

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA)

- .1 The Premium SLA is available to SBC PremierSERV<sup>SM</sup> Frame Relay and ATM Customers who wish to monitor their Customer-specific portion of the Company-Provided network.
- .a Premium SLA is an option for SBC PremierSERV<sup>SM</sup> ATM or NFR Service elements provided on the same network.
- .b Reserved for future use
- .c The validation tools utilized for Premium SLA reporting must be Company pre-approved for use (AFU) and must adhere to FRF.13 (Frame Relay Forum). FRF.13 describes the measurement methodology for latency, data delivery ratio, and network availability. Confirmation that the validation tools conform to the FRF.13 standard will be conducted through testing of the device by Company at one of its qualified testing facilities.

---

Issued: September 13, 2004

Effective: October 13, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued) T

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA)

.1 The Premium SLA is available to PremierSERV<sup>SM</sup> Frame Relay and ATM Customers who wish to monitor their Customer-specific portion of the Company-Provided network. T

.a Premium SLA is an option for SBC PremierSERV<sup>SM</sup> ATM or NFR Service elements provided on the same network. T

.b Reserved for future use

.c The validation tools utilized for Premium SLA reporting must be Company pre-approved for use (AFU) and must adhere to FRF.13 (Frame Relay Forum). FRF.13 describes the measurement methodology for latency, data delivery ratio, and network availability. Confirmation that the validation tools conform to the FRF.13 standard will be conducted through testing of the device by Company at one of its qualified testing facilities.

**CANCELLED**

OCT 13 2004

By *Dee RS* 158.13.1  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA)

- .1 The SBC PremierSERV<sup>sm</sup> Premium SLA is available to PremierSERV<sup>sm</sup> National Frame Relay and ATM Customers who wish to monitor their Customer-specific portion of the Company-Provided network.

- .a SBC PremierSERV<sup>sm</sup> Premium SLA is an option for PremierSERV<sup>sm</sup> National ATM or NFR Service elements provided on the same network.

- .b Reserved for future use

- .c The validation tools utilized for Premium SLA reporting must be Company pre-approved for use (AFU) and must adhere to FRF.13 (Frame Relay Forum). FRF.13 describes the measurement methodology for latency, data delivery ratio, and network availability. Confirmation that the validation tools conform to the FRF.13 standard will be conducted through testing of the device by Company at one of its qualified testing facilities.

CANCELLED

JUL 23 2004  
By SRS 158.13.1  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rechtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED OCT 20 2003

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued) T

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued) T

(B) Premium Service Level Agreement (SLA) (Continued) T

.1 (Continued)

.d The following table identifies the individual Premium SLA metrics and values for the SBC PremierSERV<sup>SM</sup> Frame Relay and ATM Service. Premium SLAs are offered free of charge with all SBC PremierSERV<sup>SM</sup> Frame Relay or ATM service for the duration of the service period. T

Metric	Value
Premium Network Availability	99.99% average for any given calendar month. Calculated as the percentage of time that the Frame Relay PVCs and or ATM VPC/VCCs are capable of accepting and delivering Customer data from NNI for the total time in the measurement period, which shall be any given calendar month.
Premium Time to Repair (TTR)	Within 4 hours per occurrence; 8 hours if technician dispatch is required.

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**  
SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) **RECD SEP 30 2003**  
**Service Commission**

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d The following table identifies the individual SBC PremierSERV<sup>sm</sup> Premium SLA metrics and values for the SBC PremierSERV<sup>sm</sup> National Frame Relay and ATM Service. Premium SLAs are offered free of charge with all SBC PremierSERV<sup>sm</sup> National Frame Relay or ATM service for the duration of the service period.

Metric	Value
Premium Network Availability	99.99% average for any given calendar month. Calculated as the percentage of time that the Frame Relay PVCs and or ATM VPC/VCCs are capable of accepting and delivering Customer data from NNI for the total time in the measurement period, which shall be any given calendar month.
Premium Time to Repair (TTR)	Within 4 hours per occurrence; 8 hours if technician dispatch is required.

**CANCELLED**

JUL 23 2004  
By *1575* 158.13.2  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

Missouri Public  
Service Commission

FILED OCT 30 2003

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d (Continued)

Metric	Value
Premium Cell/Frame Delivery Ratio	99.99% monthly average per Frame Relay PVC or ATM CBR, VBRnrt, VBRrt VPC/VCCs or FRATM VCCs. Calculated as the percentage of frames or cells offered (ingress) to the network that successfully egress the network from NNI within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be any given calendar month.
Premium Time to Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).

C

Issued: September 13, 2004

Effective: October 13, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d (Continued)

Metric	Value
Premium Cell/Frame Delivery Ratio	99.99% monthly average per Frame Relay PVC or ATM CBR, VBRnrt, VBRrt or FRATM VPC/VCC. Calculated as the percentage of frames or cells offered (ingress) to the network that successfully egress the network from NNI within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be any given calendar month.
Premium Time to Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).

**CANCELLED**

OCT 13 2004

By *2nd RS 158.13.3*  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED  
MO PSC**

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service N  
and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard  
and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d (Continued)

Metric	Value
Premium Cell/Frame Delivery Ratio	99.99% monthly average per Frame Relay PVC or ATM CBR, VBRnrt, VBRrt or FRATM VPC/VCC. Calculated as the percentage of frames or cells offered (ingress) to the network that successfully egress the network from NNI within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be any given calendar month.
Premium Time to Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).

CANCELLED

JUL 23 2004

By *158.13.3*  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED OCT 30 2003



## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

## 5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

## (B) Premium Service Level Agreement (SLA) (Continued)

## .1 (Continued)

## .d (Continued)

Metric	Value
Premium Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, VPC/VCCs and FRATM VCCs are guaranteed from NNI for 100 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.
	All long haul CBR are guaranteed from NNI for 100 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.

C

C

Issued: January 14, 2005

Effective: February 17, 2005

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

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d (Continued)

**CANCELLED**

FEB 17 2005  
By *3rd RS 158.13.4*  
Public Service Commission  
MISSOURI

Metric	Value
Premium Network Latency	<p>All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, VPC/VCCs and FRATM VCCs are guaranteed from NNI for 120 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.</p> <p>All long haul CBR are guaranteed from NNI for 110 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.</p>

C

Issued: September 13, 2004

Effective: October 13, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED**  
**MO PSC**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d (Continued)

Metric	Value
Premium Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, FRATM VPC/VCCs are guaranteed from NNI for 120 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.  All long haul CBR are guaranteed from NNI for 110 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.

**CANCELLED**

OCT 13 2004

By *2nd RS 158.13.4*  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

RECD SEP 30 2003

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) **N Service Commission**

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.1 (Continued)

.d (Continued)

Metric	Value
Premium Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, FRATM VPC/VCCs are guaranteed from NNI for 120 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.  All long haul CBR are guaranteed from NNI for 110 milliseconds round trip average per VPC/VCC/PVC for the total time in the measurement period, which shall be any given calendar month.

**CANCELLED**

JUL 23 2004  
By *LSRS* 158.13.4  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public Service Commission**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED OCT 30 2003

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.2 Premium SLA Terms and Conditions:

- .a Customer is responsible for notifying Company and requesting a Premium SLA credit when a specific Premium SLA is below the guaranteed level within the calendar month when the failure occurred.
- .b Customer must request a Premium SLA credit within forty-five (45) calendar days from the end of the calendar month when the Premium SLA failure occurred or the date of occurrence for Premium TTR or TTP failure.
- .c The Company has thirty (30) calendar days to restore premium latency, and cell/frame delivery ratio to within the SLA committed level before the Customer is eligible for a credit. If the Company restores Service within the SLA committed level during the 30-day calendar period, the Customer will not be entitled to a credit.

C

Issued: January 14, 2005

Effective: February 17, 2005

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

**5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued)**

### 5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)

(B) Premium Service Level Agreement (SLA) (Continued)

## **.2 Premium SLA Terms and Conditions:**

- a. Customer is responsible for notifying Company and requesting a Premium SLA credit when a specific Premium SLA is below the guaranteed level within the calendar month when the failure occurred.
- b. Customer must request a Premium SLA credit within forty-five (45) calendar days from the end of the calendar month when the Premium SLA failure occurred or the date of occurrence for Premium TTR or TTP failure.
- c. The Company has thirty (30) calendar days to restore premium network availability, latency, and cell/frame delivery ratio to within the SLA committed level before the Customer is eligible for a credit. If the Company restores Service within the SLA committed level during the 30-day calendar period, the Customer will not be entitled to a credit.

**CANCELLED**  
FEB 17 2005  
2:21 PM  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**FILED**  
**MO PSC**

~~Missouri Public~~

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service N.  
and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) Service Commission

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard  
and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.2 SBC PremierSERV<sup>sm</sup> Premium SLA Terms and Conditions:

- .a Customer is responsible for notifying Company and requesting a Premium SLA credit when a specific Premium SLA is below the guaranteed level within the calendar month when the failure occurred.
- .b Customer must request a SBC PremierSERV<sup>sm</sup> Premium SLA credit within forty-five (45) calendar days from the end of the calendar month when the Premium SLA failure occurred or the date of occurrence for Premium TTR or TTP failure.
- .c The Company has thirty (30) calendar days to restore premium network availability, latency, and cell/frame delivery ratio to within the SLA committed level before the Customer is eligible for a credit. If the Company restores Service within the SLA committed level during the 30-day calendar period, the Customer will not be entitled to a credit.

