

REC'D MAR 07 2001

Original Sheet 97

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

~~Service Commission~~

## SECTION 2 - RULES AND REGULATIONS

## 2.19 Cancellation of Service By Customer

## 2.19.1 Cancellation of an Existing Service

- (A) Following the start of service date, the Customer must provide the Company thirty-five (35) days advance written notice to cancel Service. If the requested disconnect date is less than thirty-five (35) days from the date the Company receives the Customer's request to cancel Service, the Company will attempt to disconnect the Service on the date requested by the Customer. However if required, the Company may take up to thirty-five (35) days to complete the disconnect. If Service is disconnected prior to the 35th day following receipt of the Customer's request to cancel Service, the cancellation date of the Service, for billing purposes, will be the 35th day from the receipt of the written cancellation notice. In addition to the TLC described in Section 2.26.2 of this Tariff, the Customer will be responsible for all monthly recurring charges for thirty-five (35) days from the date written notification is received by the Company from the Customer.
- (B) If the Company's failure of performance is thirty-five (35) days or less, Service shall not be subject to cancellation by the Customer. Rather, an appropriate percentage of charges for the directly affected Service shall be abated for such Service interruption. If the Company's failure of performance is for more than thirty-five (35) days, then the directly affected Service may be canceled by either the Company or the Customer without liability other than the Customer's liability for payment for said Service provided prior to cancellation.

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SECTION 2 - RULES AND REGULATIONS

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2.19 Cancellation of Service By Customer (continued)

2.19.2 Customer Cancels An Order For Special Facilities or Dedicated Access  
Arrangements Before Service Begins

Service Commission

If a Customer (1) orders Service requiring special facilities dedicated to the Customer's use or requests that the Company order Dedicated Access arrangements as an agent of the Customer and (2) subsequently cancels its order before Service begins, before completion of the minimum Service period or before completion of some other period mutually agreed upon by the Customer and the Company, the Customer is responsible for all costs incurred expressly on behalf of the Customer by the Company including those costs the Company incurred as an agent of the Customer. If special construction has either begun or has been completed, but Service has not been provided at the time the Customer cancels Service, the Customer is responsible for all construction costs incurred by the Company on the Customer's behalf.

If the Customer cancels a Service Order prior to Service installation and Customer acceptance of Service, a Service order Cancellation charge may apply. See Section 2.16.2 (C) of this Tariff. T

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## SECTION 2 - RULES AND REGULATIONS

## 2.19 Cancellation of Service By Customer (continued)

## 2.19.2 Customer Cancels An Order For Special Facilities or Dedicated Access Arrangements Before Service Begins

If a Customer (1) orders Service requiring special facilities dedicated to the Customer's use or requests that the Company order Dedicated Access arrangements as an agent of the Customer and (2) subsequently cancels its order before Service begins, before completion of the minimum Service period or before completion of some other period mutually agreed upon by the Customer and the Company, the Customer is responsible for all costs incurred expressly on behalf of the Customer by the Company including those costs the Company incurred as an agent of the Customer. If special construction has either begun or has been completed, but Service has not been provided at the time the Customer cancels Service, the Customer is responsible for all construction costs incurred by the Company on the Customer's behalf.

If the Customer cancels a Service Order prior to Service installation and Customer acceptance of Service, a Service order Cancellation Penalty may apply. See Section 2.16.2 (C) of this Tariff.

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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
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Service Commission

SECTION 2 - RULES AND REGULATIONS

2.20 Termination of Service By Company

2.20.1 The Company may terminate Service to the Customer upon five (5) days' verbal or written notice to the Customer for any condition listed in Section 2.2.6 of this Tariff. If the Company delivers the notice to the Customer's Premises, it will be left in a conspicuous place. When notice is mailed, the notice will be addressed to the Customer's last known billing address and mailed first class or express overnight delivery. The selection of the method of delivery of the notice is made by the Company.

2.20.2 The termination of Service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for Service(s) furnished up to the time of termination. The remedies set forth herein will not be exclusive and the Company will at all times be entitled to all rights available to it under either law or equity.

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## SECTION 2 - RULES AND REGULATIONS

## 2.21 Restoration of Services

The use and restoration of Services in emergencies will be in accordance with the priority system specified in Part 64, Subpart D of the rules and regulations of the Federal Communications Commission.

## 2.22 Terminal Equipment

Services may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems such as a CSU/DSU, router, or other network termination equipment. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at the Customer's Premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Service. When such terminal equipment is used, the equipment shall comply with applicable rules and regulations of the Federal Communications Commission, including but not limited to, Part 68. In addition, equipment must comply with generally accepted minimum protective criteria standards and engineering requirements of the telecommunications industry which are not barred by the Federal Communications Commission.

## 2.23 Company-Provided Equipment

The Company or Third Party Vendor may substitute, change or rearrange any equipment or facility at any time but shall endeavor to maintain the technical parameters of the Service provided the Customer. In the event that technical parameters change as a result of the Company's actions, the Company will provide the Customer with twenty-five (25) days notice prior to such change.

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SECTION 2 - RULES AND REGULATIONS

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2.24 Systems Security

Service Commission

2.24.1 If Customer is permitted access to Company's computer systems and data (hereinafter "Systems") for purposes of managing and maintaining Customer's telecommunications system, Customer agrees: T

(A) To access Company's Systems only to the extent required by and incident to the administration and management of Customer's telecommunications system. T

(B) Customer may not disclose or use information learned as a consequence of access to Company's Systems, except as may be directly required to ensure the proper operation of Customer's telecommunications system. Customer must take all reasonable precautions to prevent any other person or entity not having a need to know from acquiring such information. T

(C) Customers will not in any manner or form disclose, provide, or otherwise make available, in whole or in part, these Systems, any related materials, or any other confidential materials, except to those who have a need to know incident to the operation of Customer's telecommunications system. These Systems remain the property of Company and may not be copied, reproduced, or otherwise disseminated without the prior written permission of Company. T

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Service Commission

## SECTION 2 - RULES AND REGULATIONS

## 2.24 Systems Security

2.24.1 If Customers are permitted access to the Company's computer systems and data (hereinafter "Systems") for the purposes of managing and maintaining their own telecommunications system, they will adhere to the following:

- (A) Customers may access the Company's Systems only to the extent required by and incident to the administration and management of the Customer's telecommunications system.
- (B) Customers may not disclose or use information which may be learned as a consequence of access to the Company's Systems except as may be directly required to insure the proper operation of the Customer's telecommunications system. Customers must take all reasonable precautions to prevent any other person or entity who does not have a need to know from acquiring such information.
- (C) Customers shall not in any manner or form disclose, provide, or otherwise make available, in whole or in part, these Systems, documentation, any related material or any other confidential material except to those who have a need to know incident to the operation of the Customer's telecommunications system. These Systems remain the property of the Company and may not be copied, reproduced or otherwise disseminated without the prior written permission of the Company.

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SECTION 2 - RULES AND REGULATIONS

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2.24 Systems Security (continued)

Service Commission

2.24.1 (continued)

- (D) Customers shall take all reasonable precautions to maintain the confidentiality of Systems.

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2.25 Notices

Any notices provided by Company pursuant to this Tariff are deemed given and effective upon the earlier of (a) actual receipt by Customer or (b) three days after mailing if sent by mail, the day after express overnight delivery, or the day the notice is left at the Customer's Premises.

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## SECTION 2 - RULES AND REGULATIONS

## 2.24 Systems Security (continued)

## 2.24.1 (continued)

(D) Customers shall take all reasonable precautions to maintain the confidentiality of Systems. Such precautions shall include the use of PINs and passwords selected by and known only to the Customer's individual authorized users. Telephone numbers and dial-up access numbers assigned to the Customer by Company, PINs or any aspect of access and sign-on methodology used to access these Systems shall not be posted or shared with others under any circumstances. Customers shall follow normal log-off procedures prior to leaving a terminal unattended. Customers should report any known or suspected unauthorized attempt by others to access these Systems.


2.24.2 In the event that a security access device assigned to a Customer for dial-up access is lost, stolen, or misplaced, the Customer must notify Company immediately. Access into these Systems beyond that authorized may result in civil and/or criminal penalties.

## 2.25 Notices

Any notices provided by Company pursuant to this Tariff are deemed given and effective upon the earlier of (a) actual receipt by Customer or (b) three days after mailing if sent by mail, the day after express overnight delivery, or the day the notice is left at the Customer's Premises.

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SECTION 2 - RULES AND REGULATIONS

**Missouri Public**

2.26 Term Plan Agreements

REC'D JAN 12 2004

2.26.1 General

**Service Commission**

For Data Service, the Company provides term plans or service commitment periods. The term plan allows the Customer to order Service at rates commensurate with the length of the term. If rates increase during the term, the rates of the term plan agreement will not be affected during the term of the agreement. If rates decrease during the term, the new rate, if it is lower, would automatically apply to the remainder of the fixed term.

