

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.3 OC3 Service

REC'D JUL 23 2002

4.3.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per OC3			
	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$3,000.00	\$3,000.00 N	\$2,500.00	\$00.00
Service Order Change Charge	\$2,500.00	\$2,500.00 N	\$2,500.00	\$2,500.00
Service Order Cancellation Charge	\$2,500.00	\$2,500.00 N	\$2,500.00	\$2,500.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.3 OC3 Service

4.3.1 Non-Channelized

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per OC3		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$3,000.00	\$2,500.00	\$00.00
Service Order Change Charge	\$2,500.00	\$2,500.00	\$2,500.00
Service Order Cancellation Charge	\$2,500.00	\$2,500.00	\$2,500.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.3 OC3 Service (continued)

REC'D JUL 23 2002

4.3.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges			
	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	ICB	ICB N	ICB	ICB

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge			
	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Mile	ICB	ICB N	ICB	ICB

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.3 OC3 Service (continued)

4.3.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	ICB	ICB	ICB

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	ICB	ICB	ICB

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.4 OC12 Service

REC'D JUL 23 2002

4.4.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per OC12			
	1 Yr Term Plan	2 Yr Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$4,000.00	\$4,000.00 N	\$3,500.00	\$00.00
Service Order Change Charge	\$4,000.00	\$4,000.00 N	\$4,000.00	\$4,000.00
Service Order Cancellation Charge	\$3,500.00	\$3,500.00 N	\$3,500.00	\$3,500.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.4 OC12 Service

4.4.1 Non-Channelized

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per OC12		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$4,000.00	\$3,500.00	\$00.00
Service Order Change Charge	\$4,000.00	\$4,000.00	\$4,000.00
Service Order Cancellation Charge	\$3,500.00	\$3,500.00	\$3,500.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.4 OC12 Service (continued)

REC'D JUL 23 2002

4.4.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges			
	1 Yr Term Plan	2 Yr Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	ICB	ICB N	ICB	ICB

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge			
	1 Yr Term Plan	2 Yr Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Mile	ICB	ICB N	ICB	ICB

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.4 OC12 Service (continued)

4.4.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	ICB	ICB	ICB

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	ICB	ICB	ICB

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002
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5.1 Domestic Frame Relay Service

Service Commission

5.1.1 Description

- (A) This Service is a packet data service, accessible at speeds of up to 40 Mbps for NNI ports, which provides Customers with a capability to connect locations via PVCs for data transmission. Customers may subscribe to term plans for one, three, or five years for UNI or NNI ports.
- (B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the FRS network. The three components are local loop access, UNI Port options, and PVCs.
 - .1 The local loop access to the FRS network is through DS0 or DS1 digital Access Lines and is provided by a Local Access Provider. Recurring, non-recurring, and one time charges associated with the local loop access are not provided in this Tariff.
 - .2 The FRS Port options allow access to the FRS network.
 - .3 PVCs provide a connection oriented transmission Channel from source to destination. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D DEC 07 2001

5.1 Frame Relay Service

5.1.1 Description

- (A) This Service is a packet data service, accessible at speeds of up to 40 Mbps for NNI ports, which provides Customers with a capability to connect locations via PVCs for data transmission. Customers may subscribe to term plans for one, three, or five years for UNI or NNI ports.
- (B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the FRS network. The three components are local loop access, UNI Port options, and PVCs. T
- .1 The local loop access to the FRS network is through DS0 or DS1 digital Access Lines and is provided by a Local Access Provider. N
Recurring, non-recurring, and one time charges associated with the local loop access are not provided in this Tariff. N
- .2 The FRS Port options allow access to the FRS network.
- .3 PVCs provide a connection oriented transmission Channel from source to destination. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.

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~~Service Commission~~

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service

5.1.1 Description

- (A) This Service is a packet data service, accessible at speeds of up to 40 Mbps for NNI ports, which provides Customers with a capability to connect locations via PVCs for data transmission. Customers may subscribe to term plans for one, three, or five years for UNI or NNI ports.
- (B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the FRS network. The three components are local loop access, FRS Port options, and PVCs.
- .1 The local loop access to the FRS network is through DS0 or DS1 digital Access Lines.
- .2 The FRS Port options allow access to the FRS network.
- .3 PVCs provide a connection oriented transmission Channel from source to destination. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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Service Commission

5.1 Domestic Frame Relay Service (continued)

5.1.1 Description (continued)

(B) (continued)

Each individual access link and Frame Relay Port can be shared with traffic to multiple designations.

