



## PRI Product Attachment

### PRI Product Description

The Ritter Communications PRI Product/Service provides a Primary Rate Interface (PRI) to commercial end-users (CEU) or Internet Service Providers (ISPs). A PRI consists of an ISDN circuit with 23 B channels and 1 D channel. Each channel operates at 64Kbps. B channels are provided for switching telephone connections, while the D channel provides signaling and call setup messages.

PRI will also receive call-hunting capabilities, and may choose to receive Direct Inward Dialing Termination.

### Demarcation

The demarcation point for PRI Service is the established demarcation point for the telecommunications access circuit at the Customer's site.

### Company Responsibilities

Ritter Communications will provision a telecommunications circuit for PRI Service from the demarcation point to the nearest or Ritter-approved Point of Presence (POP). Circuits may be provisioned in whole or in part using the facilities of other carriers and service availability may be based on availability of facilities. Ritter Communications will order the circuit to be terminated at the demarcation point at Customer's site unless otherwise instructed by the Customer. Customer may be responsible for additional fees, including fees charged by other carriers, for the extension or moving of the PRI service to another location.

Upon execution of this agreement, Ritter Communications will order facilities as necessary for the provision of PRI Service. Customer will be responsible for any fees charged by any other carrier in the event Customer cancels service order or changes the service location(s).

Company will not begin billing until service is operational and accepted by the Customer. Billing will not be delayed if service is not complete for any of the following causes:

- Delays in availability of any required Customer-provided customer premise equipment (CPE);
- Delays in any required Customer-provided CPE configurations or applications;
- Customer fails to comply with items set out in the section below entitled "Customer Responsibilities".

### Customer Responsibilities

- Customer must provide company with site contact (including escalation lists and off-hours contacts).
- Customer must provide company with technical information that is in its possession and is reasonably required by Company to perform its responsibilities.

### Credit for Outages

Customer will be eligible to receive a credit for any unscheduled outages experienced by the Customer. In order to receive the credit Customer must initiate a trouble report to the Company. Credits will be given based upon the outage time recorded in the applicable trouble ticket.

Customer will be eligible for a credit on their invoice based upon the following schedule: if the outage is greater than 20 minutes, but less than 4 hours, Customer will be eligible for a credit equal to the value of one days' service; if the outage is for greater than 4 hours in duration, Customer will be eligible for a credit equal to the value of two days' service. The maximum credit available in any calendar month is 50% of the monthly recurring charges for the affected service. Planned maintenance during off-peak hours will not be considered an outage. This will be Customer's sole remedy and Ritter Communication's sole obligation with regard to any outage or service interruption.

### Requesting a Credit

To be eligible for a credit, Customer must contact Company within five days of the outage. Customer must provide the following information:

- Company name (if applicable) and contact person's name;
- Sufficient information to contact person(s) reporting the outage;
- Telephone number(s) affected by the outage;
- Date(s) and duration(s) of outage.