**CANCELLED**

JUL 23 2004  
By *STRS* 158.13.5  
Public Service Commission  
MISSOURI

N

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

~~Missouri Public~~  
~~Service Commission~~

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED OCT 20 2003

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (continued) T
- 5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)
- (B) Premium Service Level Agreement (SLA) (Continued)
- .2 Premium SLA Terms and Conditions: (Continued) T
- .d Premium network availability, latency, and cell/frame delivery ratio are measured NNI, as an average per PVC/VPC/VCC over a calendar month period.
- .e Premium TTR and TTP are measured on a per occurrence basis.
- .f Premium network availability credit claims require trouble tickets to be opened during the calendar month of failure.

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588



SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued)

REC'D SEP 30 2003

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.2 SBC PremierSERV<sup>sm</sup> Premium SLA Terms and Conditions: (Continued)

- .d Premium network availability, latency, and cell/frame delivery ratio are measured NNI, as an average per PVC/VPC/VCC over a calendar month period.
- .e Premium TTR and TTP are measured on a per occurrence basis.
- .f Premium network availability credit claims require trouble tickets to be opened during the calendar month of failure.

N

CANCELLED

JUL 23 2004  
By 158.13.6  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public  
Service Commission

FILED OCT 30 2003

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.2 Premium SLA Terms and Conditions: (Continued)

- .g Premium network availability and TTR are measured through both trouble ticket outages and approved Tracking Tool reports.
- .h SBC guarantees their Frame Relay Premium Service Level Agreements (SLAs) based on a reference packet size. The recommended Frame Relay octet (byte) count is 128 octets per frame. The Customer premise equipment controls the setting. The Company's customers must use this reference size while validating premium frame relay latency measurements.
- .i The total amount of the service credit Customer receives for any Port or PVC for any month shall not exceed 100% of the monthly recurring charge associated with the Port or PVC/VPC/VCCs.

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES **Missouri Public**

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) **REC'D SEP 30 2003**  
**Service Commission**

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (continued)

.2 SBC PremierSERV<sup>sm</sup> Premium SLA Terms and Conditions: (continued)

.g Premium network availability and TTR are measured through both trouble ticket outages and approved Tracking Tool reports.

.h SBC guarantees their Frame Relay Premium Service Level Agreements (SLAs) based on a reference packet size. The recommended Frame Relay octet (byte) count is 128 octets per frame. The Customer premise equipment controls the setting. The Company's customers must use this reference size while validating premium frame relay latency measurements.

.i The total amount of the service credit Customer receives for any Port or PVC for any month shall not exceed 100% of the monthly recurring charge associated with the Port or PVC/VPC/VCCs.

**CANCELLED**

JUL 23 2004  
By *158.13.7*  
Public Service Commission  
MISSOURI

N

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**  
**Service Commission**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED OCT 30 2003**

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

## 5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

## (B) Premium Service Level Agreement (SLA) (Continued)

- .3 The following table identifies credits to be refunded to the Customer when the data metrics as specified above exceeds the specified values.

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Premium Network Availability	Upon verification by the Company that the actual monthly average network availability was below the committed level, the Customer will be eligible to receive a service credit equal to 10% of the monthly recurring charge for all affected Ports and VPC/VCC/PVCs.
Premium Cell/Frame Delivery Ratio	Upon verification by the Company that the actual average monthly premium cell/frame delivery ratio for a VPC/VCC/PVC was less than the committed level, the Company has a 30 calendar day cure period to correct the problem. If after 30 calendar days the premium cell/frame delivery ratio is still less than the committed level, the Customer can request a service credit equal to 50% of the monthly recurring charge for the affected VPC/VCC/PVCs and Ports.

C

Issued: January 14, 2005

Effective: February 17, 2005

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

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

(B) Premium Service Level Agreement (SLA) (Continued)

- .3 The following table identifies credits to be refunded to the Customer when the data metrics as specified above exceeds the specified values.

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Premium Network Availability	Upon verification by the Company that the actual monthly average network availability was below the committed level, the Company has 30 calendar days to correct the problem. If after 30 calendar days the premium network availability is still below the committed level, the Customer will be eligible to receive a service credit equal to 10% of the monthly recurring charge for all affected Ports and VPC/VCC/PVCs.
Premium Cell/Frame Delivery Ratio	Upon verification by the Company that the actual average monthly premium cell/frame delivery ratio for a VPC/VCC/PVC was less than the committed level, the Company has a 30 calendar day cure period to correct the problem. If after 30 calendar days the premium cell/frame delivery ratio is still less than the committed level, the Customer can request a service credit equal to 50% of the monthly recurring charge for the affected VPC/VCC/PVCs and Ports.

**CANCELLED**

FEB 17 2005

By *2d RS 158.13.8*  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

- .3 The following table identifies credits to be refunded to the Customer when the data metrics as specified above exceeds the specified values.

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Premium Network Availability	Upon verification by the Company that the actual monthly average network availability was below the committed level, the Company has 30 calendar days to correct the problem. If after 30 calendar days the premium network availability is still below the committed level, the Customer will be eligible to receive a service credit equal to 10% of the monthly recurring charge for all affected Ports and VPC/VCC/PVCs.
Premium Cell/Frame Delivery Ratio	Upon verification by the Company that the actual average monthly premium cell/frame delivery ratio for a VPC/VCC/PVC was less than the committed level, the Company has a 30 calendar day cure period to correct the problem. If after 30 calendar days the premium cell/frame delivery ratio is still less than the committed level, the Customer can request a service credit equal to 50% of the monthly recurring charge for the affected VPC/VCC/PVCs and Ports.

CANCELLED

JUL 23 2004  
By *1st RS* 158.13.8  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399 -  
Missouri Public  
Service Commission

FILED OCT 30 2003

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.3 (continued)

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Premium Latency	Upon verification by the Company that the actual average monthly delay for a VPC/VCC/PVC was greater than the committed level, then the Company has 30 calendar days to correct the problem. If after 30 calendar days the delay is still greater than the committed level, the Customer can request a service credit equal to 50% of the monthly recurring charge for the affected VPC/VCC/PVCs and Ports.
Premium Time To Provision (TTP)	Upon verification by the Company that the due date was missed, the Customer will be provided a service credit equal to 100% of the monthly recurring charge for all affected Ports and/or PVCs.
Premium Time To Repair (TTR)	Upon Customer reporting and verification by the Company that the actual repair level was below the committed level, the Customer will be provided a service credit equal to 50% of the monthly recurring charge those Ports and/or PVCs.

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs (continued)

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA)

.3 (continued)

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Premium Latency	Upon verification by the Company that the actual average monthly delay for a VPC/VCC/PVC was greater than the committed level, then the Company has 30 calendar days to correct the problem. If after 30 calendar days the delay is still greater than the committed level, the Customer can request a service credit equal to 50% of the monthly recurring charge for the affected VPC/VCC/PVCs and Ports.
Premium Time To Provision (TTP)	Upon verification by the Company that the due date was missed, the Customer will be provided a service credit equal to 100% of the monthly recurring charge for all affected Ports and/or PVCs.
Premium Time To Repair (TTR)	Upon Customer reporting and verification by the Company that the actual repair level was below the committed level, the Customer will be provided a service credit equal to 50% of the monthly recurring charge for those Ports and/or PVCs.

N

CANCELLED

JUL 23 2004  
By *STRS* 158.13.9  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED OCT 30 2003



## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

## 5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

## (B) Premium Service Level Agreement (SLA) (Continued)

## .4 The following will be excluded from any determination of cell/frame delivery ratio, latency, network availability, TTR, and TTP:

- .a Force majeure events; except that cable cuts shall not be considered a force majeure event for purposes of the Premium Service Level Agreement, notwithstanding the definition of force majeure in this Tariff;
- .b Data lost during Company's scheduled maintenance window;
- .c Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay PVCs or the Sustained Information Rate (SIR) for CBR, VBRrt, VBRnrt, VPC/VCCs or FRATM VCCs;

T/C  
C  
|  
C

Issued: January 14, 2005

Effective: February 17, 2005

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

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

(B) Premium Service Level Agreement (SLA) (Continued)

.4 The following will be excluded from any determination of cell/frame delivery ratio, latency, network availability, TTR, and TTP:

- .a Force Majeure events;
- .b Data lost during Company's scheduled maintenance window;
- .c Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay PVCs or the Sustained Information Rate (SIR) for CBR, VBRrt, VBRnrt, VPC/VCCs or FRATM VCCs;

C  
C

**CANCELLED**

FEB 17 2005  
By *3-rd* RS 158.13.10  
Public Service Commission  
MISSOURI

Issued: September 13, 2004

Effective: October 13, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED**  
**MO PSC**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

(B) Premium Service Level Agreement (SLA) (Continued)

- .4 The following will be excluded from any determination of cell/frame delivery ratio, latency, network availability, TTR, and TTP:
- .a Force Majeure events;
  - .b Data lost during Company's scheduled maintenance window;
  - .c Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay PVCs or the Sustained Information Rate (SIR) for CBR, VBRrt, VBRnrt, or FRATM VPC/VCCs;

**CANCELLED**

OCT 13 2004  
By *2dRS* 158.13.10  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED  
MO PSC**

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service N  
and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard  
and Premium Level SLAs (continued)

- (B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

- .4 The following will be excluded from any determination of cell/frame delivery  
ratio, latency, network availability, TTR, and TTP:

- .a Force Majeure events;
- .b Data lost during Company's scheduled maintenance window;
- .c Data exceeding the subscribed Committed Information Rate (CIR)  
for Frame Relay PVCs or the Sustained Information Rate (SIR) for  
CBR, VBRrt, VBRnrt, or FRATM VPC/VCCs;

N

**CANCELLED**

JUL 23 2004  
By *LSRS* 158.13.10  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rechtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public  
Service Commission

FILED OCT 30 2003

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

#### 5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

##### (B) Premium Service Level Agreement (SLA) (Continued)

#### .4 (Continued)

- .d Failures attributed to facilities or equipment provided by another party of the Customer or inaccurate network specifications requested by Customer;
- .e Serialization delay, defined as how long it takes to put the bits on the wire (also known as "insertion delay" or the time taken to put the bits into the wire) is the delay in collecting the bits at the router or switch.
- .f VPC/VCC/PVCs that transmit data across oversubscribed ingress or egress Ports, which includes Frame Relay data not marked "discard eligible" and ATM Cell Relay data instances where the cell loss priority equals one (1).