(C) The DLCIs are established at the time of Service subscription at Customer specified end points making a PVC. The FRS network will only transmit data between authorized DLCIs. Each PVC has a pre-assigned CIR and a Burst Rate. This provides Bandwidth sharing and Bandwidth on demand capabilities.

(D) At Service subscription, the CIR and the Burst Rate must be specified for each PVC ordered.

(E) For FRS the following installation intervals apply:

Access Speed	Standard Installation Interval (Business Days)
up to and including 1.536 Mbps	45
greater than 1.536 Mbps	ICB

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Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.1 Description (continued)

(B) (continued)

Each individual access link and Frame Relay Port can be shared with traffic to multiple designations.

(C) The DLCIs are established at the time of Service subscription at Customer specified end points making a PVC. The FRS network will only transmit data between authorized DLCIs. Each PVC has a pre-assigned CIR and a Burst Rate. This provides Bandwidth sharing and Bandwidth on demand capabilities.

(D) At Service subscription, the CIR and the Burst Rate must be specified for each PVC ordered.

(E) For FRS the following installation intervals apply:

Access Speed	Standard Installation Interval (Business Days)
up to and including 1.536 Mbps	45
greater than 1.536 Mbps	ICB

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5.1 Domestic Frame Relay Service (continued)

Service Commission

5.1.2 Access

(A) Access to Domestic Frame Relay Service can be made using one of the following methods provided by a Local Access Provider. For each access facility used, one port is required for access to FRS. For each port used, the speed selected must be equal to or greater than the CIR for each PVC connected to the port.

- DS0 digital private line inter-office service at speeds of 56 or 64 Kbps.
- DS1 digital access (including subrate DS1 port options).

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.2 Access

(A) Access to Frame Relay Service can be made using one of the following methods provided by a Local Access Provider. For each access facility used, one port is required for access to FRS. For each port used, the speed selected must be equal to or greater than the CIR for each PVC connected to the port.

- DS0 digital private line inter-office service at speeds of 56 or 64 Kbps.
- DS1 digital access (including subrate DS1 port options).

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Domestic Frame Relay Service (continued)

Service Commission

5.1.3 Permanent Virtual Circuits

- (A) A PVC is a logical Customer-dedicated communications path defined between two Port connections. Each PVC is assigned a CIR which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the Port and on the network. When this excess capacity exists, a data rate above the CIR may be achieved up to the Port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked by the network as being discard eligible (DE) in the event of network congestion and will be delivered only if the instantaneous demand for output on a transmission Channel is equal to or less than the capacity of the queue for that Channel.
- (B) PVCs are duplex (two-way).
- (C) Each PVC is subject to a minimum charge equal to the charge for one month's service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.3 Permanent Virtual Circuits

- (A) A PVC is a logical Customer-dedicated communications path defined between two Port connections. Each PVC is assigned a CIR which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the Port and on the network. When this excess capacity exists, a data rate above the CIR may be achieved up to the Port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked by the network as being discard eligible (DE) in the event of network congestion and will be delivered only if the instantaneous demand for output on a transmission Channel is equal to or less than the capacity of the queue for that Channel.
- (B) PVCs are duplex (two-way).
- (C) Each PVC is subject to a minimum charge equal to the charge for one month's service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Domestic Frame Relay Service (continued)

Service Commission

5.1.4 Basic Features

- (A) Customers predefine the locations/lines authorized to exchange data. The Company uses this information to assign and administer the DLCIs and PVCs.
- (B) The CIR and Burst Rate will be negotiated with each Customer at the time the Customer subscribes to the Company's Service. These rates will be based on Port termination speeds and the number of PVCs per Port ordered by the Customer.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.4 Basic Features

- (A) Customers predefine the locations/lines authorized to exchange data. The Company uses this information to assign and administer the DLCIs and PVCs.
- (B) The CIR and Burst Rate will be negotiated with each Customer at the time the Customer subscribes to the Company's Service. These rates will be based on Port termination speeds and the number of PVCs per Port ordered by the Customer.

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

5.1 Domestic Frame Relay Service (continued)

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5.1.5 Application of Rates and Charges

Service Commission

(A) Port Charges

.1 Non-recurring Charges

A non-recurring charge will be assessed for installation, change, and/or expedited Service order.

