account can be set up for each department, agency, branch and county locations with the service rolling up to a main account. We refer to this as a parent/child relationship. We can send out an invoice to the parent with all the charges on it for each location. If individual invoices need to go to each of the locations, then we will set up separate accounts for each location under the same organization identifier (Bus Org ID), and individual reports can be pulled from the Customer Portal. Summary reports can also be run for all the accounts by the Bus Org ID rolling up to one summary report with all accounts under the Bus Org. Specific

			<p>details for billing of accounts need to be provided at time of order placement.</p> <p>Using our customer portal, Control Center, you can also view invoices at the master account level, as well as on a per location/subsidiary location basis.</p>
3.2.7.2.2	The billing period must be from the first of the month to the end of the month or a mutually agreeable period.	Comply	For the main cycle, our billing team runs invoices on the first business day of the month. Cycles for some services run weekly throughout the month. Invoices posted to Control Center, the customer portal, will generally be available on the fifth day of the month. We can provide a paper bill upon request, which will be mailed by the third day of the month.
3.2.7.2.3	Billing for all services must be on a monthly basis with bills rendered within 15 days after the end of the billing period.	Comply	Invoices posted to Control Center, the customer portal, will generally be available on the fifth day of the month.
3.2.7.2.4	The Offeror shall prepare monthly invoices in two (2) copies for each billing account.	Exception	We can provide a paper bill upon request, which will be mailed by the third day of the month. Typically, only one hard copy is prepared. The State of Hawaii can download billing data through our secure portal, Control Center to view your bills and download PDF copies or request a copy be sent via email. As many hard copies can then be printed of the PDF file or the email.
3.2.7.2.5	All monthly invoices must at a minimum identify the customer being billed, billing address, billing phone number, billing account number, billing circuit number, the type of service being billed, regulatory taxes/fees/charges, and the amount billed.	Comply	<p>Lumen invoice statements describe the total amount due, along with the total cost for recurring and non-recurring fees and total usage (if applicable). Billing for partial months is pro-rated based on a calendar month. All undisputed invoices are due in accordance with the payment terms in the customer's Master Service Agreement (MSA).</p> <p>The invoice includes the following information:</p> <ul style="list-style-type: none"> <li>• Customer's full name</li> <li>• Customer billing address</li> <li>• Customer's service addresses</li> <li>• Service description</li> <li>• Lumen's circuit ID number</li> <li>• The Lumen billing account number assigned to a customer account</li> </ul>

			<ul style="list-style-type: none"> <li>• Correct cost and applicable fees and taxes</li> <li>• Applicable credits</li> </ul> <p>Each invoice has a summary section at the top and a detail section for each service. On-net versus off-net service is specified in addition to the service location.</p> <p>The phone number can be provided at time of order placement and then it will be placed in one of the open fields.</p>
3.2.7.2.6	Invoices shall be simple in format and easy for the customer to understand. If the Offeror uses company or industry specific wording (for example Universal Service Order Codes) on invoices, the Offeror shall provide definitions of the entries either on the monthly detailed invoice or on a separate document that defines the entries. Also, the use of codes in place of product descriptions will not be acceptable.	Comply	Normally, the second page of invoice has several definitions and helpful FAQs. If additional assistance is needed in understanding your bill the Account Manager or the Billing Analyst can also provide assistance.
<b>3.2.7.3</b>	<b>Late Payment Charge</b>		
3.2.7.3.1	Contractors are reminded that the State, from the date of receipt of an invoice (not the date billed or mailed), has 30 calendar days to process and pay the bill without a late charge by State law (Hawaii Revised Statutes §103-10). The Contractor must not send out late payment letters or assess late charges until the 30 days has passed.	Comply	Comply.
<b>3.2.7.4</b>	<b>Education Discount</b>		
3.2.7.4.1	The Offeror shall participate in the FCC E-Rate discount program for schools and libraries.	Comply	Lumen has been involved with E-Rate since its inception in 1997 and is accustomed to working with the USAC eligible schools and libraries to provide them with services through the E-Rate program.
3.2.7.4.2	It is anticipated that some services obtained under this procurement may be eligible for E-Rate discounts which the Hawaii Department of Education (DOE) intends to apply for. Under	Comply	To be eligible for E-Rate, either the agency or the end user must post a 470 and accept and evaluate all bids in order to get the E-Rate discounts. Since the agency did not post a 470 in