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**

**SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES**

**REC'D SEP 30 2003**

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service N  
and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) **Service Commission**

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard  
and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.4 (Continued)

.d Failures attributed to facilities or equipment provided by another  
party of the Customer or inaccurate network specifications requested  
by Customer;

.e Serialization delay, defined as how long it takes to put the bits on the  
wire (also known as "insertion delay" or the time taken to put the bits  
into the wire) is the delay in collecting the bits at the router or switch.

.f VPC/VCC/PVCs that transmit data across oversubscribed ingress  
or egress Ports, which includes Frame Relay data not marked  
"discard eligible" and ATM Cell Relay data instances where the cell  
loss priority equals one (1).

N

**CANCELLED**

JUL 23 2004  
By *LSRS* 158.13.11  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**Missouri Public  
Service Commission**

**FILED OCT 30 2003**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued) T

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

(B) Premium Service Level Agreement (SLA) (Continued) T

.4 (Continued)

- .g Customer "no access" time as defined below:
  - .i Customer not available;
  - .ii coordinated vendor meeting;
  - .iii abeyance on Customer request;
  - .iv after hours testing because no Customer daytime release; or
  - .v tickets referred to another party.
- .h UBR Quality of Service and ATM Host Link Services are excluded from premium latency and cell/frame relay delivery ratio guarantees.
- .i Due dates missed or rescheduled at Customer's request.

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**

**SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES**

**REC'D SEP 30 2003**

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) **N Service Commission**

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard and Premium Level SLAs

(B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (Continued)

.4 (Continued)

- .g Customer "no access" time as defined below:
  - .i Customer not available;
  - .ii coordinated vendor meeting;
  - .iii abeyance on Customer request;
  - .iv after hours testing because no Customer daytime release; or
  - .v tickets referred to another party.
- .h UBR Quality of Service and ATM Host Link Services are excluded from premium latency and cell/frame relay delivery ratio guarantees.
- .i Due dates missed or rescheduled at Customer's request.

**CANCELLED**

JUL 23 2004  
By *LSRS* 158.13.12  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public  
Service Commission**

**FILED OCT 30 2003**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission



SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

T

5.2.5 Standard and Premium Service Level Agreement (SLAs) (Continued)

|

|

|

|

(B) Premium Service Level Agreement (SLA) (Continued)

T

- .5 Unless the Customer has canceled Service, the service level 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 restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the Port(s) or applicable VPC/VCC/PVC(s).

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service N  
and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERV<sup>sm</sup> Standard  
and Premium Level SLAs (continued)

- (B) SBC PremierSERV<sup>sm</sup> Premium Service Level Agreement (SLA) (continued)

- .5 Unless the Customer has canceled Service, the service level 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 restoration of the interruption of Service. If the  
Customer has canceled Service, the credit will be applied to the last invoice  
and only the excess over the amount due will be refunded to the Customer.  
In no event will the total of the service level credit and the service outage  
credit exceed the monthly recurring charge for the Port(s) or applicable  
VPC/VCC/PVC(s).

N

**CANCELLED**

JUL 23 2004  
By *[Signature]* 158.13.13  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rechlin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED OCT 30 2003

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued)

#### 5.2.6 Quality Standards

SBC PremierSERV<sup>SM</sup> Frame Relay and ATM Service comply with both the ITU and ANSI standards.

#### 5.2.7 SBC PremierSERV<sup>SM</sup> Frame Relay to ATM Interworking (FRATM)

SBC PremierSERV<sup>SM</sup> Frame Relay to ATM Interworking (FRATM) allows customers with existing Frame Relay networks, an easy migration to the ATM network, while maintaining existing Frame Relay locations. It also allows customers to have a cost effective network solution allowing the integration of many remote low speed sites to communicate with a larger service center ATM site, usually a data center.

Pricing of the Permanent Virtual Circuits (PVCs), between a Frame Relay location and an ATM location, will be accomplished through the use of a FRATM VCC. T  
C

---

Issued: September 13, 2004

Effective: October 13, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERV<sup>SM</sup> Frame Relay Service (NFR) and SBC PremierSERV<sup>SM</sup> ATM Service (NATM) (Continued) T  
T

5.2.6 Quality Standards

SBC PremierSERV<sup>SM</sup> Frame Relay and ATM Service comply with both the ITU and ANSI standards. T

- 5.2.7 SBC PremierSERV<sup>SM</sup> Frame Relay to ATM Interworking (FRATM) T

SBC PremierSERV<sup>SM</sup> Frame Relay to ATM Interworking (FRATM) allows customers with existing Frame Relay networks, an easy migration to the ATM network, while maintaining existing Frame Relay locations. It also allows customers to have a cost effective network solution allowing the integration of many remote low speed sites to communicate with a larger service center ATM site, usually a data center. T

Pricing of the Permanent Virtual Circuits (PVCs), between a Frame Relay location and an ATM location, will be accomplished by a FRATM PVC.

**CANCELLED**

OCT 13 2004  
By *2nd RS 158.13.14*  
Public Service Commission  
MISSOURI

Issued: June 14, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES **Missouri Public**

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERV<sup>sm</sup> Frame Relay Service and SBC PremierSERV<sup>sm</sup> National ATM Service (continued) **REC'D SEP 30 2003**  
N  
Service Commission

5.2.6 Quality Standards M

National Frame Relay and ATM Service comply with both the ITU and ANSI standards. M/C  
M

5.2.7 National Frame Relay to ATM Interworking (FRATM) M

National Frame Relay to ATM Interworking (FRATM) allows customers with existing Frame Relay networks, an easy migration to the ATM network, while maintaining existing Frame Relay locations. It also allows customers to have a cost effective network solution allowing the integration of many remote low speed sites to communicate with a larger service center ATM site, usually a data center.

Pricing of the Permanent Virtual Circuits (PVCs), between a Frame Relay location and an ATM location, will be accomplished by a FRATM PVC.

M

M - Material moved from Original Sheet 158.13

**CANCELLED**

JUL 23 2004  
By *LSR* 158.13.14  
Public Service Commission  
MISSOURI

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public  
Service Commission**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED OCT 30 2003**

**Missouri Public**

**SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES**

**REC'D SEP 30 2003**

**5.3 Domestic ATM/Cell Relay Service**

**Service Commission**

Domestic ATM/Cell Relay Service is a high speed digital data Service utilizing cell-switching technology. Access speeds range from DS1 (1.544 Mbps) to OC12 (622 Mbps). Intrastate ATM/Cell Relay Service will be provided on an individual case basis.

Effective January 1, 2003, Domestic ATM/Cell Relay Service offered in Section 5.3 of this Tariff is limited to existing locations for existing Customers. After January 1, 2003, the Domestic ATM/Cell Relay Service offered in Section 5.3 of this Tariff will no longer be available to new Customers and will not be available to existing Customers at new locations. Moves within the same building and the addition of PVCs, purchased from this Section 5.1 of the Tariff and assigned to existing locations, will be allowed until the Customer's Term Plan Agreement expires. Any other changes to the Service arrangements provided under Term Plan Agreements will require the Customer to convert to National ATM/Cell Relay Service offered in Section 5.2 of this Tariff. Existing Customers may purchase National ATM/Cell Relay Service offered in Section 5.2 in addition to their existing Domestic ATM/Cell Relay Service. After January 1, 2003, any changes to Service provided on a month-to-month basis, including but not limited to moves within the same building and the addition of PVCs, will require the Customer to convert to National ATM/Cell Relay Service offered in Section 5.2 of this Tariff.

**5.4 Reserved for future use**

T

D

|

D

Issued: September 30, 2003

Effective: October 30, 2003

Tawnya Rehtin, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public  
Service Commission**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED OCT 30 2003**

**Missouri Public**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.3 Domestic ATM/Cell Relay Service

**Service Commission**

Domestic ATM/Cell Relay Service is a high speed digital data Service utilizing cell-switching technology. Access speeds range from DS1 (1.544 Mbps) to OC12 (622 Mbps). Intrastate ATM/Cell Relay Service will be provided on an individual case basis.

Effective January 1, 2003, Domestic ATM/Cell Relay Service offered in Section 5.3 of this Tariff is limited to existing locations for existing Customers. After January 1, 2003, the Domestic ATM/Cell Relay Service offered in Section 5.3 of this Tariff will no longer be available to new Customers and will not be available to existing Customers at new locations. Moves within the same building and the addition of PVCs, purchased from this Section 5.1 of the Tariff and assigned to existing locations, will be allowed until the Customer's Term Plan Agreement expires. Any other changes to the Service arrangements provided under Term Plan Agreements will require the Customer to convert to National ATM/Cell Relay Service offered in Section 5.2 of this Tariff. Existing Customers may purchase National ATM/Cell Relay Service offered in Section 5.2 in addition to their existing Domestic ATM/Cell Relay Service. After January 1, 2003, any changes to Service provided on a month-to-month basis, including but not limited to moves within the same building and the addition of PVCs, will require the Customer to convert to National ATM/Cell Relay Service offered in Section 5.2 of this Tariff.