.2 Monthly Recurring Charges

- .a The monthly recurring charges apply per Port. The charges are determined based upon the Port speed. The monthly recurring rates may vary according to the length of term plan agreement.

(B) PVC Per Cumulative CIR

A monthly recurring charge applies per Kbps increment or fraction thereof based on the type of access and data transmission rate.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.5 Application of Rates and Charges

(A) Port Charges

.1 Non-recurring Charges

A non-recurring charge will be assessed for installation, change, and/or expedited Service order.

.2 Monthly Recurring Charges

- .a The monthly recurring charges apply per Port. The charges are determined based upon the Port speed. The monthly recurring rates may vary according to the length of term plan agreement.

(B) PVC Per Cumulative CIR

A monthly recurring charge applies per Kbps increment or fraction thereof based on the type of access and data transmission rate.

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5.1 Domestic Frame Relay Service (continued)

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5.1.5 Application of Rates and Charges (continued)

(C) Domestic Volume Incentive Plan (VIP) Discount

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Customers subscribing to any of the Company's Domestic Frame Relay Service(s) will automatically receive a volume discount per master account number for all Domestic Frame Relay Service(s) associated with the Customer's master account number. This discount will be based on the Customer's total monthly billed Domestic Frame Relay Service revenue (intrastate and interstate) for monthly recurring charges only. This discount will be applied before the application of any other discount(s). The discount will appear on the bill in the month in which the discount was earned. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	7%
\$5,000	10%
\$10,000	14%
\$25,000	16%
\$50,000	20%
\$100,000	25%

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.5 Application of Rates and Charges (continued)

(C) Volume Incentive Plan (VIP) Discount

Customers subscribing to any of the Company's Frame Relay Service(s) will automatically receive a volume discount per master account number for all Frame Relay Service(s) associated with the Customer's master account number. This discount will be based on the Customer's total monthly billed Frame Relay Service revenue (intrastate and interstate) for monthly recurring charges only. This discount will be applied before the application of any other discount(s). The discount will appear on the bill in the month in which the discount was earned. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	7%
\$5,000	10%
\$10,000	14%
\$25,000	16%
\$50,000	20%
\$100,000	25%

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Domestic Frame Relay Service (continued)

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5.1.6 Service Level Credits

The following table identifies the individual metrics and values for Frame Relay Service.

Metric	Value
POP to POP Availability	99.95% per calendar year, not to be less than 99.9% in any month
Mean Time to Repair	4 hours on a rolling month average
Data Delivery Rate	99.95% of DE=O frames when PVC is active
Network Latency (One-Way)	75 milliseconds

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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.6 Service Level Credits

The following table identifies the individual metrics and values for Frame Relay Service.

Metric	Value
POP to POP Availability	99.95% per calendar year, not to be less than 99.9% in any month
Mean Time to Repair	4 hours on a rolling month average
Data Delivery Rate	99.95% of DE=O frames when PVC is active
Network Latency (One-Way)	75 milliseconds

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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.1 Domestic Frame Relay Service (continued)

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5.1.6 Service Level Credits (continued)

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
1 or more service metrics exceeding specified value for 2 consecutive months	10% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 3 consecutive months	15% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 4 consecutive months	25% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 5 consecutive months	30% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 6 consecutive months	50% of Monthly Recurring Charge plus waiver of termination liabilities

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.6 Service Level Credits (continued)

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
1 or more service metrics exceeding specified value for 2 consecutive months	10% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 3 consecutive months	15% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 4 consecutive months	25% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 5 consecutive months	30% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 6 consecutive months	50% of Monthly Recurring Charge plus waiver of termination liabilities

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Domestic Frame Relay Service (continued)

5.1.6 Service Level Credits (continued)

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 Port, Access Gateway, or applicable PVCs.

5.1.7 Quality Standards

Frame Relay Service complies with both the ITU and ANSI standards.

5.1.8 Frame Relay to ATM Interworking (FRATM)

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 between a Frame Relay location and an ATM location, will consist of current Frame Relay and ATM rates. PVC Committed Information Rate between 4 Kbps and 1024 Kbps will be priced using the Frame Relay rate table. PVC CIR of 1 Mbps or greater will be priced as an ATM PVC ICB rate.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Frame Relay Service (continued)

5.1.6 Service Level Credits (continued)

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 Port, Access Gateway, or applicable PVCs.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

5.1.6 Service Level Credits (continued)

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 Port, Access Gateway, or applicable PVCs.