	<p>the program, providers receive the full amount they contract for, however payment for eligible goods and services is split between the DOE and the Universal Service Funds (USF).</p> <p>The Offeror shall refer to the Eligible Services List (FCC Docket No. 13-184 – please ensure to view the appropriate funding year) which can be viewed on the Universal Service Administrative Company (USAC) website at <a href="http://www.usac.org/e-rate/">www.usac.org/e-rate/</a>. Offeror is responsible for ensuring that all submissions are on the Eligible Services List, or if not, are so noted and priced separately.</p>		<p>conjunction with this RFP, Lumen will assume that the end users will be posting their individual 470s as appropriate.</p> <p>The following are currently classified as ineligible for E-Rate funding, but proposed here: Voice Complete, all categories of DDoS, all classifications of voice services. It is understood that the Eligible service list can change from one funding year to the next which could potentially impact what services/solutions are eligible for funding.</p> <p>Lumen has not noted which services are eligible for E-Rate discounts and priced separately.</p>
<p>3.2.7.4.3</p>	<p>Any Offeror wishing to provide E-Rate qualifying services to the DOE shall:</p> <ul style="list-style-type: none"> <li>• Possess a Service Provider Identification Number and provide it with the bid proposal. Contact the USAC for additional information.</li> <li>• Agree that the DOE's portion of the contract is subject to availability of the discount to the DOE schools on a year-by-year basis.</li> <li>• Agree to invoice for the discount amount using the approved USAC guidelines, forms and procedures.</li> <li>• Agree to invoice the DOE only for the after- discount amount.</li> <li>• Agree to assist the DOE in resolving any administrative issues that arise from the USF program.</li> <li>• Agree that the order may be cancelled, at the DOE's option, if the DOE does not receive the anticipated discounts.</li> </ul> <p>Not assess additional surcharge related to E-Rate processing for non-DOE agencies.</p>	<p>Comply</p>	<ul style="list-style-type: none"> <li>• Lumen's various entities that provide services under the E-Rate program have valid SPINs on file with USAC. Once the end users have posted 470s for service, we will gladly provide the correct SPIN for the solution we propose to them. Lumen is authorized as an Eligible Telecommunications Provider and serves its community on a common carriage basis. Our Service Provider Annual Certifications are updated annually.</li> <li>• Since the DOE did not post a 470 in conjunction with this RFP, Lumen assumes that the individual end users will post their own 470s as needed. DOE may work with the end user on eligibility and availability of discounts. Lumen will require payment in full at all times from the DOE.</li> <li>• Lumen's staff of trained personnel can offer advice and guidance in this education technology program. Keeping the lines of communication open and having accurate information are crucial to the success in the E-Rate program. E-Rate program rules prohibit service provider involvement with preparation or certification of the FCC Form 470 and circumscribe service provider involvement in the associated competitive bidding process. Once chosen as your provider, Lumen can offer technical guidance and support on an as-needed basis for subsequent forms and processes. This E-Rate support is available to all eligible E-Rate customers after award at no additional charge.</li> <li>• Since the DOE did not post a 470 in conjunction with this RFP, Lumen will not be including any E-Rate contingencies</li> </ul>