2.26.2 Cancellation of Term Plan Agreement

When the Customer cancels a term plan agreement for Service after installation of Service, the Company will cancel the Customer's Service within thirty-five (35) days of the date the Company receives the Customer's written request to cancel Service. If the Customer cancels Service after installation of Service but before the expiration date of the term plan agreement, a TLC applies. The TLC will be calculated as follows:

- For Private Line Services:
- 100% of any waived non-recurring charges, credits, and rebates plus
- 50% of the remaining revenue stream for Private Line Service whose term plan is being cancelled prior to the expiration date of the term plan agreement. C/R
- For all other Data Services:
- 100% of any waived non-recurring charges, credits, and rebates plus
- 50% of the remaining revenue stream for the Data Services whose term plan is being cancelled prior to the expiration date of the term plan agreement.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Term Plan Agreements

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2.26.1 General

Service Commission

For Data Service, the Company provides term plans or service commitment periods. The term plan allows the Customer to order Service at rates commensurate with the length of the term. If rates increase during the term, the rates of the term plan agreement will not be affected during the term of the agreement. If rates decrease during the term, the new rate, if it is lower, would automatically apply to the remainder of the fixed term.

2.26.2 Cancellation of Term Plan Agreement

When the Customer cancels a term plan agreement for Service after installation of Service, the Company will cancel the Customer's Service within thirty-five (35) days of the date the Company receives the Customer's written request to cancel Service. If the Customer cancels Service after installation of Service but before the expiration date of the term plan agreement, a TLC applies. The TLC will be calculated as follows:

- For Private Line Services:
- 100% of any waived non-recurring charges, credits, and rebates plus
- 80% of the remaining revenue stream for Private Line Service whose term plan is being cancelled prior to the expiration date of the term plan agreement.
- For all other Data Services:
- 100% of any waived non-recurring charges, credits, and rebates plus
- 50% of the remaining revenue stream for the Data Services whose term plan is being cancelled prior to the expiration date of the term plan agreement.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Term Plan Agreements

REC'D AUG 28 2002

2.26.1 General

Service Commission

For Data Service, the Company provides term plans or service commitment periods. The term plan allows the Customer to order Service at rates commensurate with the length of the term. If rates increase during the term, the rates of the term plan agreement will not be affected during the term of the agreement. If rates decrease during the term, the new rate, if it is lower, would automatically apply to the remainder of the fixed term.

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2.26.2 Cancellation of Term Plan Agreement

When the Customer cancels a term plan agreement for Service after installation of Service, the Company will cancel the Customer's Service within thirty-five (35) days of the date the Company receives the Customer's written request to cancel Service. If the Customer cancels Service after installation of Service but before the expiration date of the term plan agreement, a TLC applies. The TLC will be calculated at 100% of the total monthly recurring charges on the unexpired portion of the term plan for Domestic Data Service, and fifty percent (50%) of the total monthly recurring charges on the unexpired portion of the term plan for the National Data Service Frame Relay and ATM.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

REC'D JUL 23 2002

2.26 Term Plan Agreements

Service Commission

2.26.1 General

The Company provides one (1), two (2), three (3), or five (5) year term plans or service commitment periods. The term plan allows the Customer to order Service at rates commensurate with the length of the term. If rates increase during the term, the rates of the term plan agreement will not be affected during the term of the agreement. If rates decrease during the term, the new rate, if it is lower, would automatically apply to the remainder of the fixed term.

2.26.2 Cancellation of Term Plan Agreement

When the Customer cancels a term plan agreement for Service after installation of Service, the Company will cancel the Customer's Service within thirty-five (35) days of the date the Company receives the Customer's written request to cancel Service. If the Customer cancels Service after installation of Service but before the expiration date of the term plan agreement, a TLC applies. The TLC will be calculated at 100% of the total monthly recurring charges on the unexpired portion of the term plan.

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## SECTION 2 - RULES AND REGULATIONS

## 2.26 Term Plan Agreements

## 2.26.1 General

The Company provides one (1), three (3), or five (5) year term plans or service commitment periods. The term plan allows the Customer to order Service at rates commensurate with the length of the term. If rates decrease during the term, the new rate, if it is lower, would automatically apply to the remainder of the fixed term.


## 2.26.2 Cancellation of Term Plan Agreement

When the Customer cancels a term plan agreement for Service after installation of Service, the Company will cancel the Customer's Service within thirty-five (35) days of the date the Company receives the Customer's written request to cancel Service. If the Customer cancels Service after installation of Service but before the expiration date of the term plan agreement, a TLC applies. The TLC will be calculated at 100% of the total monthly recurring charges on the unexpired portion of the term plan.

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SECTION 2 - RULES AND REGULATIONS

**Missouri Public**

2.26 Term Plan Agreements (continued)

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2.26.3 Change in Term Plan Agreement

**Service Commission**

- (A) Change of Service involving a change in term plan agreement may result in a TLC.
- (B) A Customer will not be charged for discontinuing Service under a term plan agreement if the Customer selects and commits to a new term plan for the same Circuit with a longer term. The change in rates will be effective at the start of the next billing cycle following the Company's completion of the processing of the Customer's request.
- (C) The Customer may upgrade Service, either Bandwidth or term, when conditions are met, at the same premises without incurring TLCs provided that a term rate plan is of equivalent or longer period and the Bandwidth is of equivalent or greater Bandwidth.
- (D) If the Customer discontinues Service under a term plan agreement and if the Customer selects and commits to a new term plan agreement with a shorter term for the same Circuit, the Customer must pay the TLC. For Private Line Service, the TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times 50% of the revenue stream for the Private Service whose term plan is being changed. For all other Data Services, the TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times 50% of the revenue stream for the Private Service whose term plan is being changed. The change in rates will be effective at the start of the next billing cycle following the completion of the processing of the Customer's request.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Term Plan Agreements (continued)

REC'D DEC 10 2003

2.26.3 Change in Term Plan Agreement

Service Commission

- (A) Change of Service involving a change in term plan agreement may result in a TLC.
- (B) A Customer will not be charged for discontinuing Service under a term plan agreement if the Customer selects and commits to a new term plan for the same Circuit with a longer term. The change in rates will be effective at the start of the next billing cycle following the Company's completion of the processing of the Customer's request.
- (C) The Customer may upgrade Service, either Bandwidth or term, when conditions are met, at the same premises without incurring TLCs provided that a term rate plan is of equivalent or longer period and the Bandwidth is of equivalent or greater Bandwidth. T
- (D) If the Customer discontinues Service under a term plan agreement and if the Customer selects and commits to a new term plan agreement with a shorter term for the same Circuit, the Customer must pay the TLC. For Private Line Service, the TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times 80% of the revenue stream for the Private Service whose term plan is being changed. For all other Data Services, the TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times 50% of the revenue stream for the Private Service whose term plan is being changed. The change in rates will be effective at the start of the next billing cycle following the completion of the processing of the Customer's request. T

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Term Plan Agreements (continued)

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2.26.3 Change in Term Plan Agreement

Service Commission

- (A) Change of Service involving a change in term plan agreement may result in a TLC.
- (B) A Customer will not be charged for discontinuing Service under a term plan agreement if the Customer selects and commits to a new term plan for the same Circuit with a longer term. The change in rates will be effective at the start of the next billing cycle following the Company's completion of the processing of the Customer's request.
- (C) The Customer may upgrade Service, either bandwidth or term, when conditions are met, at the same premises without incurring TLCs provided that a term rate plan is of equivalent or longer period and the bandwidth is of equivalent or greater bandwidth.
- (D) If the Customer discontinues Service under a term plan agreement and if the Customer selects and commits to a new term plan agreement with a shorter term for the same Circuit, the Customer must pay the TLC. For Private Line Service, the TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times 80% of the revenue stream for the Private Service whose term plan is being changed. For all other Data Services, the TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times 50% of the revenue stream for the Private Service whose term plan is being changed. The change in rates will be effective at the start of the next billing cycle following the completion of the processing of the Customer's request.

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## SECTION 2 - RULES AND REGULATIONS

## 2.26 Term Plan Agreements (continued)

## 2.26.3 Change in Term Plan Agreement

- (A) Change of Service involving a change in term plan agreement may result in a TLC.
- (B) A Customer will not be penalized for discontinuing Service under a term plan agreement if the Customer selects and commits to a new term plan for the same Circuit with a longer term. The change in rates will be effective at the start of the next billing cycle following the Company's completion of the processing of the Customer's request.
- (C) The Customer may upgrade Service, either bandwidth or term, when conditions are met, at the same premises without incurring TLCs provided that a term rate plan is of equivalent or longer period and the bandwidth is of equivalent or greater bandwidth.
- (D) If the Customer discontinues Service under a term plan agreement and if the Customer selects and commits to a new term plan agreement with a shorter term for the same Circuit, the Customer must pay the TLC. The TLC is equal to the difference in the number of months remaining in the old term plan agreement minus the number of months commitment in the new term plan agreement times the MRC. The change in rates will be effective at the start of the next billing cycle following the completion of the processing of the Customer's request.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Term Plan Agreements (continued)

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2.26.4 Expiration of a Term Plan Agreement

Service Commission

If the Company wishes to cancel a term plan agreement, the Company will provide the Customer sixty (60) days written notice prior to the expiration date of the term plan agreement of the Company's intent to cancel Service upon the expiration date of the term plan agreement.

At the end of the term plan agreement, the Customer may order a new term plan, terminate Service, or if no choice is made, continue Service on the current rate for a grace period not to exceed six months.