5.1.7 Quality Standards

Frame Relay Service complies with both the ITU and ANSI standards.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Domestic Frame Relay Service (continued)

5.1.9 Availability

Effective January 1, 2003, Domestic Frame Relay Service offered in this Section 5.1 is limited to existing locations for existing Customers. After January 1, 2003, the Domestic Frame Relay Service offered in this Section 5.1 will no longer be available to new Customers and will not be available to existing Customers at new locations. In addition, for term plan agreements purchased under this Section 5.1 prior to January 1, 2003, after December 5, 2004, moves within the same building and/or the additions of new Domestic Frame Relay PVCs, at existing locations, will be no longer be allowed. Any changes to the Domestic Frame Relay Service arrangements provided under existing Term Plan Agreements will require the Customer to convert to SBC PremierSERVSM Frame Relay Service offered in Section 5.2 of this Tariff. Existing Customers may purchase SBC PremierSERVSM Frame Relay Service offered in Section 5.2 in addition to their existing Domestic Frame Relay Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) T T

5.2.1 Description

SBC PremierSERVSM Frame Relay Service is a public, metropolitan, and wide-area data Service that provides high throughput and low delay. It utilizes advanced packet switching technology and highly reliable digital transmission facilities to provide the performance of leased lines and the flexibility and connectivity features of Local Area Networks (LANs) in an efficient, economical data delivery service. T

SBC PremierSERVSM Asynchronous Transfer Mode (NATM) Service is a high-speed, packet switched transport service that combines disparate applications, from separate locations, using a common network access device and physical network connection. SBC PremierSERVSM ATM Service can allow management of a single network that is easier and less expensive than managing multiple networks. SBC PremierSERVSM ATM Service uses multiple connections over a single line and reduces the number of physical interfaces required. T
T

The Company's SBC PremierSERVSM Frame Relay and SBC PremierSERVSM ATM products combine long distance components of the Company-Provided network. T

(A) Both Services, each comprised of three components, allow Customer-compatible applications and/or equipment to connect to the Company-Provided network. The three components are Ports, Access, and PVCs.

.1 Ports allow connectivity to the Company-Provided network.

.2 The Access component is available with each Port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service, N
and SBC PremierSERVsm National ATM Service Missouri Public N

5.2.1 Description

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National Frame Relay Service is a public, metropolitan, and wide-area data service that provides high throughput and low delay. It utilizes advanced packet switching technology and highly reliable digital transmission facilities to provide the performance of leased lines and the flexibility and connectivity features of Local Area Networks (LANs) in an efficient, economical data delivery service. Service Commission

SBC PremierSERVsm National Asynchronous Transfer Mode (NATM) Service is a high-speed, packet switched transport service that combines disparate applications, from separate locations, using a common network access device and physical network connection. SBC PremierSERVsm National ATM Service can allow management of a single network that is easier and less expensive than managing multiple networks. SBC PremierSERVsm National ATM Service uses multiple connections over a single line and reduces the number of physical interfaces required. C

The Company's SBC PremierSERVsm National Frame Relay and SBC PremierSERVsm National ATM products combine long distance components of the Company-Provided network.

- (A) Both Services, each comprised of three components, allow Customer-compatible applications and/or equipment to connect to the Company-Provided network. The three components are Ports, Access, and PVCs.

1 Ports allow connectivity to the Company-Provided network.

.2 The Access component is available with each Port.

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5.2 National Frame Relay Service (NFR)

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5.2.1 Description

National Frame Relay Service is a public, metropolitan, and wide-area data Service that provides high throughput and low delay. It utilizes advanced packet switching technology and highly reliable digital transmission facilities to provide the performance of leased lines and the flexibility and connectivity features of Local Area Networks (LANs) in an efficient, economical data delivery service.

(A) The Company's National Frame Relay Service combines the local and long distance components of the frame relay network.

(B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the NFR network. The three components are Ports, Access, and PVCs.

.1 The NFR Port options allow connectivity to the NFR network.

.2 The Access component is available with each NFR port.

.3 PVCs provide a connection between two Ports on the network. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.