			<p>with this bid. SPI and BEAR options are available to end users who post 470s.</p> <ul style="list-style-type: none"> <li>Lumen does not charge for E-Rate processing.</li> </ul>
<b>3.2.8</b>	<b>Customer Service</b>		
<b>3.2.8.1</b>	<b>Network Support</b>		
3.2.8.1.1	<p>Offeror must have a full-time network operations center, preferably located in the State of Hawaii, who are ready to take trouble and technical assistance phone calls 24 hours a day, 7 days per week, as the State has workers on shifts, flex time, and overtime who may report a problem. Prompt response to problems is required.</p>	Comply	<p>Lumen has major Network Operation Centers (NOCs) located in the United States, Europe and South America providing geographically diverse, 24-hour, 7 days per week network management so that all issues reported are given prompt attention. The main NOCs are in Colorado, Georgia, Arizona and Minnesota within the United States and Crewe and London, England, Sao Paulo, Brazil and Buenos Aires, Argentina. These geographically dispersed centers offer full redundancy between locations ensuring that major network events around the globe are addressed around the clock. The networks are continually upgraded with the latest equipment and technologies and are supported by our experts in network design, security and customer service. The automated, self-healing qualities of the network support our commitment to being there for our customers.</p>
3.2.8.1.2	<p>Identify other problem reporting methods such as email submissions.</p>	Comply	<p>The State of Hawaii may open a trouble ticket request by calling the NOC and following the prompts for the correct product, or enter a ticket number if you already have one opened. To contact the National service center, please dial (877) 453-8353, Option 1.</p> <p>You can also log a ticket online on the customer portal. You provide the input data, document the trouble ticket number you receive, and use it to track progress. Progress updates can be secured by adding your email address to the ticket, calling the NOC with the ticket number, accessing the portal, or subscribing to email updates for all trouble tickets by engaging your account representative. Tickets created online are treated with the same priority as those called into our NOC.</p>



<p>3.2.8.1.3</p>	<p>Identify problem escalation process. Offeror shall outline its problem escalation process beyond Tier 1 support.</p> <p>Offeror must describe the escalation procedure available to the State in the event the State deems progress on problem resolution to be unsatisfactory.</p>	<p>Comply</p>	<p>Lumen employs a comprehensive escalation policy for addressing customer troubles, service interruptions, network events and other service incidents. To ensure that customer service levels and support are maintained, the State of Hawaii, agencies and employees should follow current policy and adhere to Lumen's trouble ticket escalation process.</p> <p>Escalations are used when additional resources are required to diagnose a problem or gain movement from other departments or vendors. Escalations are not denied by the Lumen repair center. The State of Hawaii should escalate at intervals that reflect the urgency of the outage, while still allowing each escalation level an opportunity to pursue a timely resolution. Starting at the first level (i.e., with a repair technician) ensures a consistent and structured process that enables accurate information to be relayed in the timeliest manner to the most appropriate personnel.</p> <p>Lumen provides an Escalation Matrix at <a href="https://repairescalations.lumen.com">https://repairescalations.lumen.com</a></p> <p><b>Important Points about Escalations</b></p> <ul style="list-style-type: none"> <li>• The State of Hawaii is strongly encouraged to escalate through the repair center at an interval that reflects the impact of the outage to your business</li> <li>• State of Hawaii should not escalate service troubles through your Lumen account team or other Lumen contacts as this may cause delays and miscommunication.</li> <li>• Escalations received via a customer-facing portal or by a call to the repair center are all treated in the same manner.</li> </ul>
<p><b>3.2.8.1.4</b></p>	<p><b>Monitoring and Reporting</b></p>		
<p>3.2.8.1.4.1</p>	<p>Network Operations Center (NOC)</p> <p>Offeror shall describe how its NOC will provide technical assistance and 24x7 network monitoring.</p> <p>Offeror shall provide toll-free telephone and email access to the NOC 24x7.</p>	<p>Comply</p>	<p>Lumen's unified and highly advanced NOC uses a Network Management System (NMS) for 24-hour surveillance and operation of all network elements. The NMS system integrates network element managers, alarm aggregation, and network managers into one platform for greater network operations efficiency. We have a dedicated management communications network running on its own fiber pair. This network provides a high-capacity communications system completely independent of the transmission equipment and supports remote video</p>