5.4 National ATM/Cell Relay Service

ATM/Cell Relay Service is a high speed digital data Service utilizing cell-switching technology. National Interstate ATM/Cell Relay Service will be provided on an individual case basis (ICB).

**CANCELLED**

OCT 30 2003

2nd RS 159

Public Service Commission

Effective September 30, 2002

Issued: August 28, 2002

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

**Missouri Public**

FILED SEP 30 2002

**Service Commission**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

REC'D MAR 07 2001

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

Original Sheet 159  
Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 ATM/Cell Relay Service

ATM/Cell Relay Service is a high speed digital data Service utilizing cell-switching technology. Access speeds range from DS1 (1.544 Mbps) to OC12 (622 Mbps). Intrastate ATM/Cell Relay Service will be provided on an individual case basis.

CANCELLED

SEP 30 2002

EX-159  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475



## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.5 Other Specialized Communications Services

#### 5.5.1 Primary Rate Interface - Integrated Services Digital Network

##### (A) General Description

PRI-ISDN provides high-speed end-to-end digital service with out-of-band signaling. Service is available to Business Customers with a 1-year, 3-year or 5-year term plan agreement. Each PRI-ISDN utilizes a 1.544 Mbps facility and is assigned a PRI-Port to carry Company-Provided dedicated voice services, either dedicated toll free services and/or dedicated outbound (1+) services. Company-Provided dedicated toll free and dedicated outbound (1+) services are separately offered services and their charges are not included in the PRI-ISDN rates and charges.

PRI-ISDN conforms to both the ANSI PRI-ISDN standard and Northern Telecom PRI Specifications Number NIS-A211-4. ISDN uses a set of technical protocols jointly developed by the ITU to traverse the DS1 access using Q.931 signaling protocol. Generally supported protocol variants are NTNAPRI, U449PRI, U459PRI, N449PRI, NTNAPRI V1 NIL, NTNAPRI V1 SL1PROFL and N449PRI V1 NIL. For select applications and locations, the acceptable protocol variants may be limited.

C  
|  
|  
|  
C

Issued: June 23, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.5 Other Specialized Communications Services

**Service Commission**

5.5.1 Primary Rate Interface - Integrated Services Digital Network

T

(A) General Description

PRI-ISDN provides high-speed end-to-end digital service with out-of-band signaling. Service is available to Business Customers with a 1-year, 3-year or 5-year term plan agreement. Each PRI-ISDN utilizes a 1.544 Mbps facility and is assigned a PRI-Port to carry Company-Provided dedicated voice services, either dedicated toll free services and/or dedicated outbound (1+) services. Company-Provided dedicated toll free and dedicated outbound (1+) services are separately offered services and their charges are not included in the PRI-ISDN rates and charges.

PRI-ISDN conforms to both the ANSI PRI-ISDN standard and Northern Telecom PRI Specifications Number NIS-A211-4. ISDN uses a set of technical protocols jointly developed by the ITU to traverse the DS1 access using Q.931 signaling protocol. Acceptable protocol variants are NTNAPRI, U449PRI, U459PRI, and N449PRI.

**CANCELLED**

JUL 23 2004  
By *3rd RSI/60*  
Public Service Commission  
**MISSOURI**

Issued: August 28, 2002

Effective: September 30, 2002

Norm Descoteaux, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588 **Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

**Service Commission**



REC'D MAR 07 2001

Original Sheet 160

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

Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network

## (A) General Description

PRI-ISDN provides high-speed end-to-end digital service with out-of-band signaling. Service is available to Business Customers that sign a 1-year, 3-year or 5-year term plan agreement. PRI-ISDN utilizes a 1.544 Mbps facility and provides ANSI standard PRI for Company-Provided dedicated toll free Services and dedicated outbound (1+) Services. Company-Provided dedicated toll free and dedicated outbound (1+) Services are separately offered Services and the charges are not included in the PRI-ISDN rates and charges.

PRI-ISDN conforms to both the ANSI PRI-ISDN standard and Northern Telecom PRI Specifications Number NIS-A211-4. ISDN uses a set of technical protocols jointly developed by the ITU to traverse DS1 access using Q.931 signaling protocol. Acceptable protocol variants are NTNAPRI, U449PRI, U459PRI, and N449PRI.

CANCELLED

JAN 08 2002

1528160  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective

Norm Descoteaux, Regulatory Manager  
5850 W. Las Positas Blvd., Pleasanton, California 94588DEC 07 2001  
Missouri PublicCANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service CommissionFILED DEC 07 2001  
01-475  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.5 Other Specialized Communications Services (continued)

#### 5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

##### (A) General Description (continued)

A principal PRI Service consists of up to twenty-three 64 Kbps digital B-Channels and one 64 Kbps digital D-Channel. Subsequent, subordinate PRI Service may consist of up to twenty-four 64 Kbps digital B-Channels. Only one trunk group may be provisioned per active D-Channel. The DS1 Local Access facility must be established with Bipolar 8 Zero Substitution and Extended Super-Frame Format for Clear Channel capacity.

One D-Channel is utilized to provide out-of-band signaling for the entire PRI trunk group. One D-Channel may provide signaling for up to 479 B-Channels (maximum of 20 DS1s) for voice trunking. A maximum of 23 B-Channels (equivalent to one DS1) may be combined through Bonding for the purposes of broadband applications such as video and other CSD applications. A Backup D-Channel Option is available which provides a second D-Channel associated within a PRI trunk group in the event that the principal D-Channel fails. The Backup D-Channel Option is a D-Channel in standby and cannot be used as a B-Channel.

C  
|  
|  
|  
C

Issued: June 23, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**FILED**  
**MO PSC**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES **Missouri Public**

5.5 Other Specialized Communications Services (continued)

REC'D AUG 28 2002

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued) **Service Commission**

(A) General Description (continued)

A principal PRI Service consists of up to twenty-three 64 Kbps digital B-Channels and one 64 Kbps digital D-Channel. Subsequent, subordinate PRI Service may consist of up to twenty-four 64 Kbps digital B-Channels. Only one trunk group may be provisioned per active D-Channel. The DS1 Local Access facility must be established with Bipolar 8 Zero Substitution and Extended Super-Frame Format for Clear Channel capacity.

One D-Channel is utilized to provide out-of-band signaling for the entire PRI trunk group. One D-Channel may provide signaling for up to 671 B-Channels (maximum of 28 DS1s). A Backup D-Channel Option is available which provides a second D-Channel associated within a PRI trunk group in the event that the principal D-Channel fails. The Backup D-Channel Option is a D-Channel in standby and cannot be used as a B-Channel.

**CANCELLED**

JUL 23 2004  
By *3rd RS 161*  
Public Service Commission  
MISSOURI

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

**Service Commission**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D DEC 07 2001

5.3 Other Specialized Communications Services (continued)

5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(A) General Description (continued)

A principal PRI Service consists of up to twenty-three 64 Kbps digital B-Channels and one 64 Kbps digital D-Channel. Subsequent, subordinate PRI Service may consist of up to twenty-four 64 Kbps digital B-Channels. Only one trunk group may be provisioned per active D-Channel. The DS1 Local Access facility must be established with Bipolar 8 Zero Substitution and Extended Super-Frame Format for Clear Channel capacity.

C  
C

One D-Channel is utilized to provide out-of-band signaling for the entire PRI trunk group. One D-Channel may provide signaling for up to 671 B-Channels (maximum of 28 DS1s). A Backup D-Channel Option is available which provides a second D-Channel associated within a PRI trunk group in the event that the principal D-Channel fails. The Backup D-Channel Option is a D-Channel in standby and cannot be used as a B-Channel.

T  
T

CANCELLED

SEP 30 2002  
Zel RS 161  
Public Service Commission  
MISSOURI

Issued: December 7, 2001

Effective: [REDACTED]

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

JAN 08 2002

Missouri Public

FILED JAN 08 2002

Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

REC'D MAR 07 2001

Original Sheet 161

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

Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (A) General Description (continued)

A principal PRI Service consists of up to twenty-three 64 Kbps digital B-Channels and one 64 Kbps digital D-Channel. Subsequent, subordinate PRI Service may consist of up to twenty-four 64 Kbps digital B-Channels. Only one trunk group may be provisioned per active D-Channel. The DS1 Local Access facility must be established with Clear Channel capability and Extended Super-Frame Format.

A D-Channel is utilized to provide out-of-band signaling for the PRI trunk group. One D-Channel may provide signaling for up to 671 B-Channels (maximum of 28 DS1s). A Backup D-Channel Option is available which provides a second D-Channel associated with a PRI trunk group in the event that the principal D-Channel fails. The Backup D-Channel Option is a D-Channel in standby and cannot be used as a B-Channel.

CANCELLED

JAN 08 2002

b7RS161  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service CommissionFILED DEC 07 2001  
01-475  
Service Commission



## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.5 Other Specialized Communications Services (continued)

#### 5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

##### (A) General Description (continued)

One PRI Port is required for each DS1 access in order to utilize the ISDN features, functions, and Services. This PRI Port is the network interconnection providing the ISDN functionality at the Company-Provided POP. A PRI Port is capable of supporting twenty-four Channels carrying ISDN Services. The initial PRI Port or principal PRI Service must be configured to have one D-Channel. Multiple PRI-Ports may share an active D-Channel which controls the single voice trunk group of B-Channels (up to 479).