.4 Each Port and Access can communicate with multiple destinations using multiple PVC types.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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5.2.1 Description (continued)

(A) (continued)

- .3 PVCs provide a connection between two Ports on the network. Multiple virtual connections can be established over a single digital transmission facility and single Port.

.a NATM uses two (2) different types of PVCs called:

(i) Virtual Channel Connections (VCCs)

A VCC is an individual point-to-point virtual connection carrying one application.

(ii) Virtual Path Connections (VPCs)

VPCs provide connections between Ports. A VPC is a collection of VCCs that are routed together as one unit end-to-end through the network.

- .4 Each Port and Access can communicate with multiple destinations using multiple PVC types.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (continued)

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5.2.1 Description (continued)

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(A) (continued)

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- .3 PVCs provide a connection between two Ports on the network. Multiple virtual connections can be established over a single digital transmission facility and single Port.

.a NATM uses two (2) different types of PVCs called:

(i) Virtual Channel Connections (VCCs)

A VCC is an individual point-to-point virtual connection carrying one application.

(ii) Virtual Path Connections (VPCs)

VPCs provide connections between Ports. A VPC is a collection of VCCs that are routed together as one unit end-to-end through the network.

- .4 Each Port and Access can communicate with multiple destinations using multiple PVC types.

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5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

(B) Access to SBC PremierSERVSM Frame Relay and ATM Services can be made using one of the following methods provided by a Local Access Provider. For each Access facility used, one Port is required for access to the Company's network. For each Port used, the speed selected must be equal to or greater than the CIR for each PVC/VCC/VPC connected to the Port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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5.2.1 Description (continued)

(B) Access to SBC PremierSERVSM Frame Relay and ATM Services can be made using one of the following methods provided by a Local Access Provider. For each Access facility used, one Port is required for access to the Company's network. For each Port used, the speed selected must be equal to or greater than the CIR for each PVC/VCC/VPC connected to the Port.

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(C) User Network Interface Integrated Access Service Port ("UNI IAS Port")

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UNI IAS Port provides the Customer a port termination on a digital cross connect system for multiplex hubbing in a designated central office and connectivity between that digital cross connect system and a Company FRS/ATM switch. UNI IAS Port is available at several speeds from 56Kbps up to and including 768Kbps.

UNI IAS Port is available only upon receipt of documentation of the Customer's purchase of Interstate T-1 Integrated Access from a Company-affiliated ILEC. It is Customer's responsibility to obtain such Interstate T-1 Integrated Access to the central office containing the digital cross connect system. Each UNI IAS Port will accommodate multiple PVCs, based upon the speed selected.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (continued) **Missouri Public**

5.2.1 Description (continued)

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- (B) Access to SBC PremierSERVsm National Frame Relay and ATM Services can be made using one of the following methods provided by a Local Access Provider. For each Access facility used, one Port is required for access to the Company's network. For each Port used, the speed selected must be equal to or greater than the CIR for each PVC/VCC/VPC connected to the Port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued) T
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5.2.2 Permanent Virtual Circuits (PVC)

- (A) A PVC is a logical path defined between two Port connections. Each PVC is assigned a CIR which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the Port and on the network. When this excess capacity exists, a data rate above the CIR may be achieved up to the Port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked by the network as being DE in the event of network congestion and will be delivered only if Bandwidth is available.
- (B) PVCs are duplex (two-way) unless otherwise noted.
- (C) Customer may purchase PVCs within a LATA or InterLATA (those that cross LATA boundaries).
- (D) At NFR Service subscription, the CIR must be specified for each PVC ordered.
- .1 CIR is only used with FRS.
 - .2 Peak Information Rate (PIR) and Sustained Information Rate (SIR) are terms used when referring to ATM VCC/VPC speeds. PIR applies to the CBR QoS and the UBR QoS, and SIR applies to the VBRrt QoS and the VBRnrt QoS.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (Continued)

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5.2.2 Permanent Virtual Circuits (PVC)

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- (A) A PVC is a logical path defined between two Port connections. Each PVC is assigned a CIR which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the Port and on the network. When this excess capacity exists, a data rate above the CIR may be achieved up to the Port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked by the network as being DE in the event of network congestion and will be delivered only if Bandwidth is available. T
T
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- (D) At NFR Service subscription, the CIR must be specified for each PVC ordered.
- .1 CIR is only used with FRS.
 - .2 Peak Information Rate (PIR) and Sustained Information Rate (SIR) are terms used when referring to ATM VCC/VPC speeds. PIR applies to the CBR QoS and the UBR QoS, and SIR applies to the VBRrt QoS and the VBRnrt QoS. C
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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.2 Permanent Virtual Circuits (PVC)