	<p>Phone support is necessary. Online trouble ticket creation and monitoring is desired, but not required.</p>		<p>monitoring, access security, and environmental monitoring (for example, temperature and fire alarms).</p> <p>The State of Hawaii may open a trouble ticket request by calling the NOC and following the prompts for the correct product, or enter a ticket number if you already have one opened. To contact the National service center, please dial (877) 453-8353, Opt 1.</p> <p>The State of Hawaii can also log a ticket online on the customer portal. You provide the input data, document the trouble ticket number you receive, and use it to track progress. Progress updates can be secured by adding your email address to the ticket, calling the NOC with the ticket number, accessing the portal, or subscribing to email updates for all trouble tickets by engaging your account representative. Tickets created online are treated with the same priority as those called into our NOC.</p>
<p>3.2.8.1.4.2</p>	<p>Offeror shall take immediate corrective action to resolve any network failure, such as rerouting traffic, utilizing a redundant facility, dispatching technicians, and all other steps required for the immediate re-instituting of services to the State.</p>	<p>Comply</p>	<p>Each NOC technician understands the importance of maintaining network availability and resolving problems quickly and each has the skills to assist customers with all aspects of their service. Every NOC technician is supported by a wider NOC and management team available 24/7 for problem resolution and issue escalations.</p> <p>The charter of the NOC is to ensure that all issues are resolved quickly — on a first-call resolution when possible — whether those issues involve fault and repair management or security concerns. A NOC technician can handle repair tickets and act as the customer’s primary contact. The technician’s goal is to drive continuous improvement into the customer service experience.</p> <p>In addition to manual monitoring performed by NOC technicians, Lumen has sophisticated network monitoring tools that receive alarms and other network events in real-time. These monitoring tools help Lumen to make determinations about service-impacting events and take necessary actions to alleviate problems as quickly as possible. The following effects of network events will create a service alarm for NOC technicians to address:</p> <ul style="list-style-type: none"> <li>• Signal loss</li> <li>• Error thresholds (degradation of service) to be exceeded</li> <li>• An outage</li> </ul>

3.2.8.1.4.3	For individual trouble reports, a verbal report of trouble clearance with the report number shall be furnished within one (1) hour to the customer that reported the trouble.	Exception	At the close of every ticket, a brief conclusion summary is added to the trouble ticket (it captures both the cause and actions taken to restore your service). A Reason for Outage (RFO) ticket can be submitted using our web portal, Control Center, after your trouble ticket is closed. A verbal report can be requested at this time; however, dependent on the severity of the issue, verbal response time may not be within one (1) hour.
3.2.8.1.4.4	Web Portal. Offeror shall optionally provide web portal access that allows for network monitoring, real time traffic analysis, and reporting functionality with a minimum of twelve (12) months' worth of historical data.	Comply	<p>With Lumen's customer portal, Control Center, the State of Hawaii can build an accurate picture of your strategic goals, choose from more than 100 different types of reports — billing, use and network performance. You can use the interactive network dashboard to track performance and tickets instantly. Your information is archived securely, allowing access to historical information.</p> <p>The State of Hawaii can also track open tickets to help identify and correct services that are not operating efficiently. You can view a high-level service summary or details for a specific location and qualify locations for additional or upgraded services to better meet your business needs.</p> <p>Control Center enables you to track and manage the use and performance of your Lumen services:</p> <ul style="list-style-type: none"> <li>• Run summary and in-depth reports</li> <li>• Choose from a range of preconfigured reports or build custom reports</li> <li>• Run performance reports</li> <li>• Isolate performance issues</li> <li>• Analyze performance metrics</li> <li>• Visibility into traffic and usage of your Voice services</li> </ul> <p>With the addition of Dynamic Capacity, you will gain access to sophisticated data analytics tools for managing E-Line, Internet Services, IP-VPN, and ELAN services under Dynamic Capacity or Enhanced Management:</p> <ul style="list-style-type: none"> <li>• Data utilization</li> </ul>

			<ul style="list-style-type: none"> <li>• Voice utilization</li> <li>• Dynamic Capacity</li> <li>• Thresholds and alerts</li> <li>• Site performance</li> <li>• POP performance</li> <li>• Network performance</li> </ul>
<b>3.2.8.2</b>	<b>Management Reports</b>		
3.2.8.2.1	Contractor shall provide annual reports to the Contract Administrator (preferably at the end of the calendar year or beginning twelve (12) months from the Contract Start Date), which summarizes the circuit type, Department, Location, Speed, and Cost. One report will be a consolidated report for the State and the other reports will be by department or agency.	Comply	Lumen will provide mutually agreed upon annual reports.
3.2.8.2.2	After giving forty-five (45) days notice, the Contract Administrator may request the Contractor to provide a list of State customers, account numbers, billing addresses, and circuits on each account. It is desirable that the Contractor be able to provide the physical address where service is provided to each account.	Comply	Lumen will provide mutually agreed upon annual reports.
3.2.8.2.3	Offeror shall identify and include samples of all available management reports regarding billing analysis, traffic studies, and usage.	Comply	All this information is available via the web portal. Please see the response to 3.2.8.1.4.4.
3.2.8.2.4	For any major outage (4 hours or more), Contractor shall provide an after action report that identifies the problem and corrective action taken.	Comply	<p>At the close of every ticket, a brief conclusion summary is added to the trouble ticket (it captures both the cause and actions taken to restore your service).</p> <p>If formal documentation on Lumen letterhead is needed, a Reason for Outage (RFO) ticket can be submitted after your trouble ticket is closed. The RFO team will provide an executive summary of the root cause and repair actions. The formal RFO document will be supplied within 3-5 business days.</p>