C  
C

PRI ISDN Local Access provides a path between the Customer's Premises/Customer's equipment and the Company-designated POP. The PRI ISDN Local Access facility has a Bandwidth capacity of 1.544 Mbps. PRI ISDN Local Access typically consists of two Channel terminations at the Circuit's ends and mileage computed by the V&H coordinates of the Customer's serving Wire Center and the Company-Provided POP. The PRI ISDN Local Access facility is provided by a Local Access Provider. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third-party Local Access facilities are offered at a pass-through rate. The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

Issued: June 23, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**Missouri Public**  
SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

**REC'D AUG 28 2002**

5.5 Other Specialized Communications Services (continued)

**Service Commission**

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(A) General Description (continued)

One PRI Port is required for each DS1 access in order to utilize the ISDN features, functions, and Services. This PRI Port is the network interconnection providing the ISDN functionality at the Company-Provided POP. A PRI Port is capable of supporting twenty-four Channels carrying ISDN Services. The initial PRI Port or principal PRI Service must be configured to have one D-Channel. Multiple PRI-Ports may share an active D-Channel which controls the entire trunk group of B-Channels (up to 671).

PRI ISDN Local Access provides a path between the Customer's Premises/Customer's equipment and the Company-designated POP. The PRI ISDN Local Access facility has a Bandwidth capacity of 1.544 Mbps. PRI ISDN Local Access typically consists of two Channel terminations at the Circuit's ends and mileage computed by the V&H coordinates of the Customer's serving Wire Center and the Company-Provided POP. The PRI ISDN Local Access facility is provided by a Local Access Provider. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third-party Local Access facilities are offered at a pass-through rate. The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

**CANCELLED**

JUL 23 2004  
By *3rd RS 162*  
Public Service Commission  
MISSOURI

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

**FILED SEP 30 2002**

**Service Commission**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D DEC 07 2001

5.3 Other Specialized Communications Services (continued)

5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(A) General Description (continued)

One PRI Port is required for each DS1 access in order to utilize the ISDN features, functions, and Services. This PRI Port is the network interconnection providing the ISDN functionality at the Company-Provided POP. A PRI Port is capable of supporting twenty-four Channels carrying ISDN Services. The initial PRI Port or principal PRI Service must be configured to have one D-Channel. Multiple PRI-Ports may share an active D-Channel which controls the entire trunk group of B-Channels (up to 671).

T  
T  
  
T  
C  
C

PRI ISDN Local Access provides a path between the Customer's Premises/Customer's equipment and the Company-designated POP. The PRI ISDN Local Access facility has a Bandwidth capacity of 1.544 Mbps. PRI ISDN Local Access typically consists of two Channel terminations at the Circuit's ends and mileage computed by the V&H coordinates of the Customer's serving Wire Center and the Company-Provided POP. The PRI ISDN Local Access facility is provided by a Local Access Provider. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third-party Local Access facilities are offered at a pass-through rate. The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

T  
  
T  
T  
T

CANCELLED

SEP 30 2002

244 RS 162  
Public Service Commission  
MISSOURI

Issued: December 7, 2001

Effective

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

JAN 08 2002

Missouri Public

FILED JAN 08 2002

Service Commission

REC'D MAR 07 2001

Original Sheet 162

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

Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (A) General Description (continued)

A PRI Port is required to utilize ISDN features. This PRI Port is the network interconnection providing the ISDN functionality at the Company-Provided POP. A PRI Port is capable of supporting twenty-four Channels carrying ISDN Services. The initial PRI Port or principal PRI Service must be configured to have one D-Channel. Multiple Ports sharing a D-Channel must be in the same PRI-ISDN trunk group as the active D-Channel.

PRI ISDN Local Access provides a path between the Customer's Premises and the Company designated POP. The PRI ISDN Local Access facility has a Bandwidth capacity of 1.544 Mbps. PRI ISDN Local Access typically consists of Channel terminations at the Circuit's ends and mileage computed by V&H coordinates between the Customer's serving wire center and the Company-Provided POP. The PRI ISDN Local Access facility is provided by the Local Access Provider. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third-party Local Access facilities are offered at a pass-through rate. The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

CANCELLED

JAN 08 2002

By *RS/62*  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: ~~March 7, 2001~~Norm Descoteaux, Regulatory Manager  
5850 W. Las Positas Blvd., Pleasanton, California 94588

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service CommissionFILED DEC 07 2001  
01-475  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.5 Other Specialized Communications Services (continued)

#### 5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

##### (A) General Description (continued)

PRI ISDN will support Company dedicated Toll-Free Service, dedicated outbound (1+) Service, or both, on a single trunk group. The Customer must specify which of the available Services or combination of Services are to be carried on the PRI B-Channels at the time PRI ISDN is ordered. The active D-Channel carries the signaling, control, and user data associated with the corresponding B-Channels.

Only CPE which is compatible with the Company's PRI ISDN network specifications can be connected to the network. PRI ISDN is not available to Customers with Plexar services.

CSD: Under limited, qualified circumstances, PRI-ISDN will support Company CSD Services as outbound (1+) service. When PRI-ISDN is used to support CSD, the PRI-ISDN Circuit supports only dedicated outbound (1+) voice and data service within a single trunk-group. Company will bill CSD calls in minute increments, unless otherwise stated in the Service description of Customer's calling plan. Each B-Channel equivalent will be itemized and rated accordingly. Company dedicated toll-free service cannot be configured on the same PRI-ISDN Circuit as CSD. CSD is available on an ICB basis only. CSD Customers must meet the following criteria:

- .a) A minimum of six (6) Dedicated Access lines of SBC Long Distance Services (DVA or PRI), not necessarily solely for CSD Service;
- .b) High volume calling plans with term commitment and MAC;
- .c) ISDN lines installed at each location where CSD will be provided; and
- .d) Compatible CPE which supports CSD for both voice and data.

N  
|  
N

Issued: September 13, 2004

Effective: October 13, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

### 5.5 Other Specialized Communications Services (continued)

#### 5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

##### (A) General Description (continued)

PRI ISDN will support Company dedicated Toll-Free Service, dedicated outbound (1+) Service, or both, on a single trunk group. The Customer must specify which of the available Services or combination of Services are to be carried on the PRI B-Channels at the time PRI ISDN is ordered. The active D-Channel carries the signaling, control, and user data associated with the corresponding B-Channels.

Only CPE which is compatible with the Company's PRI ISDN network specifications can be connected to the network. PRI ISDN is not available to Customers with Plexar services.

CSD: Under limited, qualified circumstances, PRI-ISDN will support Company CSD Services as outbound (1+) service. When PRI-ISDN is used to support CSD, the PRI-ISDN Circuit supports only dedicated outbound (1+) voice and data service within a single trunk-group. Company will bill CSD calls in minute increments, unless otherwise stated in the Service description of Customer's calling plan. Each B-Channel equivalent will be itemized and rated accordingly. Company dedicated toll-free service cannot be configured on the same PRI-ISDN Circuit as CSD. CSD is available on an ICB basis only.

N  
|  
|  
|  
|  
|  
|  
|  
|  
N

**CANCELLED**

OCT 13 2004

By *3rd RS 163*  
**Public Service Commission**  
**MISSOURI**

Issued: June 23, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**FILED**  
**MO PSC**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES **Missouri Public**

5.5 Other Specialized Communications Services (continued)

REC'D AUG 28 2002

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

**Service Commission**

(A) General Description (continued)

PRI ISDN will support Company dedicated Toll-Free Service, dedicated outbound (i+) Service, or both, on a single trunk group. The Customer must specify which of the available Services or combination of Services are to be carried on the PRI B-Channels at the time PRI ISDN is ordered. The active D-Channel carries the signaling, control, and user data associated with the corresponding B-Channels.

Only CPE which is compatible with the Company's PRI ISDN network specifications can be connected to the network. PRI ISDN is not available to Customers with Plexar services.

**CANCELLED**  
JUL 23 2004  
By *2nd RS 163*  
Public Service Commission  
**MISSOURI**

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

**Service Commission**

REC'D MAR 07 2001

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

Original Sheet 163  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (A) General Description (continued)

PRI ISDN will support Company dedicated Toll-Free Service, dedicated outbound (1+) Service, or both, on a single trunk group. The Customer must specify which of the available Services or combination of Services are to be carried on the PRI B-Channels at the time PRI ISDN is ordered. The active D-Channel carries the signaling, control, and user data associated with the corresponding B-Channels.

Only CPE which is compatible with the Company's PRI ISDN network specifications can be connected to the network. PRI ISDN is not available to Customers with Plexar services.

CANCELLED

SEP 30 2002  
15425163  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001  
Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475  
Service Commission



**Missouri Public**  
SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

**REC'D AUG 28 2002**

5.5 Other Specialized Communications Services (continued)

**Service Commission**

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(B) Configurations, Options, and Features

.1 Standard PRI ISDN Port

- .a 23B-Channels and 1D-Channel (initial or principal)
- .b 24B-Channels (subordinate only)
- .c 23B-Channels and 1 backup D-Channel (subordinate, if Backup D-Channel Option is requested)

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED SEP 30 2002**

**Service Commission**

REC'D MAR 07 2001

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

Original Sheet 164  
Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.3 Other Specialized Communications Services (continued)

5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(B) Configurations, Options, and Features

.1 Standard PRI ISDN Port

- .a 23B-Channels and 1D-Channel (initial or principal)
- .b 24B-Channels (subordinate only)
- .c 23B-Channels and 1 backup D-Channel (subordinate, if Backup D-Channel Option is requested)

CANCELLED

SEP 30 2002

1528164  
Missouri Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services (continued)

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(B) Configurations, Options, and Features

.2 Backup D-Channel Option

The Backup D-Channel Option allows the Customer to have a second D-Channel associated with a PRI ISDN trunk group. The Backup D-Channel Option provides a standby control Channel for ISDN signaling between the Customer location and the network. This provides protection should there be a failure in the active D-Channel. Backup D-Channel is provisioned through the use of a second "23B + 1D" configured PRI ISDN Port and Local Access Circuit. Performance on the second (or standby) D-Channel is identical to the principal (or active) D-Channel. With the Backup D-Channel Option, only one of the D-Channels is in the active state (processing signaling messages) and the other is in the standby state. If the active D-Channel fails, then the standby D-Channel will be activated. When the standby D-channel becomes activated, any calls that are in progress and being carried over subordinate PRI ISDN Ports within the PRI ISDN trunk group are sustained.