- If prior to the expiration date of a Customer's term plan agreement the Customer fails to give the Company thirty-five (35) days written notice of the Customer's intent to cancel Service on the expiration date of the term plan agreement, the term plan agreement will be automatically extended for up to six months beyond the expiration date of the original term plan agreement.
- If at the end of the six months grace period, the Customer does not notify the Company of its intent to cancel Service or if the Customer does not sign a new term plan agreement, Service will continue on a month-to-month basis. The Customer's rate plan will be changed to the rate plan with the highest monthly recurring charges for the Service, subject to any future rate change. The rate increase will be effective after the expiration of the grace period.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Term Plan Agreements (continued)

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2.26.4 Expiration of a Term Plan Agreement

Service Commission

If the Company wishes to cancel a term plan agreement, the Company will provide the Customer sixty (60) days written notice prior to the expiration date of the term plan agreement of the Company's intent to cancel Service upon the expiration date of the term plan agreement.

At the end of the term plan agreement, the Customer may order a new term plan, terminate Service, or if no choice is made, continue Service on the current rate for a grace period not to exceed six months.

- If prior to the expiration date of a Customer's term plan agreement the Customer fails to give the Company thirty-five (35) days written notice of the Customer's intent to cancel Service on the expiration date of the term plan agreement, the term plan agreement will be automatically extended for up to six months beyond the expiration date of the original term plan agreement. C
- If at the end of the six month grace period, the Customer does not notify the Company of its intent to cancel Service or if the Customer does not sign a new term plan agreement, Service will continue on a month-to-month basis. The Customer's rate plan will be changed to the rate plan with the highest monthly recurring charges for the Service, subject to any future rate change. The rate increase will be effective after the expiration of the grace period. C

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SECTION 2 - RULES AND REGULATIONS

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Service Commission

2.26 Term Plan Agreements (continued)

REC'D JAN 08 2002

2.26.4 Expiration of a Term Plan Agreement

If the Company wishes to cancel a term plan agreement, the Company will provide the Customer sixty (60) days written notice prior to the expiration date of the term plan agreement of the Company's intent to cancel Service upon the expiration date of the term plan agreement.

At the end of the term plan agreement, the Customer may order a new term plan, terminate Service, or if no choice is made, continue Service on the current rate for a grace period not to exceed six months.

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- If prior to the expiration date of a Customer's term plan agreement the Customer fails to give the Company thirty-five (35) days written notice of the Customer's intent to cancel Service on the expiration date of the term plan agreement, the term plan agreement will be automatically extended for up to one (1) year beyond the expiration date of the original term plan agreement.
- If at the end of the six month grace period, the Customer does not notify the Company of its intent to cancel Service or if the Customer does not sign a new term plan agreement, Service will continue on a month-to-month basis. The Customer's rate plan will be changed to the rate plan with the highest monthly recurring charges for the Service, subject to any future rate change. The rate increase will be effective on the first day of the next billing cycle.

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Service Commission

## SECTION 2 - RULES AND REGULATIONS

## 2.26 Term Plan Agreements (continued)

## 2.26.4 Expiration of a Term Plan Agreement

If the Company wishes to cancel a term plan agreement, the Company will provide the Customer sixty (60) days written notice prior to the expiration date of the term plan agreement of the Company's intent to cancel Service upon the expiration date of the term plan agreement.

At the end of the term plan agreement, the Customer may order a new term plan, terminate Service, or if no choice is made, continue Service on the current rate for a grace period not to exceed one year.

- If prior to the expiration date of a Customer's term plan agreement the Customer fails to give the Company thirty-five (35) days written notice of the Customer's intent to cancel Service on the expiration date of the term plan agreement, the term plan agreement will be automatically extended for up to one (1) year beyond the expiration date of the original term plan agreement.
- If at the end of the one (1) year grace period, the Customer does not notify the Company of its intent to cancel Service or if the Customer does not sign a new term plan agreement, Service will continue on a month-to-month basis. The Customer's rate plan will be changed to the rate plan with the highest monthly recurring charges for the Service, subject to any future rate change. The rate increase will be effective on the first day of the next billing cycle.

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SECTION 2 - RULES AND REGULATIONS

2.27 Changes to Rates and Charges

In accordance with Commission rules, the Company may adjust its current rates and charges for Service(s) by filing revised Tariff sheets with the Commission.

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### SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

#### 3.1 Technical Standards for Private Line Services

##### 3.1.1 General

Private Line Service is offered at speeds as described in Section 3 of this Tariff. The following technical standards for Private Line Services set forth objectives for the Company to follow. These technical standards do not create any warranties on the part of the Company unless expressly set forth in this Tariff. The technical standard represents the interface specification and performance parameters.

##### 3.1.2 Interconnection Specifications

###### (A) DS1 Service

DS1 Service is provided in accordance with ANSI Standard T1.102 (formerly AT&T Compatibility Bulletin 119); T1.107 Digital Hierarchy-Formats Specifications; T1.403, DS1 Metallic Interface; and TR-NWT-000499, Transport Systems Generic Requirements: Common Requirements, Issue 4, Bellcore.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

3.1.2 Interconnection Specifications (continued)

(B) DS3 Service

DS3 Service is provided in accordance with ANSI Standard T1.102 (formerly AT&T Compatibility Bulletin 119); T1.107 Digital Hierarchy-Formats Specifications; T1.404, DS3 Metallic Interface; and TR-NWT-000499, Transport Systems Generic Requirements: Common Requirements, Issue 4, Bellcore.

(C) OC3 Service

OC3/OC3c Service is provided in accordance with ANSI Standard T1.105 Telecommunications Digital Hierarchy Optical Interface Rates and Formats Specifications; TR-NWT-000499, Transport Systems Generic Requirements: Common Requirements, Issue 4, Bellcore; and GR-253-CORE, Synchronous Optical Network (SONET) Transport Systems; Common Generic Criteria, Issue 1, Bellcore.

OC3 Service is configured with three (3) separate STS-1 signaling paths, while OC3c Service is configured as one (1) STS-3c signaling path. (An STS-3c contains three concatenated STS-1 signaling paths, which results in a clear channel payload of approximately 155 Mbps.)

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

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3.1.2 Interconnection Specifications (continued)

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(D) OC12 Service

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OC12/OC12c Service is provided in accordance with ANSI Standard T1.105 Telecommunications Digital Hierarchy Optical Interface Rates and Formats Specifications; TR-NWT-000499, Transport Systems Generic Requirements: Common Requirements, Issue 4, Bellcore; and GR-253-CORE, Synchronous Optical Network (SONET) Transport Systems; Common Generic Criteria, Issue 1, Bellcore.

OC12 Service is configured with four (4) separate STS-3 signaling paths, while OC12c Service is configured as one (1) STS-12c signaling path. (An STS-12c contains four (4) concatenated STS-3 signaling paths, which results in a clear channel payload of approximately 622 Mbps.)

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

3.1.2 Interconnection Specifications (continued)

(D) OC12 Service

OC12/OC12c Service is provided in accordance with ANSI Standard T1.105 Telecommunications Digital Hierarchy Optical Interface Rates and Formats Specifications; TR-NWT-000499, Transport Systems Generic Requirements: Common Requirements, Issue 4, Bellcore; and GR-253-CORE, Synchronous Optical Network (SONET) Transport Systems; Common Generic Criteria, Issue 1, Bellcore.

OC12 Service is configured with four (4) separate STS-3 signaling paths, while OC12c Service is configured as one (1) STS-12c signaling path. (An STS-12c contains four (4) concatenated STS-1 signaling paths, which results in a clear channel payload of approximately 622 Mbps.)

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

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3.1.3 Baseline Technical Performance Objectives

**REC'D SEP 30 2003**

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(A) General

**Service Commission**

Objectives for DS1, DS3, OC3, and OC12 Service apply to the end-to-end Private Line Service where the Company acts as the agent for the provision of Local Access and exclude non-performance due to the circumstances listed in Section 2.18.1 of this Tariff or planned interruption for necessary maintenance purposes. When a Customer orders its own Local Access, then the objectives in this Tariff apply only to the Company-Provided components of the Circuit. Interexchange Service standards apply on a one-way basis between the originating and terminating Company-designated POP. The actual end to end (CPNIP to CPNIP) service availability and performance of the DS1, DS3, OC3, and OC12 will be combined function of the Local Access service and interexchange Service specifications. The actual end to end (CPNIP to CPNIP) service availability and performance of the DS1, DS3, OC3, and OC12 is a function of both services specified and may be affected by the type and quality of Customer-provided equipment, the application of service, and exogenous factors.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.1 Technical Standards for Private Line Services (continued)

## 3.1.3 Baseline Technical Performance Standards

## (A) General

Standards for DS1, DS3, OC3, and OC12 Service apply to the end-to-end Private Line Service where the Company acts as the agent for the provision of Local Access and exclude non-performance due to the circumstances listed in Section 2.18.1 of this Tariff or planned interruption for necessary maintenance purposes. When a Customer orders its own Local Access, then the standards in this Tariff apply only to the Company-Provided components of the Circuit. Interexchange Service standards apply on a one-way basis between the originating and terminating Company-designated POP. The actual end to end (CPNIP to CPNIP) service availability and performance of the DS1, DS3, OC3, and OC12 will be combined function of the Local Access service and interexchange Service specifications. The actual end to end (CPNIP to CPNIP) service availability and performance of the DS1, DS3, OC3, and OC12 is a function of both services specified and may be affected by the type and quality of Customer-provided equipment, the application of service, and exogenous factors.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