			To request an RFO, utilize the portal or contact the Lumen repair center and reference your trouble ticket.
3.2.8.2.5	Contractor shall provide service availability metrics upon request by the agency.	Comply	The agency can view performance metrics for availability using the customer portal.
<b>3.2.8.3</b>	<b>Circuit Downtime</b>		
3.2.8.3.1	Contractor shall provide a credit for circuit outages and problems with transmission quality that affects connectivity.	Comply	Credits for circuit outages and transmission quality can be found at <a href="https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html">https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html</a>
3.2.8.3.2	Offeror shall explain how it will handle credits.	Comply	<p>Any “Service Level” commitments applicable to Services are contained in the Service Schedules applicable to each Service. If Lumen does not meet a Service Level, Lumen will issue to Customer a credit as stated in the applicable Service Attachment on Customer’s request, except that credits will not be provided for Excused Outages. Lumen’s maintenance log and trouble ticketing systems are used to calculate Service Level events. Excused Outages mean scheduled maintenance under Section 5 of the MSA and force majeure events, unless otherwise defined in a Service Schedule.</p> <p>Unless otherwise set forth in a Service Attachment, to request a credit, Customer must contact Customer Service (contact information is located at <a href="http://www.centurylink.com/business">http://www.centurylink.com/business</a>) or deliver a written request with sufficient detail to identify the affected Service. The request for credit must be made within 60 days after the end of the month in which the event occurred. Total monthly credits will not exceed the charges for the affected Service for that month. Customer’s sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the Service Levels applicable to the affected Service.</p>

<b>3.2.9</b>	<b>Implementation/ Migration Plan</b>		
3.2.9.1	Upon request, the Contractor shall submit an Implementation/Migration Plan that describes the major tasks, personnel proposed to perform each task, estimated hours to perform each task, costs, and a schedule for any purchased services.	Exception	Once a service has been confirmed ordered and a clean order has been received from the customer, Lumen will create an implementation plan specific to a particular order or configuration. If the project is large enough, senior program managers as part of our Managed Services, will build and manage a custom implementation plan for deployment upon contract completion and all details are known  At this time there is not enough detail to provide an implementation plan to be included as part of the RFP response.
3.2.9.2	The Contractor shall identify potential risks associated with implementation/migration and recommend strategies for managing those risks.	Comply	Lumen will identify specific risk items and systematically assess a project's risk factors. Risk will be managed by taking action to accept, transfer, or mitigate the risks. Lumen may create contingency plans to reduce uncertainties and consequences related to risks. By reducing risks, Lumen seeks to maximize a project's probability and degree of success.
3.2.9.3	It is essential that there be a seamless migration of services to a new service or Contractor.	Comply	Lumen will work with the State of Hawaii to ensure a seamless migration to new services or Contractor.
3.2.9.4	The Implementation/Migration Plan will be reviewed by the requesting Department prior to starting installation.	Comply	The Implementation/Migration Plan will be mutually agreed upon between Lumen and requesting agency prior to starting installation.
<b>3.2.10</b>	<b>Acceptance Testing</b>		
3.2.10.1	After completion of any portion of the system, the Contractor shall conduct acceptance tests for performance and reliability. The Contractor shall provide all test equipment and accessories required to perform tests and to record test results. The Contractor must ensure that all associated costs (e.g. travel), for the participation at all acceptance testing, are included within its total proposal cost. The Contractor shall notify the State prior to conducting any testing. The State reserves the	Comply	Lumen will meet all requirements regarding testing and ensure that to the extent they wish to be involved, Local contacts may observe and participate.