Issued: August 28, 2002

Effective: September 30, 2002

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

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

T  
Missouri Public  
FILED SEP 30 2002  
Service Commission

REC'D MAR 07 2001

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

Original Sheet 165  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (B) Configurations, Options, and Features

## .2 Backup D-Channel Option

The Backup D-Channel Option allows the Customer to have a second D-Channel associated with a PRI ISDN trunk group. The Backup D-Channel Option provides a standby control Channel for ISDN signaling between the Customer location and the network. This provides protection should there be a failure in the active D-Channel. Backup D-Channel is provisioned through the use of a second "23B + 1D" configured PRI ISDN Port and Local Access Circuit. Performance on the second (or standby) D-Channel is identical to the principal (or active) D-Channel. With the Backup D-Channel Option, only one of the D-Channels is in the active state (processing signaling messages) and the other is in the standby state. If the active D-Channel fails, then the standby D-Channel will be activated. When the standby D-channel becomes activated, any calls that are in progress and being carried over subordinate PRI ISDN Ports within the PRI ISDN trunk group are sustained.

CANCELLED

SEP 30 2002  
by LRS/165  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services (continued)

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(C) Monthly Recurring Charges

Fixed monthly charges apply. The MRCs vary according to the length of the term plan agreement.

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

Installation charges are non-recurring charges and vary based on the length of the term plan agreement. Installations charges are applicable when establishing new PRI-ISDN Circuits.

N  
N

Issued: June 23, 2004

Effective: July 23, 2004

Lisa Porterfield, Associate Director Regulatory  
5850 W. Las Positas Blvd., Pleasanton, California 94588

**FILED**  
**MO PSC**

**Missouri Public**  
SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002 T

5.5 Other Specialized Communications Services (continued)

**Service Commission**  
T

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(C) Monthly Recurring Charges

Fixed monthly charges apply. The MRCs vary according to the length of the term plan agreement.

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

Installation charges are non-recurring charges and vary based on the length of the term plan agreement.

**CANCELLED**

JUL 23 2004  
By *Ind RS 166*  
Public Service Commission  
MISSOURI

Issued: August 28, 2002

Effective: September 30, 2002

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

T

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

**Service Commission**

REC'D MAR 07 2001  
Original Sheet 166

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

~~Service Commission~~

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.3 Other Specialized Communications Services (continued)

5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(C) Monthly Recurring Charges

Fixed monthly charges apply. The MRCs vary according to the length of the term plan agreement.

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

Installation charges are non-recurring charges and vary based on the length of the term plan agreement.

CANCELLED

SEP 30 2002  
15425166  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: April 22, 2001

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

DEC 07 2001  
Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475  
Service Commission

**Missouri Public**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

**REC'D AUG 28 2002**

5.5 Other Specialized Communications Services (continued)

**Service Commission**

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(D) Ancillary/Administrative Charges (continued)

.2 PRI ISDN Port Redesign Charges

A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of a PRI ISDN Port. Examples of these types of requests include but are not limited to:

- Re-establishing or rearranging B-Channels or D-Channels
- Adding or removing a backup D-Channel
- Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) Services or dedicated Toll Free Services associated with a PRI ISDN Port

The term plan commitment restarts upon redesign of PRI ISDN Service. A PRI ISDN Port Redesign Charge applies in lieu of the PRI ISDN Installation Charge.

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED SEP 30 2002**

**Service Commission**



REC'D MAR 07 2001

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

Original Sheet 167  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (D) Ancillary/Administrative Charges (continued)

## .2 PRI ISDN Port Redesign Charges

A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of a PRI ISDN Port. Examples of these types of requests include but are not limited to:

- Re-establishing or rearranging B-Channels or D-Channels
- Adding or removing a backup D-Channel
- Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) Services or dedicated Toll Free Services associated with a PRI ISDN Port

The term plan commitment restarts upon redesign of PRI ISDN Service. A PRI ISDN Port Redesign Charge applies in lieu of the PRI ISDN Installation Charge.

**CANCELLED**

SEP 30 2002  
15825167  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001  
Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475  
Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

**REC'D AUG 28 2002**

5.5 Other Specialized Communications Services (continued)

**Service Commission**

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

T

(D) Ancillary/Administrative Charges (continued)

.3 Termination Liability Charges

The Termination Liability Charge described in Section 2.26.2 of this Tariff applies if the Customer cancels PRI ISDN Service prior to the expiration of the term plan agreement.

(E) Service Upgrades

An upgrade of Service is defined as an agreement to a term of equal or longer length, and the term is re-initiated. The MRCs associated with PRI ISDN Ports are eligible for the VIP discount in Section 3.5.4 of this Tariff. Any eligible PRI Port charges are cumulative with any eligible Private Line Services charges associated with the Customer's master account number towards a VIP discount defined in the Data Private Line Services Section, Section 3.5.4 of this Tariff. The Customer need not subscribe to Private Line Service to be eligible for discount. The Customer must meet only the defined spending threshold to qualify for VIP discount.

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED SEP 30 2002**

**Service Commission**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D DEC 07 2001

5.3 Other Specialized Communications Services (continued)

5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(D) Ancillary/Administrative Charges (continued)

.3 Termination Liability Charges

The Termination Liability Charge described in Section 2.26.2 of this Tariff applies if the Customer cancels PRI ISDN Service prior to the expiration of the term plan agreement.

(E) Service Upgrades

An upgrade of Service is defined as an agreement to a term of equal or longer length, and the term is re-initiated. The MRCs associated with PRI ISDN Ports are eligible for the VIP discount in Section 3.5.4 of this Tariff. Any eligible PRI Port charges are cumulative with any eligible Private Line Services charges associated with the Customer's master account number towards a VIP discount defined in the Data Private Line Services Section, Section 3.5.4 of this Tariff. The Customer need not subscribe to Private Line Service to be eligible for discount. The Customer must meet only the defined spending threshold to qualify for VIP discount.

T  
:  
:  
T  
N  
:  
:  
N

CANCELLED

SEP 30 2002

2nd RSL 68  
Missouri Public Service Commission  
MISSOURI

Issued: December 7, 2001

Effective ~~XXXXXXXXXX~~

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

JAN 08 2002

Missouri Public

FILED JAN 08 2002

Service Commission

REC'D MAR 07 2001

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

Original Sheet 168  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (D) Ancillary/Administrative Charges (continued)

## .3 Termination Liability Charges

The Termination Liability Charge described in Section 2.26.2 of this Tariff applies if the Customer cancels PRI ISDN Service prior to the expiration of the term plan agreement.

## (E) Service Upgrades

An upgrade of Service is defined as an agreement to a term of equal or longer length, and the term is re-initiated. The MRCs associated with PRI ISDN Ports are eligible for the Private Line VIP discount in Section 3.5.4 of this Tariff. Eligible PRI Port charges are cumulative with eligible Private Line Services charges towards a VIP discount defined in the Data Private Line Services Section, Section 3.5.4 of this Tariff.

CANCELLED

JAN 08 2002

By *STRS 168*  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475  
Service Commission

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.5 Other Specialized Communications Services (continued)

T  
Service Commission

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued)

T

(F) Service Level Credits

The following table identifies the individual metrics and values for PRI ISDN Service:

Metric	Value
Network Availability	99.9% in any month
Mean Time to Repair	6 hours

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company.

Unless the Customer has canceled Service, the service level 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 canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the PRI ISDN Port.

Issued: August 28, 2002

Effective: September 30, 2002

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

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

REC'D MAR 07 2001

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

Original Sheet 169  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.3 Other Specialized Communications Services (continued)

## 5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

## (F) Service Level Credits

The following table identifies the individual metrics and values for PRI ISDN Service:

Metric	Value
Network Availability	99.9% in any month
Mean Time to Repair	6 hours

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company.

Unless the Customer has canceled Service, the service level 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 canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the PRI ISDN Port.

CANCELLED

SEP 30 2002

15425169  
Missouri Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

FILED DEC 07 2001

01-475  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**Missouri Public**  
SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.5 Other Specialized Communications Services (continued)

**REC'D AUG 28 2002**

5.5.1 Primary Rate Interface - Integrated Services Digital Network (continued) **Service Commission**

(G) VIP Discount

Customers subscribing to any of the Company's intrastate PRI-ISDN Services will automatically receive a volume discount per master account number for all PRI-ISDN Service(s) Ports associated with the Customer's master account number. See Section 3.5.4 of this Tariff for details regarding the discount plan.

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

**FILED SEP 30 2002**

**Service Commission**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D DEC 07 2001

5.3 Other Specialized Communications Services (continued)

N

5.3.1 Primary Rate Interface - Integrated Services Digital Network (continued)

(G) VIP Discount

Customers subscribing to any of the Company's intrastate PRI-ISDN Services will automatically receive a volume discount per master account number for all PRI-ISDN Service(s) Ports associated with the Customer's master account number. See Section 3.5.4 of this Tariff for details regarding the discount plan.

N

**CANCELLED**

SEP 30 2002

151RS/169.1  
Public Service Commission  
MISSOURI

Issued: December 7, 2001

Effective: January 6, 2002

JAN 08 2002

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

**Missouri Public**

FILED JAN 08 2002

Service Commission



SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

T

Service Commission

T

5.6 Out-of-Service Credits

5.6.1 General

- (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. 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. 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.