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3.1.3 Baseline Technical Performance Objectives (continued)

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(A) General (continued)

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A Service is interrupted (and may be eligible for claim) when it becomes unusable to the Customer due to lack of continuity. A Service interruption may be eligible for an out-of-service credit if the failure is (1) in the Company-Provided facilities or (2) in Local Access facilities where the Company acts as the Customer's agent for the provision of Local Access, and the reason for the failure is determined to have been caused by the Company or Third Party Vendor providing the facilities or access. T

An interruption period starts when inoperative service is reported to the Company and is released for testing and repair. An interruption period ends when Service is operative and released to the Customer. Out-of-service credit allowance is available to the Customer for interrupted service.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.1 Technical Standards for Private Line Services (continued)

## 3.1.3 Baseline Technical Performance Standards (continued)

## (A) General (continued)

A Service is interrupted (and may be eligible for claim) when it becomes unusable to the Customer. A Service interruption may be eligible for an out-of-service credit if the failure is (1) in the Company-Provided facilities or (2) in Local Access facilities where the Company acts as the Customer's agent for the provision of Local Access, and the reason for the failure is determined to have been caused by the Company or Third Party Vendor providing the facilities or access.

An interruption period starts when inoperative service is reported to the Company and is released for testing and repair. An interruption period ends when Service is operative and released to the Customer. Out-of-service credit allowance is available to the Customer for interrupted service.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

**Missouri Public**

3.1 Technical Standards for Private Line Services (continued)

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3.1.3 Baseline Technical Performance Objectives (continued)

**Service Commission**

(B) Availability

Availability or network availability is the measurement of the percent (%) of total time the Service is operative when measured over a monthly period. The performance objective for all Private Line Services is 99.999% at the network layer. The Service is considered non-available when the Customer reports the Service interruption to the Company and releases the circuit for testing. Network availability is not eligible for out-of-service credits but instead will be issued on a per incident basis per Section 3.2.4. of this Tariff.

(C) % Error Free Seconds, While Available

% EFS is measured at a point in time after the Customer has reported an issue to the Company. % EFS will be measured over a 24 hour time period agreed to by the Customer and Company. The performance objective for all Private Line Services is 99.9% % EFS is not eligible for out-of-service credits. If the testing results in the % EFS not meeting the stated objective and this condition is impacting Customer applications, the Customer has the option of releasing the circuit to the Company for testing.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.1 Technical Standards for Private Line Services (continued)

## 3.1.3 Baseline Technical Performance Standards (continued)

## (B) Availability

Availability or network availability is the measurement of the percent (%) of total time the Service is operative when measured over a 365 consecutive day (8760 hour) period. Tests to determine inoperability are 1) a loss of signal; or 2) when two consecutive fifteen (15) second loop-back tests confirm the observation of any SES; or 3) a Bit error rate equal to or worse than  $1 \times 10^{-3}$ .

## (C) Performance (% Error Free Seconds, While Available)

% EFS is a performance measure. EFS performance is measured using a pseudo-random bit sequence as defined in CCITT Rec 0.151 and Publication T1 M1.3/92-006R1 and IEEE Standard 1007, reference 11. Interexchange EFS is 99.5%.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

3.1.3 Baseline Technical Performance Standards (continued)

(D) Performance - Errored Seconds (ES)

ES is a performance measure. ES is measured on a per diem (24 hour) basis. An ES is a count of one-second intervals containing one or more FE events, one or more SEF events, or one or more CS events.

(E) Performance - Severely Errored Seconds (SES)

SES is a performance measure. ES is measured on a per diem (24 hour) basis. A SES is a count of one-second intervals with eight or more FE events, or a SEF event.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Missouri Public

3.1 Technical Standards for Private Line Services (continued)

REC'D SEP 30 2003

3.1.3 Baseline Technical Performance Objectives (continued)

Service Commission

(D) MTTR

MTTR is measured in terms of hours or time from the time the Service was released for test and repair to operability within accepted thresholds. MTTR is the average time to restore Service. A Circuit will be accepted if all test results meet or are within the acceptance limits. The failed test will be repeated.

The MTTR parameter is an outage measurement cumulative on both a monthly basis. The MTTR objective is four (4) hours. MTTR is not eligible for out-of-service credits but instead will be issued on a per incident basis per Section 3.2.4. of this Tariff

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.1 Technical Standards for Private Line Services (continued)

## 3.1.4 Baseline Service Exceptions

## (A) Tests

Performance tests are specific to the Service and parameter in question. Tests may be performed at the Customers' request. Additional charges may be incurred by Customer-requested tests or Customer-specified testing. Out-of-service credits or claims do not apply for Customer-requested testing when Service meets acceptable performance standards set forth or if performance parameters are not defined for the Service.

## (B) MTTR

The MTTR is not a baseline technical performance measure. MTTR is measured in terms of hours or time from the time the Service was released for test and repair to operability within accepted thresholds. MTTR is the average time to restore Service. A Circuit will be accepted if all test results meet or are within the acceptance limits. The failed test will be repeated.

The MTTR parameter is an outage measurement cumulative on both a monthly and twelve-month rolling basis. MTTR is not normally eligible for out-of-service credits unless the cumulative effect over a twelve (12) month rolling period exceeds the stated service specific standard for minimum performance.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.1 Technical Standards for Private Line Services (continued)

## 3.1.4 Baseline Service Exceptions (continued)

## (C) Automatic Error Restoration and Re-route Capabilities

Automatic error restoration and re-route capabilities are not baseline technical performance measurements. Automatic Error restoration is inherent in the equipment or component used to provide Service. Routing capabilities to an alternative is a function of both equipment and network. If alternate network is available, re-route capabilities have an operative range defined on an incident basis and may differ by Service.

Automatic error restoration and re-route capabilities are not eligible for out-of-service credits. Out-of-service credits would be determined by other related performance standards.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.1 Technical Standards for Private Line Services (continued)

Service Commission

3.1.5 Service Specific Standards - Minimum Performance Expectations

(A) DS1 and DS3

Category	Limit
ES per day	24
% EFS per day	99.5%
SES per day	12
Network Availability	99.9%
MTTR	4 hours
Network Latency (one-way)	75 milliseconds
Automatic Error Restoration /	50 milliseconds /
Reroute Capabilities	2 - 30 seconds

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(B) OC3 and OC12

Category	Limit
ES per day	20
% EFS per day	99.9%
SES per day	8
Network Availability	99.99%
MTTR	4 hours
Network Latency (one-way)	75 milliseconds
Automatic Error Restoration /	50 milliseconds /
Reroute Capabilities	2 - 30 seconds

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES **Missouri Public Service Commission**

3.1 Technical Standards for Private Line Services (continued)

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3.1.5 Service Specific Standards - Minimum Performance Expectations

(A) DS1 and DS3

Category	Limit
ES per day	24
% EFS per day	99.5%
SES per day	12
Network Availability	99.9%
MTTR	4 hours
Automatic Error Restoration /	50 milliseconds /
Reroute Capabilities	2 - 30 seconds

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(B) OC3 and OC12

Category	Limit
ES per day	20
% EFS per day	99.9%
SES per day	8
Network Availability	99.99%
MTTR	4 hours
Automatic Error Restoration /	50 milliseconds /
Reroute Capabilities	2 - 30 seconds

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.1 Technical Standards for Private Line Services (continued)

## 3.1.5 Service Specific Standards - Minimum Performance Expectations

## (A) DS1 and DS3

Category	Limit
ES per day	24
% EFS per day	99.5%
SES per day	12
Network Availability	99.9%
MTTR	6 hours
Automatic Error Restoration /	50 milliseconds /
Reroute Capabilities	2 - 30 seconds

## (B) OC3 and OC12

Category	Limit
ES per day	20
% EFS per day	99.9%
SES per day	8
Network Availability	99.99%
MTTR	6 hours
Automatic Error Restoration /	50 milliseconds /
Reroute Capabilities	2 - 30 seconds

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.2 Out-of-Service Credits

REC'D SEP 30 2003

3.2.1 General

**Service Commission**

- (A) Following the start of service date, if a Customer reports interruption of Service, the Customer may initiate a claim for an out-of-service credit. C  
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- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer. D
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable monthly recurring charge(s) per affected Service.
- (D) For Private Line Service, the Company does not provide echo suppression. Voice transmission quality parameters are not necessarily coincident with data performance standards.

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Original Sheet 117

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

Service Commission

## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.2 Out-of-Service Credits

## 3.2.1 General

- (A) Following the start of service date, if a Customer reports interruption of Service or non-compliance of the baseline technical performance standards as described in Section 3.1.2 or Section 3.1.3 of this Tariff, the Customer may initiate a claim for an out-of-service credit. Tests, MTTR, and Automatic Error Restoration/Re-route Capabilities are not baseline technical performance standards. Tests, MTTR, and Automatic Error Correction may be eligible for out-of-service credits.
- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service or non-compliance of the baseline technical performance standard(s). If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer.
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable monthly recurring charge(s) per affected Service.
- (D) For Private Line Service, the Company does not provide echo suppression. Voice transmission quality parameters are not necessarily coincident with data performance standards.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.2 Out-of-Service Credits (continued)

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3.2.2 Interruption of Service

**Service Commission**

- (A) An out-of-service credit allowance is available to a Customer for interrupted Service. Service is interrupted (and may be eligible for claim) when it becomes unusable to the Customer because of a failure in Company-Provided facilities, a failure in Local Access facilities where the Company acts as the Customer's agent for provisioning the Local Access, or if the protective controls applied by the Company result in the complete loss of Service by the Customer.