	right to witness any or all testing. If, during the conduct of testing, test items fail to meet performance requirements, the Contractor shall correct the deficiencies and repeat testing of all affected items. The Contractor shall submit the Acceptance Test Reports to the requesting Department showing the Contractor's functional specifications and the test results.		
3.2.10.2	Acceptance of the system shall be granted after all items have passed the acceptance tests and has been approved by the requesting Department.	Comply	Lumen does not consider a cutover to be complete until the customer has accepted service.
<b>3.2.11</b>	<b>Transition Periods</b>		
3.2.11.1	Transition at Beginning of Contract  The Contractor shall work with the existing telecommunications provider to insure a seamless transition at no cost to the State.	Exception	Lumen will comply and work with the existing telecommunications provider to ensure a seamless transition. However, any costs assessed by the existing provider will be the responsibility of the State of Hawaii.
3.2.11.2	Transition at End of Contract  Monthly cost to continue existing service will be at the current rate of the existing agreement or better on a month-to-month basis, but not to exceed 12 months or there is a cancellation of service or a new multi- year agreement is executed.	Comply	
<b>3.2.12</b>	<b>Other Charges</b>		
3.2.12.1	There will be no service charge to the State for changing service types or increasing bandwidth speed when the monthly cost of the new service is equal to or higher than the existing service and the contractor does not change. For example, moving from lower cost Frame Relay to more costly Broadband Ethernet or moving from 10Mbps Broadband Ethernet to 25Mbps Broadband Ethernet. This shall also apply to circuits procured prior to the start of this contract.	Exception	Additional charges may apply for bandwidth upgrades and will be communicated prior to placing order, but no service charge will be assessed.  Bandwidth changes to the provisioned port speed can be categorized under two categories: a) Bandwidth change without any impact to the already provisioned access circuit bandwidth b) Bandwidth change with impact to the already provisioned access circuit bandwidth

			<p>With Option (a) above any changes to the logical circuit bandwidth can be accomplished rapidly as it involves only Lumen to make the change without any augments or changes to any of the physical infrastructure.</p> <p>With Option (b) above (mainly with bandwidth augments) there could be infrastructure augments that may be required on the Lumen network and/or the third-party access provider network. These could include backbone capacity augments, card augments, etc. Intervals for changes involving any network augments will be handled on an individual case basis.</p> <p>Additionally, a customer's premises relocation or a change in demarcation point may entail a complete redesign, disconnection, and/or reinstallation of a contracted service with additional costs associated.</p>
3.2.12.2	<p>Cancellation of Service</p> <p>There will be no charge to the State for the cancellation of service due to the completion of a term/agreement.</p>	Comply	There is no charge for cancellation due to completion of a term/agreement.
<b>3.2.12.3</b>	<b>Early Termination Fees</b>		
3.2.12.3.1	<p>There will be no early termination fees for one (1) year agreements.</p>	Exception	<p>Lumen proposes to sell the Services identified in this RFP under the attached Lumen Master Service Agreement (MSA) and applicable Service Schedules (the "Agreement"). The Agreement contains greater detail regarding how the Services that are provided, which are tied to Lumen internal systems and are necessary to allow Lumen to provide the Services, and also include appropriate limitations of liability. Lumen agrees to negotiate the Agreement to incorporate terms that the State deems necessary under Hawaii law.</p> <p>Lumen has provided our standard MSA and Service Schedules in <b>Appendix A</b>.</p>



3.2.12.3.2	Three (3) and five (5) year agreements will have a termination fee equal to 25% or less of the remaining balance on the existing agreement.	Exception	Termination fees on three and five year agreements can be evaluated on an individual case basis. There are several factors that determine Lumen spend for a given situation such as costs to lease the last mile, additional equipment costs, etc. that need to be considered.
3.2.12.3.3	Offeror shall provide the termination fee percentage for both three (3) and five (5) year agreements.	Exception	Termination fees on three and five year agreements can be evaluated on an individual case basis. There are several factors that determine Lumen spend for a given situation such as costs to lease the last mile, additional equipment costs, etc. that need to be considered.
3.2.12.3.4	There will be no early termination fees if the Contractor does not meet the Annual Network Availability requirements in Section 3.2.4.1. Circuit Parameters	Exception	<p>Lumen proposes to sell the Services identified in this RFP under the attached Lumen Master Service Agreement (MSA) and applicable Service Schedules (the "Agreement"). The Agreement contains greater detail regarding how the Services that are provided, which are tied to Lumen internal systems and are necessary to allow Lumen to provide the Services, and also include appropriate limitations of liability. Lumen agrees to negotiate the Agreement to incorporate terms that the State deems necessary under Hawaii law.</p> <p>We do provide chronic outage credits and/or cancellation for certain services not meeting availability over a period of time.</p> <p>Lumen has provided our standard MSA and Service Schedules in <b>Appendix A</b>.</p>
3.2.12.4	Any new regulatory fees, regulatory charges, and taxes or any changes (increases and decreases) to these during the contract period or extensions, shall be submitted with an explanation to the Contract Administrator, at least fifteen (15) days prior to the effective date. If the Contractor fails to provide fifteen (15) days notice prior to the effective date for billing, the Contractor shall not bill for the item until the 15- day period has elapsed.	Comply	