- (A) A PVC is a logical path defined between two Port connections. Each PVC is assigned a CIR which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the Port and on the network. When this excess capacity exists, a data rate above the CIR may be achieved up to the Port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked by the network as being discard eligible (DE) in the event of network congestion and will be delivered only if bandwidth is available.
- (B) PVCs are duplex (two-way) unless otherwise noted.
- (C) Customer may purchase PVCs within a LATA or InterLATA (those that cross LATA boundaries).
- (D) The DLCIs are established at the time of Service subscription at Customer specified end points, making a PVC. The NFR network will only transmit data between authorized DLCIs. Each PVC has a pre-assigned CIR. This provides Bandwidth-sharing and Bandwidth-on-demand capabilities.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued) T
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5.2.2 Permanent Virtual Circuits (PVC) (Continued)

- (E) The SBC PremierSERVSM Frame Relay service will offer two types of quality of Service (QoS) PVCs: T

.1 Standard

Standard QoS provides best-effort QoS over the network.

.2 Priority

The Priority PVCs category offers a better than best-effort QoS with low delay for small, fixed length packets. Example: Standard Network Available traffic.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (Continued) **Missouri Public**

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5.2.2 Permanent Virtual Circuits (PVC) (Continued)

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(E) The SBC PremierSERVsm National Frame Relay service will offer two types of quality of Service (QoS) PVCs: C

.1 Standard

Standard QoS provides best-effort QoS over the network.

.2 Priority

The Priority PVCs category offers a better than best-effort QoS with low delay for small, fixed length packets. Example: Standard Network Available traffic. C

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5.2 National Frame Relay Service (NFR) (Continued)

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5.2.2 Permanent Virtual Circuits (PVC) (Continued)

- (E) At Service subscription, the CIR must be specified for each PVC ordered.

The National Frame Relay service will offer two types of quality of service (QoS) PVCs: standard and priority. Standard QoS provides best-effort QoS over the network. The priority category offers a better than best-effort QoS with low delay for small, fixed length packets.

The NFR offers two backup options: Alternate Routing PVCs (always-on) and Disaster Recovery PVCs (typically to a third party) in the event of an outage at the Customer's primary location. The disaster recovery or alternate routing site must also be served by an active Frame Relay or ATM Port and Access. A Disaster Recovery PVC is set to a disabled mode until the Customer requests its activation due to a disaster occurrence. The Customer must contact Company to again disable the PVC upon restoration of the primary location.

The National Frame Relay Service offers a Frame Relay to ATM interconnection for Customers that have a combination of both Frame and ATM network. A FRATM PVC connection is required between the Frame and ATM ports. A FRATM PVC is available as standard QoS only.

- (F) Each PVC is subject to a minimum charge equal to the charge for one month's Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued) T
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(F) The SBC PremierSERVSM ATM service offers four types of quality of service: (QoS) PVCs: T

.1 Constant Bit Rate (CBR)

CBR is the highest priority traffic on the network. CBR is designed for applications that are real-time and delay-sensitive, like voice and video.

.2 Variable Bit Rate – real time (VBRrt)

VBRrt supports traffic for applications where low cell deviation is required. Such applications could include packet voice and video that can tolerate some delay.

.3 Variable Bit Rate – non real time (VBRnrt)

VBRnrt is designed for bursty traffic like e-mail, file transfer, and LAN to LAN traffic.

.4 Unspecified Bit Rate (UBR)

UBR is a "best effort" class of service for non-critical, delay-tolerant applications.

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5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service N
and SBC PremierSERVsm National ATM Service (Continued) Service Commission

(F) The SBC PremierSERVsm National ATM service offers four types of quality of M/C
service: (QoS) PVCs: C

.1 Constant Bit Rate (CBR) N

CBR is the highest priority traffic on the network. CBR is designed for applications that are real-time and delay-sensitive, like voice and video.

.2 Variable Bit Rate – real time (VBRrt)

VBRrt supports traffic for applications where low cell deviation is required. Such applications could include packet voice and video that can tolerate some delay.