An interruption period starts when inoperative Service is reported to the Company, and the Service is released to the Company or Company-designated Third Party Vendor for testing and repair. An interruption period ends when Service is operative and released to the Customer, and the Customer has accepted Service. If the Customer cannot be contacted for notification that the Service is operative, the trouble will be cleared awaiting contact with the Customer to verify Service is operative. The outage time for service credit calculations will not include this time.

Regardless of the number of Service interruptions within a billing period, credits for interrupted Service will not exceed 100% of the monthly rates of the affected Service that the Customer would have otherwise paid.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.2 Out-of-Service Credits (continued)

## 3.2.2 Interruption of Service

- (A) An out-of-service credit allowance is available to a Customer for interrupted Service. Service is interrupted (and may be eligible for claim) when it becomes unusable to the Customer because of a failure in Company-Provided facilities, a failure in Local Access facilities where the Company acts as the Customer's agent for provisioning the Local Access, or if the protective controls applied by the Company result in the complete loss of Service by the Customer.

An interruption period starts when inoperative Service is reported to the Company, and the Service is released to the Company or Company-designated Third Party Vendor for testing and repair. An interruption period ends when Service is operative and released to the Customer, and the Customer has accepted Service. If the Customer cannot be contacted for notification that the Service is operative within four (4) hours after restoration of Service, then no claim applies once Service is restored.

Regardless of the number of Service interruptions within a billing period, credits for interrupted Service will not exceed 100% of the monthly rates of the affected Service that the Customer would have otherwise paid.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Missouri Public

3.2 Out-of-Service Credits (continued)

REC'D SEP 30 2003

3.2.2 Interruption of Service (continued)

Service Commission

- (B) An out-of-service credit will not be given to a Customer if the interruption in Service is due to the negligence of the Customer or exogenous factors (outside the Company's or Third Party Vendor's control).
- (C) In order to permit the Company to make tests and adjustments appropriate for the maintenance of services within satisfactory operating parameters, Private Line Services provided herein shall be available to the Company at times mutually agreed upon between the Company and the Customer. Tests and adjustments shall be completed within a reasonable time. No out-of-service credit will be allowed for any interruptions involved during such tests and adjustments, or if the Customer does not release the Circuit to the Company.
- (D) The allowance for the period of interruption per affected Service is defined in Section 3.2.4 of this Tariff.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.2 Out-of-Service Credits (continued)

## 3.2.2 Interruption of Service (continued)

- (B) An out-of-service credit will not be given to a Customer if the interruption in Service is due to the negligence of the Customer or exogenous factors (outside the Company's or Third Party Vendor's control).
- (C) In order to permit the Company to make tests and adjustments appropriate for the maintenance of services within satisfactory operating parameters, Private Line Services provided herein shall be available to the Company at times mutually agreed upon between the Company and the Customer. Tests and adjustments shall be completed within a reasonable time. No out-of-service credit will be allowed for any interruptions involved during such tests and adjustments.
- (D) The allowance for the period of interruption per affected Service is defined in Section 3.2.4 of this Tariff.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.2 Out-of-Service Credits (continued)

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3.2.2 Interruption of Service (continued)

Service Commission

- (E) Outages must be determined by the Company to be in Company-Provided facilities or Local Access facilities where the Company acts as the Customer's agent for provisioning the Local Access.

3.2.3 Reserved for future use

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.2 Out-of-Service Credits (continued)

## 3.2.2 Interruption of Service (continued)

- (E) Outages must be determined by the Company to be in Company-Provided facilities or Local Access facilities where the Company acts as the Customer's agent for provisioning the Local Access.

## 3.2.3 Non-compliance of Performance Standards and Expectations

If the Customer notifies the Company that Service is in non-compliance of the baseline technical performance standards described in Section 3.1.3 of this Tariff an out-of-service credit may apply. If the Customer notifies the Company that Service does not meet the minimum performance expectations described in Section 3.1.5 of this Tariff, an out-of-service credit may apply for all minimum performance expectations except those service expectations / parameters as noted. Each validated violation is equivalent to a half-hour outage for credit allowance purposes.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.2 Out-of-Service Credits (continued)

3.2.4 Service Specific Credit Allowances

(A) DS1 Service

For DS1 Service, the credit allowance is equal to 1/1440 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges. No credit shall be allowed for an interruption of less than two (2) hours.

(B) DS3 Service

For DS3 Service, the credit allowance is equal to 1/30 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges. No credit shall be allowed for an interruption of less than two (2) hours.

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Service Commission

## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.2 Out-of-Service Credits (continued)

## 3.2.4 Service Specific Credit Allowances (continued)

## (C) OC3 Service

Credit(s) for an interruption of less than two (2) hours or the initial two (2) hours will be limited to 1/30 of all applicable billed elements of the affected Service. For interruptions of greater than two (2) hours, the credit allowance is equal to 1/4 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

## (D) OC12 Service

Credit(s) for an interruption of less than two (2) hours or the initial two (2) hours will be limited to 1/30 of all applicable billed elements of the affected service. For interruptions of greater than two (2) hours, the credit allowance is equal to 1/4 of all applicable billed elements of the affected service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.2 Out-of-Service Credits (continued)

## 3.2.4 Service Specific Credit Allowances (continued)

## (E) Miscellaneous Installation Service Credits

An installation service credit equal to 20% of the installation charge will be granted for each day missed if the Company fails to meet the service order due date without cause or notice of mutual consent with the Customer. Credits are not to exceed the full non-recurring or installation charges. An exception to an installation service credit is service orders with an expedite status, where the requested due date is missed but the normal due date interval is met. Expedites are met on "a best effort" basis. Order expedite charges apply when a Customer requests a circuit due date that is earlier than the standard provisioning interval.

## (F) Additional Labor Charge Credit

If the date and time for an event which triggers additional labor charges is missed without cause or notice of mutual consent of the Customer, then additional labor charges for the event will not be charged. If these additional labor charges were charged in advance, they will be credited on the Customer's next months' bill.

## (G) Special Construction

There are no credits for special construction or other incurred non-recoverable costs.

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3.3 Mileage Measurements

3.3.1 The rate mileage for the IOC on a two-point Private Line Service is the airline distance measured between the Customer serving Wire Centers associated with each end of the Circuit.

3.3.2 Calculation of IOC Channel mileage between serving Wire Centers is based on V and H coordinates as obtained by reference to National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. The Airline Mileage between serving Wire Centers is calculated as follows: T

The square root of: 
$$\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}$$

Where  $V_1$  and  $H_1$  are the V and H coordinates of point 1 and  $V_2$  and  $H_2$  are the coordinates of point 2.

3.3.3 Fractions of a mile are rounded up to the next whole mile before rates are applied.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.3 Mileage Measurements

3.3.1 The rate mileage for the IOC on a two-point Private Line Service is the airline distance measured between the Customer serving Wire Centers associated with each end of the Circuit.

3.3.2 Calculation of IOC Channel mileage between Serving Wire Centers is based on V and H coordinates as obtained by reference to National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. The Airline Mileage between Serving Wire Centers is calculated as follows:

The square root of: 
$$\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}$$

Where  $V_1$  and  $H_1$  are the V and H coordinates of point 1 and  $V_2$  and  $H_2$  are the coordinates of point 2.

3.3.3 Fractions of a mile are rounded up to the next whole mile before rates are applied.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.4 Limitations on Service

3.4.1 For Customers that utilize Private Line Service for voice transmission, the Company does not provide echo suppression. Voice transmission quality parameters are not necessarily coincident with data transmission quality.

3.5 Application of Rates and Charges

3.5.1 General

The Base Rates for a particular Private Line Service are determined by the following criteria: (1) type of Private Line Service (i.e. DS1, DS3, OC3, OC12) and (2) length of the term plan commitment. Monthly recurring charges apply for each Private Line Service furnished by the Company. Non-recurring and one time charges may also apply. Circuit termination charges for Local Access are not included in this Tariff.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.5 Application of Rates and Charges (continued)

3.5.2 Monthly Recurring Charges

There are two rate elements used in calculating the monthly recurring charge for the IOC. They include a fixed monthly charge irrespective of distance and a per mile charge based on the distance between the Customer's serving Wire Centers where each end of the circuit is located.

(A) Fixed MRC

A fixed monthly charge applies. The monthly recurring rates may vary according to the length of term plan agreement.

(B) IOC - Per Mile

This rate element applies per digital Channel whenever there is mileage associated with the digital Channel. The unit rate is multiplied by the number of miles (interoffice miles) between the Customer serving Wire Centers where the endpoints of the Channel are located.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES **Missouri Public**

3.5 Application of Rates and Charges (continued)

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3.5.3 Service Order Change Charge

Service Commission

(A) General

See Section 2.16.2 (B) for general rules and regulations regarding the Service Order Change Charge for Data Services. For Private Line Services, the Service Order Change Charge may apply to Service that has been ordered but not installed and accepted by the Customer and to Service that has been installed and accepted by the Customer.