3.2.12.5	Late submittals will be allowed if it can be shown that the agency granting the change does not announce the change more than thirty (30) days prior to the effective date. If a tax, fee, or charge changes regularly, the Contractor and the Contract Administrator may agree to streamline the process and reduce the fifteen (15) day notice period on a case-by-case basis.	Comply	
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### 3 Executive Summary

Lumen understands the challenges that government entities such as State of Hawaii face every day. From resource and management challenges, to continued efforts to create a government that is more efficient, effective and focused on the needs of the agency and citizens alike. A cost-effective, easy, feature rich solution is critical. Organizations must also find a way to integrate and consolidate disparate and distant locations into existing networks as quickly and efficiently as possible. Managing these demands, meeting the requirement for additional bandwidth and protecting and maintaining mission critical networks is a formidable challenge. We are uniquely positioned to collaborate with the State of Hawaii in evaluation, design, and transition to your next-generation global network architecture. Our solutions will provide you with a network foundation that enables seamless delivery of business applications and add more control over operational efficiencies.

#### **Solution Overview**

Lumen has responded to numerous network services identified in this response. The proposed networking services leverage Lumen's vast global fiber network infrastructure, which provides a variety of service options in more than sixty (60) countries and 500+ markets. These markets are interconnected via wholly owned submarine systems, allowing Lumen to offer multiple options to deliver performance and cost efficiencies as requested by the State of Hawaii. We deliver the fastest, most secure platform for applications and data to help businesses, government, and communities deliver amazing experiences.

Lumen's solution leverages our global backbone via a mix of Lumen services, including:

- IP VPN (MPLS)
- Wavelength services
- Dedicated Internet Access (DIA)
- Ethernet Services: Ethernet Private Line (EPL), Ethernet Virtual Private Line (EVPL), Ethernet LAN (E-LAN)
- Cloud Connect and Dynamic Connections
- ISDN PRI, Flexvoice Services
- Voice Complete
- Lumen Specialty Lines
- Webex Calling, Lumen Solutions for MStTeams, Zoom (Native or Bring your own carrier)

Lumen has many years of experience serving the needs of government sector clients, at the federal, state, and local level. Many different federal government agencies trust Lumen for their network and security needs. In addition, Lumen provides services to public sector customers in numerous states and across many different jurisdictions. Our secure data and communications networks have been delivering government services and interconnecting agencies for decades. Lumen is a proven, hands-on partner committed to serving state and local governments with reliable solutions.

#### **Exceptions**

Lumen takes exception to the State of Hawaii's terms and conditions and proposes to sell the Services identified in this RFP under the attached Lumen Master Service Agreement and applicable Service Schedules (the "Agreement"). The Agreement contains greater detail regarding how the Services are provided, which are tied to Lumen internal systems and are necessary to allow Lumen to provide the Services, and also include appropriate limitations of liability. Lumen agrees to negotiate the Agreement to incorporate terms that the State of Hawaii deems necessary under Hawaii law.

#### **In Conclusion**

Lumen's strength lies in providing industry-leading telecommunication services tailored to the needs of our customers. We take pride in engaging customers consultatively by aligning subject matter experts who excel at advising on the most beneficial utilization of technology. We believe the capabilities exhibited here, in conjunction with our unique value, will only strengthen the relationship between the State of Hawaii, its entities and our organization.