Issued: August 28, 2002

Effective: September 30, 2002

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

Missouri Public

FILED SEP 30 2002

Service Commission

REC'D MAR 07 2001

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

Original Sheet 170  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

## 5.4 Out-of-Service Credits

## 5.4.1 General

- (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. 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. 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.

CANCELLED  
SEP 30 2002  
1525170  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001  
Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
Service Commission

Missouri Public

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002  
T

5.6 Out-of-Service Credits (continued)

Service Commission  
T

5.6.2 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.

- (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).

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

FILED SEP 30 2002

REC'D MAR 07 2001  
Original Sheet 171Southwestern Bell Communications Services, Inc. PSC Mo. - No. 2  
d/b/a SBC Long Distance

Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

## 5.4.2 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.

- (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).

CANCELLED

SEP 30 2002

15025171  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

Norm Descoteaux, Regulatory Manager  
5850 W. Las Positas Blvd., Pleasanton, California 94588DEC 07 2001  
Missouri PublicCANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service CommissionFILED DEC 07 2001  
01-475  
Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

5.6 Out-of-Service Credits (continued)

Service Commission  
T

5.6.2 Interruption of Service (continued)

- (C) In order to permit the Company to make tests and adjustments appropriate for the maintenance of services within satisfactory operating parameters, Specialized Communications 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 5.6.3 of this Tariff.
- (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.

Issued: August 28, 2002

Effective: September 30, 2002

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

Missouri Public  
T

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

REC'D MAR 07 2001

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

Original Sheet 172  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

## 5.4.2 Interruption of Service (continued)

- (C) In order to permit the Company to make tests and adjustments appropriate for the maintenance of services within satisfactory operating parameters, Specialized Communications 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 5.4.3 of this Tariff.
- (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.

CANCELLED

SEP 30 2002

KRS:172  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001

01-475

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

5.6 Out-of-Service Credits (continued)

Service Commission  
T

5.6.3 Credit Allowances

(A) Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN 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. For PRI ISDN Service, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

(B) 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.

Issued: August 28, 2002

Effective: September 30, 2002

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

Missouri Public

FILED SEP 30 2002

Service Commission

REC'D MAR 07 2001

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

Original Sheet 173  
Service Commission

## SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

## 5.4.3 Credit Allowances

## (A) Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN 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. For PRI ISDN Service, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

## (B) 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.

**CANCELLED**

SEP 30 2002  
15483173  
Missouri Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

FILED DEC 07 2001

01-475  
Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission



**Missouri Public**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

**REC'D AUG 28 2002**

5.6 Out-of-Service Credits (continued)

**Service Commission**

5.6.3 Credit Allowances (continued)

T

(C) 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 month's bill.

(D) Special Construction

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

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

**FILED SEP 8 0 2002**

**Service Commission**

REC'D MAR 07 2001

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

Original Sheet 174  
Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.4 Out-of-Service Credits (continued)

5.4.3 Credit Allowances (continued)

(C) 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.

(D) Special Construction

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

CANCELLED

SEP 30 2002  
154 RS 174  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective

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

DEC 07 2001

Missouri Public

FILED DEC 07 2001  
01-475

Service Commission

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002  
N

5.7 DVA 6-Pack and DVA 12-Pack

Service Commission

5.7.1 General Description

(A) DVA 6-Pack and DVA 12-Pack provide a path between the Customer's Integrated Access (IA) hub and the Company-designated POP. The access facility has the bandwidth capacity of 384 Kbps or 768 Kbps, respectively, utilizing in-band signaling, B8ZS and Extended Super Frame Format. The portion of the access before the IA hub is the Customer's responsibility.

(B) DVA 6-Pack and 12-Pack may be offered in combination with Local Exchange Carrier Integrated Access Services. DVA 6-Pack and 12-Pack Service provides fixed sized (fractional DS1 bandwidth) digital transport for DVA. The Service is channelized digital Service connecting designated Integrated Access hubs to the Company POP. Outbound and toll free services utilizing Dedicated Access can be configured into trunk groups of fixed Bandwidths - 384 Kbps or 768 Kbps. The Service includes appropriate multiplexing onto shared access facilities at designated hub locations. The Circuit is not mileage sensitive from designated hub locations.

.1 DVA 6-Pack - Dedicated Access of 384 Kbps Bandwidth that provides a path between the Customer's IA hub or equipment and the Company-designated POP. 384 Kbps Bandwidth is equivalent to 6-DS0s. DVA 6-Packs can handle up to six simultaneous calls. The Bandwidth may be dedicated and groomed onto larger shared Bandwidth facilities.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

5.7 DVA 6-Pack and DVA 12-Pack (continued)

REC'D AUG 28 2002

5.7.1 General Description (continued)

Service Commission

(B) (continued)

.2 DVA 12-Pack – Dedicated Access of 768 Kbps Bandwidth that provides a path between the Customer's IA hub or equipment and the Company-designated POP. 768 Kbps Bandwidth is equivalent to 12-DS0s. DVA 12-Packs can handle up to twelve simultaneous calls. The Bandwidth may be dedicated and groomed onto larger shared Bandwidth facilities.

(C) DVA DS1 and DVA DS3 provides a path between the Customer's Premises/Customer's equipment and the Company-designated POP. The access facility has Bandwidth capacity of either 1.544 Mbps or 44.736 Mbps utilizing in-band signaling. Typical configuration (network design) consists of two Channel terminations at the Circuit's ends and mileage computed by V&H coordinates between the Customer's serving Wire Center and the Company-Provided POP. A Local Access Provider provides the access facility. If requested by the Customer, the Company will act as the Customer's agent for obtaining the required access facility, coordinate turn-up of services, and provide billing. Third-party access facilities are offered at a pass-through rate.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

N

Service Commission

5.7 DVA 6-Pack and DVA 12-Pack (continued)

5.7.1 General Description (continued)

(C) (continued)

- .1 DVA DS1 – Dedicated Access of 1.544 Mbps Bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 1.544 Mbps is equivalent to 24-DS0s. DVA DS1 can be configured to handle up to twenty-three (23) or twenty-four (24) simultaneous calls.
- .2 DVA DS3 – Dedicated Access of 44.736 Mbps bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 44.736 Mbps is equivalent to 672-DS0. DVA DS3 can be configured to handle up to 672 simultaneous calls.

- (D) Designated IA Hubs - The Company will provide a list of IA hub locations available under these Service offerings. At these designated IA hubs, the Company will provide appropriate Carrier Facility Assignment/ Connecting Facilities Arrangement (CFA) necessary to assign the appropriate channels to provide voice trunking service. The Channel assignments aggregate onto access facilities directly ported to the long-distance Switched Services network.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

N

Service Commission

5.7 DVA 6-Pack and DVA 12-Pack (continued)

5.7.1 General Description (continued)

- (E) If the Customer desires a DVA 6-Pack or 12-Pack at a non-qualified hub location, the Circuit charges will be evaluated on an ICB basis.
- (F) Rates, term, and conditions of Local Access Provider may apply in accordance with that Local Access Provider's tariffs, terms, and conditions.
- (G) DVA DS1 Service is available on a monthly basis or a signed term plan agreement of one (1), three (3), or five (5) years. DVA DS3 Service, DVA 12-Pack, and DVA 6-Pack are available under signed term plan agreements of one (1), three (3), or five (5) years.
- (H) The Company reserves the right to not provide DVA 6-Pack or DVA 12-Pack Circuits to specific qualified or non-qualified hub locations.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

**Missouri Public**

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.7 DVA 6-Pack and DVA 12-Pack (continued)

N  
Service Commission

5.7.2 Configurations, Options, and Features

- (A) One (1) DVA 6-Pack is required for each 384 Kbps access to the Switched Services network. Each 384 Kbps access can support up-to six (6) simultaneous voice calls within a trunk-group.
- (B) One (1) DVA 12-Pack provides 768 Kbps access to the Switched Services network. Each 768 Kbps access can support up-to twelve (12) simultaneous voice calls. One (1) DVA 12-Pack may be configured into either one or two (equal) trunk groups.
- (C) DVA 6-Pack and 12-Pack Circuits aggregate onto shared facilities between designated hubs-to-POP. These Circuits are inclusive of Channel terminations, cross-connects, multiplexing, and associated mileage necessary to create the Circuit.
- (D) One (1) DVA DS1 can be configured to handle up to twenty-three (23) or twenty-four (24) simultaneous calls. One (1) DVA DS3 can be configured to handle up to 672 simultaneous calls. Both outbound and toll free services utilizing Dedicated Access may be configured onto a single or several trunk groups, but no more than four (4) trunk-groups are allowed per DS1 Bandwidth.
- (E) The Customer must specify which of the available services or combination of services are to be carried. Only CPE which is compatible with the Company's network specifications can be connected to the network.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T  
**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

5.7 DVA 6-Pack and DVA 12-Pack (continued)

Service Commission

5.7.3 Monthly Recurring Charges

- (A) A Local Access Provider provides DVA DS1 and DVA DS3 access facility. Third party access facilities are offered at a pass-through rate, based upon configuration, Bandwidth, and term.
- (B) DVA 6-Pack and DVA 12-Packs access facility from designated hub locations to Company POPs have fixed monthly charges. The monthly recurring charges (MRC) vary according to Bandwidth and length of the term plan agreement. The portion of the access before the IA hub is the Customer's responsibility. The Company will coordinate turn-up of services and bill for the its portion of the access and associated HVCP. The Circuit is not mileage sensitive from designated hub locations. The Circuit includes appropriate multiplexing at designated hub locations.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission



SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

5.7 DVA 6-Pack and DVA 12-Pack (continued)

Service Commission

5.7.4 Ancillary/Administrative Charges

(A) DVA Installation Charges

- .1 Installation charges are non-recurring charges and vary based on Bandwidth and the length of the term commitment.
- .2 Installation charges of third-party access facilities are offered at pass-through rates. Third Party charges vary based on configuration, Bandwidth, and term commitment.