(B) Change In Service Before Installation and Acceptance By Customer

- .1 If made prior to turn-up and acceptance of Service by the Customer, no charge applies for a Customer's request to change Service if re-engineering is not required. For example, no charge applies for changes in a Service Order made to change the length of a term plan or for administrative purposes such as change of name or change in billing address, contact name, or telephone number.
- .2 Unless otherwise indicated in this Tariff, the Service Order Change Charge applies when Services are re-engineered. Examples of changes which require re-engineering include but are not limited to changes in T serving Wire Center, transmission speed, signaling, terminating equipment or Service rearrangements.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.5 Application of Rates and Charges (continued)

## 3.5.3 Service Order Change Charge

## (A) General

See Section 2.16.2 (B) for general rules and regulations regarding the Service Order Change Charge for Data Services. For Private Line Services, the Service Order Change Charge may apply to Service that has been ordered but not installed and accepted by the Customer and to Service that has been installed and accepted by the Customer.

## (B) Change In Service Before Installation and Acceptance By Customer

- .1 If made prior to turn-up and acceptance of Service by the Customer, no charge applies for a Customer's request to change Service if re-engineering is not required. For example, no charge applies for changes in a Service Order made to change the length of a term plan or for administrative purposes such as change of name or change in billing address, contact name, or telephone number.
- .2 Unless otherwise indicated in this Tariff, the Service Order Change Charge applies when Services are re-engineered. Examples of changes which require re-engineering include but are limited to changes in serving Wire Center, transmission speed, signaling, terminating equipment or Service rearrangements.

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3.5 Application of Rates and Charges (continued)

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3.5.3 Service Order Change Charge (continued)

**Service Commission**

(B) Change In Service Before Installation and Acceptance By Customer  
(continued)

- .3 If the Customer requests a change of location or address in one or both of the original endpoints, the change is treated as a change order. If re-engineering is required, the Service Order Change Charge applies. C
- .4 If the Customer requests a change in signaling or terminating equipment and re-engineering of the Service is required, the request is treated as a change order. The Service Order Change Charge applies.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge (continued)

(B) Change In Service Before Installation and Acceptance By Customer  
(continued)

- .3 If the Customer requests a change of location in one or both of the original endpoints, the change is treated as a change order. If re-engineering is required, the Service Order Change Charge applies.
- .4 If the Customer requests a change in signaling or terminating equipment and re-engineering of the Service is required, the request is treated as a change order. The Service Order Change Charge applies.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICE

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3.5 Application of Rates and Charges (continued)

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3.5.3 Service Order Change Charge (continued)

(C) Change In Service After Installation and Acceptance By Customer

- .1 No charge applies for a request to change Service for administrative purposes (e.g. change of name, billing address, etc.). A request to change the length of a term agreement plan is not considered an administrative change and a Service Order Change Charge may apply.
- .2 If the Customer requests a change in signaling or terminating equipment and re-engineering of the Service is required, the request is treated as a change order as long as the Service retains one of the two original endpoints, and there is no change in serving Wire Center (see Section 3.5.3 (C).4 of this Tariff); the Service Order Change Charge applies. Otherwise the request is treated as a disconnect and new order. C C
- .3 If the Customer requests to change the location of both end points of the Circuit, the request is treated as a disconnect and new order. TLCs apply pursuant to Section 2.26 of this Tariff and installation charges pursuant to Section 2.16.2 of this Tariff. N N

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.5 Application of Rates and Charges (continued)

## 3.5.3 Service Order Change Charge (continued)

## (C) Change In Service After Installation and Acceptance By Customer

- .1 No charge applies for a request to change Service for administrative purposes (e.g. change of name, billing address, etc.). A request to change the length of a term agreement plan is not considered an administrative change and a Service Order Change Charge may apply.
- .2 If the Customer requests a change in signaling or terminating equipment and re-engineering of the Service is required, the request is treated as a change order as long as the Service retains one of the two original endpoints, and the Service Order Change Charge applies. Otherwise the request is treated as a disconnect and new order.
- .3 If the Customer requests to change the location of both end points of the Circuit, the request is treated as a disconnect and new order. TLCs apply pursuant to Section 2.26 of this Tariff.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES **Missouri Public**

3.5 Application of Rates and Charges (continued)

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3.5.3 Service Order Change Charge (continued)

Service Commission

(C) Change In Service After Installation and Acceptance By Customer (continued)

- .4 A Customer request to change the location of one point of the Circuit will be treated either as a change order or as a disconnect and new order depending on whether the change in location also results in a change in serving Wire Center. If the serving Wire Center remains the same, the change in location will be treated as a change order and a Service Order Change Charge will apply pursuant to section 3.5.3 (C).2 of this Tariff; TLCs do not apply. If the Customer requests to change the location of one point of the Circuit and the serving Wire Center changes, the changes will be treated as a disconnect and a new order and TLCs apply pursuant to Section 2.26 of this Tariff and installation charges apply pursuant to Section 2.16.2 of this Tariff.

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- .5 Unless otherwise indicated in this Tariff, TLCs and installation charges apply when the Customer's request to change Service is treated as disconnect of Service and a new order.

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- .a If the Customer requests a change to upgrade the Bandwidth of Private Line Service to a higher Bandwidth and the length of the term plan is at least equal to the length of the original term plan agreement, TLCs do not apply.
- .b If the Customer requests a change to upgrade the Bandwidth of Private Line Service to a higher Bandwidth and the length of the term plan is not at least equal to the length of the original term plan, the TLCs apply.

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3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge (continued)

(C) Change In Service After Installation and Acceptance By Customer  
(continued)

- .4 A Customer request to change the location of one point of the Circuit will be treated either as a change order or as a disconnect and new order depending on whether the change in location also results in a change in serving Wire Center. If the serving Wire Center remains the same, the change in location will be treated as a change order and a Service Order Change Charge will apply pursuant to section 3.5.3 (C).2 of this Tariff; TLCs do not apply. If the Customer requests to change the location of one point of the Circuit and the serving Wire Center changes, TLCs apply pursuant to Section 2.26 of this Tariff and installation charges apply pursuant to Section 2.26.2 of this Tariff. C  
N  
:  
:  
:  
N
- .5 Unless otherwise indicated in this Tariff, TLCs and installation charges apply when the Customer's request to change Service is treated as disconnect of Service and a new order. N  
N
- .a If the Customer requests a change to upgrade the Bandwidth of Private Line Service to a higher Bandwidth and the length of the term plan is at least equal to the length of the original term plan agreement, TLCs do not apply.
- .b If the Customer requests a change to upgrade the Bandwidth of Private Line Service to a higher Bandwidth and the length of the term plan is not at least equal to the length of the original term plan, the TLCs apply.

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**MISSOURI**

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Missouri Public

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Service Commission

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Original Sheet 130

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

~~Service Commission~~

## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.5 Application of Rates and Charges (continued)

## 3.5.3 Service Order Change Charge (continued)

## (C) Change In Service After Installation and Acceptance By Customer (continued)

- .4 A Customer request to change the location of one point of the Circuit will be treated as a disconnect and new order. If the serving Wire Center remains the same, TLCs do not apply. If the Customer requests to change the location of one point of the Circuit and the serving Wire Center changes, TLCs apply pursuant to Section 2.26 of this Tariff.
- .5 Unless otherwise indicated in this Tariff, TLCs and installation charges apply when the Customer's request to change Service is treated as disconnect of Service and a new order.
  - .a If the Customer requests a change to upgrade the Bandwidth of Private Line Service to a higher Bandwidth and the length of the term plan is at least equal to the length of the original term plan agreement, TLCs do not apply.
  - .b If the Customer requests a change to upgrade the Bandwidth of Private Line Service to a higher Bandwidth and the length of the term plan is not at least equal to the length of the original term plan, the TLCs apply.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Missouri Public

3.5 Application of Rates and Charges (continued)

REC'D SEP 30 2003

3.5.3 Service Order Change Charge (continued)

Service Commission

(C) Change In Service After Installation and Acceptance By Customer (continued)

.5 (continued)

- .c If the Customer moves one location of a Circuit and the length of the term plan for the new Circuit is at least equal to or greater than the term for the disconnected Circuit, the TLC for the disconnected Circuit will not apply.

N  
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|  
|  
|  
N

- .6 Unless otherwise indicated in this Tariff, all other Customer requests for a change in Service which requires re-engineering will be treated as a disconnect and new order and TLCs apply pursuant to Section 2.26 of this Tariff and installation charges apply pursuant to Section 2.26.2 of this Tariff.

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Service Commission  
SEP 30 2003

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES **Missouri Public Service Commission**

3.5 Application of Rates and Charges (continued)

REC'D DEC 07 2001

3.5.3 Service Order Change Charge (continued)

(C) Change In Service After Installation and Acceptance By Customer  
(continued)

- .6 Unless otherwise indicated in this Tariff, all other Customer requests for a change in Service which requires re-engineering will be treated as a disconnect and new order and TLCs apply pursuant to Section 2.26 of this Tariff and installation charges apply pursuant to Section 2.26.2 of this Tariff.

N  
N

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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
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Service Commission

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge (continued)

(C) Change In Service After Installation and Acceptance By Customer (continued)

- .6 Unless otherwise indicated in this Tariff, all other Customer requests for a change in Service which requires re-engineering will be treated as a disconnect and new order and TLCs apply pursuant to Section 2.26 of this Tariff.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES **Missouri Public**

3.5 Application of Rates and Charges (continued)

REC'D SEP 30 2003

3.5.4 VIP Discount

**Service Commission**

Customers subscribing to any of the Company's intrastate Private Line, PRI-ISDN, DVA 6-Pack or DVA-12 Pack Services will automatically receive a volume discount per master account number for (1) all Private Line Service(s) IOC's and (2) PRI-ISDN Service(s), DVA 6-Pack, and DVA-12 Pack Ports associated with the Customer's master account number. Pass through charges are not eligible for a volume (VIP) discount on the master account. To determine the eligible monthly revenue, the Customer's base rate charges are totaled, regardless of application, Bandwidth or term commitment period, for all domestic (intrastate and interstate) Private Line Services and, if applicable, PRI-ISDN Services and/or DVA 6-Pack/DVA 12-Pack. This discount will be applied before the application of any other discount(s). The VIP discount will appear on the bill in the month in which the discount was earned. The VIP discount for the Private Line, PRI-ISDN, DVA 6-Pack, and DVA 12-Pack Services is calculated by multiplying the eligible monthly recurring revenues at the appropriate discount percent determined by spending threshold. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	2%
\$5,000	3%
\$10,000	5%
\$15,000	7%
\$20,000	9%
\$25,000	11%
\$50,000	12%

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Service Commission**  
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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

**Missouri Public**

3.5 Application of Rates and Charges (continued)

**REC'D AUG 28 2002**

3.5.4 VIP Discount

**Service Commission**

Customers subscribing to any of the Company's intrastate Private Line, PRI-ISDN, DVA 6-Pack or DVA-12 Pack Services will automatically receive a volume discount per master account number for (1) all Private Line Service(s) IOC's and (2) PRI-ISDN Service(s), DVA 6-Pack, and DVA-12 Pack Ports associated with the Customer's master account number. To determine the eligible monthly revenue, the Customer's base rate charges for all domestic (intrastate and interstate) either Private Line Services and/or PRI-ISDN Services and/or DVA 6-Pack/DVA 12-Pack regardless of application, Bandwidth or term commitment period are totaled. This discount will be applied before the application of any other discount(s). The VIP discount will appear on the bill in the month in which the discount was earned. The VIP discount for the Private Line, PRI-ISDN, DVA 6-Pack, and DVA 12-Pack Services is calculated by multiplying the eligible monthly recurring revenues at the appropriate discount percent determined by spending threshold. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	2%
\$5,000	3%
\$10,000	5%
\$15,000	7%
\$20,000	9%
\$25,000	11%
\$50,000	12%

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**Service Commission**



SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

REC'D DEC 07 2001

3.5 Application of Rates and Charges (continued)

3.5.4 VIP Discount

Customers subscribing to any of the Company's intrastate Private Line Services or PRI-ISDN Service will automatically receive a volume discount per master account number for all Private Line Service(s) IOCs and PRI-ISDN Service(s) Ports associated with the Customer's master account number. To determine the eligible monthly revenue, the Customer's base rate charges for all domestic (intrastate and interstate) either Private Line Services and/or PRI-ISDN Services regardless of application, bandwidth or term commitment period are totaled. This discount will be applied before the application of any other discount(s). The VIP discount will appear on the bill in the month in which the discount was earned. The VIP discount for the Private Line Service and PRI-ISDN Services is calculated by multiplying the eligible monthly revenues at the appropriate discount percent determine by spending threshold. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	2%
\$5,000	3%
\$10,000	5%
\$15,000	7%
\$20,000	9%
\$25,000	11%
\$50,000	12%

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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

Service Commission

## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.5 Application of Rates and Charges (continued)

## 3.5.4 VIP Discount

Customers subscribing to any of the Company's intrastate Private Line Services will automatically receive a volume discount per master account number for all Private Line Service(s) IOCs associated with the Customer's master account number. To determine the eligible monthly revenue, the Customer's base rate charges for all domestic Private Line Services (intrastate and interstate) regardless of application, bandwidth or service commitment period are totaled. This discount will be applied before the application of any other discount(s). The VIP discount will appear on the bill in the month in which the discount was earned. The VIP discount for the Private Line Service IOC is calculated by multiplying the eligible monthly revenue times the discount percent. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	2%
\$5,000	3%
\$10,000	5%
\$15,000	7%
\$20,000	9%
\$25,000	11%
\$50,000	12%

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Service Commission

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

REC'D JUL 23 2002

3.6 DS1 Service

Service Commission

3.6.1 This Service is a point-to-point InterLATA Private Line Service which consists of a DS1 (1.5444 Mbps.) capacity digital Channel available on a twenty-four (24) hour per day, seven (7) days per week basis. This Service is an unswitched, non-usage sensitive service which is dedicated exclusively to one Customer and provides for two-way simultaneous transmission of digital signals. Service is available as non-Channelized. Point-to-point IntraLATA Private Line Service is not available.

(A) Only point-to-point Service (one Customer premises to another Customer premises) is available. Multi-point Service (multiple customer locations for the same Circuit identification/service) is not available.

(B) Local Access facilities may limit the performance specification that the Customer or End User can anticipate.

3.6.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center.

3.6.3 Customers subscribing to DS1 Private Line Service may order Service on a monthly basis or sign a term plan agreement for one (1), two (2), three (3) or five (5) years.

C

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.6 DS1 Service

REC'D DEC 07 2001

3.6.1 This Service is a point-to-point InterLATA Private Line Service which consists of a DS1 (1.5444 Mbps.) capacity digital Channel available on a twenty-four (24) hour per day, seven (7) days per week basis. This Service is an unswitched, non-usage sensitive service which is dedicated exclusively to one Customer and provides for two-way simultaneous transmission of digital signals. Service is available as non-Channelized. Point-to-point IntraLATA Private Line Service is not available.

(A) Only point-to-point Service (one Customer premises to another Customer premises) is available. Multi-point Service (multiple customer locations for the same Circuit identification/service) is not available.

(B) Local Access facilities may limit the performance specification that the Customer or End User can anticipate.

3.6.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center. T

3.6.3 Customers subscribing to DS1 Private Line Service may order Service on a monthly basis or sign a term plan agreement for one (1), three (3) or five (5) years.

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Service Commission

## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.6 DS1 Service

3.6.1 This Service is a point-to-point InterLATA Private Line Service which consists of a DS1 (1.5444 Mbps.) capacity digital Channel available on a twenty-four (24) hour per day, seven (7) days per week basis. This Service is an unswitched, non-usage sensitive service which is dedicated exclusively to one Customer and provides for two-way simultaneous transmission of digital signals. Service is available as non-Channelized. Point-to-point IntraLATA Private Line Service is not available.

(A) Only point-to-point Service (one Customer premises to another Customer premises) is available. Multi-point Service (multiple customer locations for the same Circuit identification/service) is not available.

(B) Local Access facilities may limit the performance specification that the Customer or End User can anticipate.

3.6.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the Serving Wire Center.

3.6.3 Customers subscribing to DS1 Private Line Service may order Service on a monthly basis or sign a term plan agreement for one (1), three (3) or five (5) years.

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Service Commission

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.6 DS1 Service (continued)

3.6.4 If the Customer signs a 5-year term plan agreement, the installation charge shown in Sections 4.1.1 (A) of this Tariff will be waived.

3.6.5 For rates and charges, see Section 4.1 of this Tariff for DS1 Service - Non-Channelized.

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## SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

## 3.7 DS3 Service

3.7.1 This Service consists of a DS3 (44.736 Mbps.) capacity digital Channel available on a twenty-four (24) hour per day, seven (7) days per week. This Service is an unswitched, non-usage sensitive service which is dedicated exclusively to one Customer and provides for two-way simultaneous transmission of digital signals. Service is offered as non-Channelized.

(A) DS3 Service is only offered if a fiber facility is available. Only InterLATA point-to-point Service (one Customer premises to another Customer premises) is available. Multi-point Service (multiple customer locations for the same Circuit identification/service) is not available. Point-to-point IntraLATA Private Line Service is not available.

(B) Local Access facilities may limit the performance specification that the Customer or End User can anticipate.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.7 DS3 Service (continued)

Service Commission

3.7.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center.

3.7.3 Customers subscribing to DS3 Private Line Service must sign a term plan agreement for one (1), two (2), three (3) or five (5) years. C

3.7.4 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.2.1 (A) of this Tariff will be waived.

3.7.5 For rates and charges, see Section 4.2 of this Tariff for DS3 Service - Non-Channelized.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.7 DS3 Service (continued)

3.7.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center. T

3.7.3 Customers subscribing to DS3 Private Line Service must sign a term plan agreement for one (1), three (3) or five (5) years.

3.7.4 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.2.1 (A) of this Tariff will be waived.