(B) DVA Redesign Charges

- .1 A redesign charge will apply whenever the Customer makes a request that requires the reconfiguration of DVA. Examples of these types of requests include but are not limited to:
  - .a Re-establishing or rearranging trunk-groups.
  - .b Adding, removing or reconfiguring Company-Provided dedicated outbound (1+) services or dedicated toll free services associated with DVA.

- (C) The term plan commitment restarts upon redesign of DVA 6-Pack or 12-Pack Service. DVA Redesign Charge applies in lieu of the Installation Charge. Rates vary based on the length of the term commitment. N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES **Missouri Public**

5.7 DVA 6-Pack and DVA 12-Pack (continued)

REC'D AUG 28 2002

5.7.5 Termination Liability Charges

Service Commission

The Termination Liability Charge described in Section 2.26.2 of this Tariff applies if the Customer cancels DVA 6-Pack or DVA 12-Pack Service prior to the expiration of the term plan agreement.

5.7.6 Service Upgrades

An upgrade of Service is defined as an agreement to extend existing service to a term of equal or longer length, and the term is re-initiated.

The MRCs associated with DVA 6-Pack and DVA 12-Pack are eligible for the VIP discount in Section 3.5.4 of this Tariff. Any eligible DVA 6-Pack or 12-Pack charge is cumulative with any eligible Private Line Services and/or PRI-Port charges associated with Customer's master account number. Customer need not subscribe to Private Line and/or PRI-Port Service to be eligible for discount. Customer must meet only the defined spending threshold to qualify for VIP discount.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

**Missouri Public**

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

5.7 DVA 6-Pack and DVA 12-Pack (continued)

Service Commission

5.7.7 Service Level Credits

The following table identifies the individual metrics and values for DVA 6-Pack and DVA 12-Pack Service:

Metric	Value
Network Availability	99.9% in any month
Time to Repair	6 hours

To obtain a service level credit, the Customer must report the service problem to the Company's Customer Care Department or other location designated by the Company. Unless the Customer has canceled Service, the service level 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 restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the DVA.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

REC'D AUG 28 2002

5.7 DVA 6-Pack and DVA 12-Pack (continued)

Service Commission

5.7.8 Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN and/or DVA 6 Pack/DVA 12-Pack 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.

For PRI ISDN and/or DVA 6 Pack/DVA 12-Pack, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

N

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

FILED SEP 30 2002

Service Commission

SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

Missouri Public

6.1 Domestic Frame Relay Service

REC'D AUG 28 2002

6.1.1 FRS UNI Port Termination - Per Port

Service Commission

(A) DSO

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
56/64 Kbps	\$273	\$261	\$243	\$350

\* One Time Charge does not apply with 5 Year Term.

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission

SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

6.1 Frame Relay Service

Missouri Public

6.1.1 FRS UNI Port Termination - Per Port

REC'D MAY 14 2002

C

(A) DSO

Service Commission

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
56/64 Kbps	\$273	\$261	\$243	\$350

\* One Time Charge does not apply with 5 Year Term.

CANCELLED

SEP 30 2002  
2nd RS 175  
Public Service Commission  
MISSOURI

Missouri Public

FILED JUN 15 2002

Service Commission

Issued: May 14, 2002

Effective: June 15, 2002

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

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

REC'D MAR 07 2001  
Original Sheet 175

~~Service Commission~~

# SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

## 6.1 Frame Relay Service

### 6.1.1 FRS UNI/NNI Access Port Termination - Per Port

#### (A) DSO

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
56/64 Kbps	\$273	\$261	\$243	\$350

**CANCELLED**

JUN 15 2002  
By *AS/TS*  
Public Service Commission  
MISSOURI

\* One Time Charge does not apply with 5 Year Term.

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475  
Service Commission

SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

Missouri Public

REC'D AUG 28 2002

6.1 Domestic Frame Relay Service (continued)

Service Commission

6.1.1 FRS UNI Port Termination - Per Port (continued)

(B) DS1/Fractional DS1

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
128 Kbps	\$491	\$471	\$437	\$350
192 Kbps	\$591	\$567	\$549	\$350
256 Kbps	\$709	\$680	\$632	\$350
320 Kbps	\$815	\$782	\$756	\$350
384 Kbps	\$893	\$857	\$796	\$350
448 Kbps	\$1,011	\$969	\$938	\$350
512 Kbps	\$1,101	\$1,056	\$981	\$350
576 Kbps	\$1,191	\$1,142	\$1,105	\$350

\*One Time Charge does not apply with 5 Year Term.

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED SEP 30 2002

Service Commission



SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

6.1 Frame Relay Service (continued)

Missouri Public

6.1.1 FRS UNI Port Termination - Per Port (continued)

REC'D MAY 14 2002 C

(B) DS1/Fractional DS1

Service Commission

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
128 Kbps	\$491	\$471	\$437	\$350
192 Kbps	\$591	\$567	\$549	\$350
256 Kbps	\$709	\$680	\$632	\$350
320 Kbps	\$815	\$782	\$756	\$350
384 Kbps	\$893	\$857	\$796	\$350
448 Kbps	\$1,011	\$969	\$938	\$350
512 Kbps	\$1,101	\$1,056	\$981	\$350
576 Kbps	\$1,191	\$1,142	\$1,105	\$350

\*One Time Charge does not apply with 5 Year Term.

Missouri Public

FILED JUN 15 2002

Service Commission

Issued: May 14, 2002

Effective: June 15, 2002

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

REC'D MAR 07 2001

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

Original Sheet 176  
Service Commission

## SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

## 6.1 Frame Relay Service (continued)

## 6.1.1 FRS UNI/NNI Access Port Termination - Per Port (continued)

## (B) DS1/Fractional DS1

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
128 Kbps	\$491	\$471	\$437	\$350
192 Kbps	\$591	\$567	\$549	\$350
256 Kbps	\$709	\$680	\$632	\$350
320 Kbps	\$815	\$782	\$756	\$350
384 Kbps	\$893	\$857	\$796	\$350
448 Kbps	\$1,011	\$969	\$938	\$350
512 Kbps	\$1,101	\$1,056	\$981	\$350
576 Kbps	\$1,191	\$1,142	\$1,105	\$350

\*One Time Charge does not apply with 5 Year Term.

CANCELLED

JUN 15 2002  
By [Signature] 176  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective [Redacted]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001

01-475

Service Commission

SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

Missouri Public

REC'D AUG 28 2002

6.1 Domestic Frame Relay Service (continued)

Service Commission

6.1.1 FRS UNI Port Termination - Per Port (continued)

(B) DS1/Fractional DS1 (continued)

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
640 Kbps	\$1,269	\$1,217	\$1,178	\$350
704 Kbps	\$1,323	\$1,269	\$1,228	\$350
768 Kbps	\$1,357	\$1,301	\$1,209	\$350
1024 Kbps	\$1,853	\$1,777	\$1,651	\$350
1536 Kbps	\$2,370	\$2,272	\$2,111	\$350

\* One Time Charge does not apply with 5 Year Term.

Issued: August 28, 2002

Effective: September 30, 2002

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

T

Missouri Public

FILED SEP 30 2002

Service Commission

SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

Missouri Public

6.1 Frame Relay Service (continued)

6.1.1 FRS UNI Port Termination - Per Port (continued)

REC'D MAY 14 2002

C

(B) DS1/Fractional DS1 (continued)

Service Commission

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
640 Kbps	\$1,269	\$1,217	\$1,178	\$350
704 Kbps	\$1,323	\$1,269	\$1,228	\$350
768 Kbps	\$1,357	\$1,301	\$1,209	\$350
1024 Kbps	\$1,853	\$1,777	\$1,651	\$350
1536 Kbps	\$2,370	\$2,272	\$2,111	\$350

CANCELLED

SEP 30 2002

2nd RSM  
Public Service Commission  
MISSOURI

\* One Time Charge does not apply with 5 Year Term.

Missouri Public

FILED JUN 15 2002

Service Commission

Issued: May 14, 2002

Effective: June 15, 2002

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

REC'D MAR 07 2001

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

Original Sheet 177  
Service Commission

## SECTION 6 - SPECIALIZED COMMUNICATIONS SERVICES RATES AND CHARGES

## 6.1 Frame Relay Service (continued)

## 6.1.1 FRS UNI/NNI Access Port Termination - Per Port (continued)

## (B) DS1/Fractional DS1 (continued)

Port Speed	Monthly Recurring Charges			One Time Charge*
	1 Year	3 Year	5 Year	
640 Kbps	\$1,269	\$1,217	\$1,178	\$350
704 Kbps	\$1,323	\$1,269	\$1,228	\$350
768 Kbps	\$1,357	\$1,301	\$1,209	\$350
1024 Kbps	\$1,853	\$1,777	\$1,651	\$350
1536 Kbps	\$2,370	\$2,272	\$2,111	\$350

CANCELLED

\* One Time Charge does not apply with 5 Year Term.

JUN 15 2002  
By LRS 177  
Public Service Commission  
MISSOURI

Issued: March 7, 2001

Effective: [REDACTED]

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

DEC 07 2001

Missouri Public

CANCELLED  
May 20, 2005  
XT-2005-0399  
Missouri Public  
Service Commission

FILED DEC 07 2001  
01-475  
Service Commission