3.7.5 For rates and charges, see Section 4.2 of this Tariff for DS3 Service - Non-Channelized.

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Service Commission

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.7 DS3 Service (continued)

3.7.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the Serving Wire Center.

3.7.3 Customers subscribing to DS3 Private Line Service must sign a term plan agreement for one (1), three (3) or five (5) years.

3.7.4 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.2.1 (A) of this Tariff will be waived.

3.7.5 For rates and charges, see Section 4.2 of this Tariff for DS3 Service - Non-Channelized.

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~~Service Commission~~

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.8 OC3 Service

3.8.1 This Service consists of a OC3 (155.52 Mbps.) capacity digital Channel available on a twenty-four (24) hour per day, seven (7) days per week. This Service is an unswitched, non-usage sensitive service which is dedicated exclusively to one Customer and provides for two-way simultaneous transmission of digital signals. Service is offered as non-Channelized.

(A) OC3 Service is only offered if a fiber facility is available. Only InterLATA point-to-point Service (one Customer premises to another Customer premises) is available. Multi-point Service (multiple customer locations for the same Circuit identification/service) is not available. Point-to-point IntraLATA Private Line Service is not available.

(B) Local Access facilities may limit the performance specification that the Customer or End User can anticipate.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.8 OC3 Service (continued)

Service Commission

3.8.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center and sign a term plan agreement for one (1), two (2), three (3) or five (5) years. C

3.8.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.3.1 (A) of this Tariff will be waived.

3.8.4 For rates and charges, see Section 4.3 of this Tariff for OC3 Service - Non-Channelized.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Missouri Public  
Service Commission

3.8 OC3 Service (continued)

REC'D DEC 07 2001

- 3.8.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center and sign a term plan agreement for one (1), three (3) or five (5) years. T
- 3.8.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.3.1 (A) of this Tariff will be waived.
- 3.8.4 For rates and charges, see Section 4.3 of this Tariff for OC3 Service - Non-Channelized.

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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.8 OC3 Service (continued)

3.8.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the Serving Wire Center and sign a term plan agreement for one (1), three (3) or five (5) years.

3.8.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.3.1 (A) of this Tariff will be waived.

3.8.4 For rates and charges, see Section 4.3 of this Tariff for OC3 Service - Non-Channelized.

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Service Commission

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.9 OC12 Service

3.9.1 This Service consists of a OC12 (622.08 Mbps.) capacity digital Channel available on a twenty-four (24) hour per day, seven (7) days per week. This Service is an unswitched, non-usage sensitive service which is dedicated exclusively to one Customer and provides for two-way simultaneous transmission of digital signals. Service is offered as non-Channelized.

(A) OC12 Service is only offered if a fiber facility is available. Only InterLATA point-to-point Service (one Customer premises to another Customer premises) is available. Multi-point Service (multiple customer locations for the same Circuit identification/service) is not available. Point-to-point IntraLATA Private Line Service is not available.

(B) Local Access facilities may limit the performance specification that the Customer or End User can anticipate.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.9 OC12 Service (continued)

Service Commission

3.9.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center and sign a term plan agreement for one (1), two (2), three (3) or five (5) years. C

3.9.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.4.1 (A) of this Tariff will be waived.

3.9.4 For rates and charges, see Section 4.4 of this Tariff for OC12 Service - Non-Channelized.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.9 OC12 Service (continued)

- 3.9.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the serving Wire Center and sign a term plan agreement for one (1), three (3) or five (5) years. T
- 3.9.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.4.1 (A) of this Tariff will be waived.
- 3.9.4 For rates and charges, see Section 4.4 of this Tariff for OC12 Service - Non-Channelized.

CANCELLED

AUG 23 2002  
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Norm Descoteaux, Regulatory Manager  
5850 W. Las Positas Blvd., Pleasanton, California 94588

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Missouri Public

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Service Commission

REC'D MAR 07 2001

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

Original Sheet 140  
Service Commission

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.9 OC12 Service (continued)

3.9.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the Serving Wire Center and sign a term plan agreement for one (1), three (3) or five (5) years.

3.9.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.4.1 (A) of this Tariff will be waived.

3.9.4 For rates and charges, see Section 4.4 of this Tariff for OC12 Service - Non-Channelized.

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## SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

## 4.1 DS1 Service

## 4.1.1 Non-Channelized

## (A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS1					
	Out of Term	T T	1 Yr Term Plan	2 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,000.00		\$700.00	\$700.00 N	\$500.00	\$00.00
Service Order Change Charge	\$325.00		\$325.00	\$325.00 N	\$325.00	\$325.00
Service Order Cancellation Charge	\$500.00		\$500.00	\$500.00 N	\$500.00	\$500.00

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Norm Descoteaux, Associate Director Regulatory  
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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

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4.1 DS1 Service

REC'D JUL 23 2002

4.1.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS1				
	MTM	1 Yr Term Plan	2 Yr Term Plan	N 3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,000.00	\$700.00	\$700.00	N	\$500.00 \$00.00
Service Order Change Charge	\$325.00	\$325.00	\$325.00	N	\$325.00 \$325.00
Service Order Cancellation Charge	\$500.00	\$500.00	\$500.00	N	\$500.00 \$500.00

**CANCELLED**

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Public Service Commission  
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Norm Descoteaux, Regulatory Manager  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public

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Service Commission

REC'D MAR 07 2001

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

Original Sheet 141  
Service Commission

## SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

## 4.1 DS1 Service

## 4.1.1 Non-Channelized

## (A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS1			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,000.00	\$700.00	\$500.00	\$00.00
Service Order Change Charge	\$325.00	\$325.00	\$325.00	\$325.00
Service Order Cancellation Charge	\$500.00	\$500.00	\$500.00	\$500.00

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Norm Descoteaux, Regulatory Manager  
5850 W. Las Positas Blvd., Pleasanton, California 94588

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Service Commission

## SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

## 4.1 DS1 Service (continued)

## 4.1.1 Non-Channelized (continued)

## (B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges				
	Out of T Term T	1 Yr Term Plan	2 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$850.00	\$775.00	\$750.00 N	\$720.00	\$675.00

## (C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge					
	Out of Term	T T	1 Yr Term Plan	2 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$3.25		\$2.35	\$2.30 N	\$2.25	\$2.20

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Norm Descoteaux, Associate Director Regulatory  
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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.1 DS1 Service (continued)

REC'D JUL 23 2002

4.1.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

Fixed Monthly Recurring Charges					
	MTM	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$850.00	\$775.00	\$750.00 N	\$720.00	\$675.00

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

Per Mile Charge					
	MTM	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$3.25	\$2.35	\$2.30 N	\$2.25	\$2.20

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Missouri Public

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Service Commission

Missouri Public

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

REC'D DEC 13 2001

4.1 DS1 Service (continued)

Service Commission

4.1.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$850.00 R	\$775.00 R	\$720.00 R	\$675.00 R

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$3.25 R	\$2.35 R	\$2.25 R	\$2.20 R

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5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public

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Service Commission



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Original Sheet 142

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

Service Commission

## SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

## 4.1 DS1 Service (continued)

## 4.1.1 Non-Channelized (continued)

## (B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$4,500.00	\$3,900.00	\$3,450.00	\$3,120.00

## (C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$4.50	\$3.90	\$3.65	\$3.25

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Service Commission

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.2 DS3 Service

REC'D JUL 23 2002

4.2.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

	Charge Per DS3				
Rate Element	1 Yr Term Plan	2 Yr Term Plan	N N	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,600.00	\$1,600.00	N	\$1,000.00	\$00.00
Service Order Change Charge	\$525.00	\$525.00	N	\$525.00	\$525.00
Service Order Cancellation Charge	\$1,000.00	\$1,000.00	N	\$1,000.00	\$1,000.00

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Norm Descoteaux, Regulatory Manager  
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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
 d/b/a SBC Long Distance

Original Sheet 143  
 Service Commission

## SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

## 4.2 DS3 Service

## 4.2.1 Non-Channelized

## (A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS3		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,600.00	\$1,000.00	\$00.00
Service Order Change Charge	\$525.00	\$525.00	\$525.00
Service Order Cancellation Charge	\$1,000.00	\$1,000.00	\$1,000.00

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 Public Service Commission  
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Norm Descoteaux, Regulatory Manager  
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 Service Commission

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

REC'D JUL 23 2002

4.2 DS3 Service (continued)

Service Commission

4.2.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges				
	1 Yr Term Plan	2 Yr Term Plan	N N	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$7,000.00	\$6,000.00	N	\$4,750.00	\$3,500.00

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge				
	1 Yr Term Plan	2 Yr Term Plan	N N	3 Yr Term Plan	5 Yr Term Plan
Per mile	\$25.00	\$24.75	N	\$24.50	\$22.50

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.2 DS3 Service (continued)

REC'D DEC 13 2001

4.2.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$7,000.00 R	\$4,750.00 R	\$3,500.00 R

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per mile	\$25.00 R	\$24.50 R	\$22.50 R

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Original Sheet 144

Service Commission

Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

## SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

## 4.2 DS3 Service (continued)

## 4.2.1 Non-Channelized (continued)

## (B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$30,500.00	\$27,500.00	\$26,500.00

## (C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per mile	\$76.00	\$70.00	\$67.50

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