.3 Variable Bit Rate – non real time (VBRnrt)

VBRnrt is designed for bursty traffic like e-mail, file transfer, and LAN to LAN traffic.

.4 Unspecified Bit Rate (UBR)

UBR is a "best effort" class of service for non-critical, delay-tolerant applications.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued) T
T

5.2.2 Permanent Virtual Circuits (PVC) (continued)

(G) The NFR and NATM offers two backup options:

- .1 Alternate Routing (always-on)
- .2 Disaster Recovery (typically to a 3rd party) PVCs in the event of an outage at the Customer's primary location. The disaster recovery or alternate routing site must also be served by an active Frame Relay or ATM Port and Access. A Disaster Recovery PVC is set to a disabled mode until the Customer requests its activation due to a disaster occurrence. The Customer must contact Company to again disable the PVC upon restoration of the primary location.
 - .a Disaster Recovery Testing: Customers with disaster recovery connections can receive up to two tests at no extra charge. If a Customer requests that a disaster recovery connection be tested more than twice, then each additional test will be billed to the customer using the Miscellaneous Service Rates as set forth in Section 6.2.4 of this Tariff.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (continued)

5.2.2 Permanent Virtual Circuits (PVC) (continued)

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(G) The NFR and NATM offers two backup options:

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.1 Alternate Routing (always-on)

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- .2 Disaster Recovery (typically to a 3rd party) PVCs in the event of an outage at the Customer's primary location. The disaster recovery or alternate routing site must also be served by an active Frame Relay or ATM Port and Access. A Disaster Recovery PVC is set to a disabled mode until the Customer requests its activation due to a disaster occurrence. The Customer must contact Company to again disable the PVC upon restoration of the primary location.

- .a Disaster Recovery Testing: Customers with disaster recovery connections can receive up to two tests at no extra charge. If a Customer requests that a disaster recovery connection be tested more than twice, then each additional test will be billed to the customer using the Miscellaneous Service Rates as set forth in Section 6.2.4 of this Tariff.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (continued)

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5.2.2 Permanent Virtual Circuits (PVC) (continued)

(G) The NFR and NATM offers two backup options:

- .1 Alternate Routing (always-on)
- .2 Disaster Recovery (typically to a 3rd party) PVCs in the event of an outage at the Customer's primary location. The disaster recovery or alternate routing site must also be served by an active Frame Relay or ATM Port and Access. A Disaster Recovery PVC is set to a disabled mode until the Customer requests its activation due to a disaster occurrence. The Customer must contact Company to again disable the PVC upon restoration of the primary location.
 - .a Disaster Recovery Testing: Customers with disaster recovery connections can receive up to two tests at no extra charge. If a customer requests that a Disaster Recovery connection be tested more than twice, then each additional test will be billed to the customer using the Miscellaneous Service Rates as set forth in Section 6.2.4 of this Tariff.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

5.2.2 Permanent Virtual Circuits (PVC) (continued)

(H) The SBC PremierSERVSM ATM Service offers a Frame Relay to ATM interconnection for Customers that have a combination of both network topologies. A FRATM VCC connection is required between the Frame and ATM Ports. A FRATM VCC is available as VBRnrt QoS or VBRrt QoS (Priority FRATM).

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(I) Each PVC is subject to a minimum charge equal to the charge for one month's Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued) T
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5.2.2 Permanent Virtual Circuits (PVC) (continued)

- (H) The SBC PremierSERVSM ATM Service offers a Frame Relay to ATM interconnection for Customers that have a combination of both network topologies. A FRATM VCC connection is required between the Frame and ATM Ports. A FRATM VCC is available as VBRnrt QoS, only. T
- (I) Each PVC is subject to a minimum charge equal to the charge for one month's Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service N
and SBC PremierSERVsm National ATM Service (continued) **Service Commission**

5.2.2 Permanent Virtual Circuits (PVC) (continued)

(H) The SBC PremierSERVsm National ATM Service offers a Frame Relay to ATM interconnection for Customers that have a combination of both network topologies. A FRATM VCC connection is required between the Frame and ATM Ports. A FRATM VCC is available as VBRnrt QoS, only.

(I) Each PVC is subject to a minimum charge equal to the charge for one month's Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)

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5.2.3 Basic Features

- (A) Customers predefine the PVCs and their destinations. The Company uses this information to assign and administer the PVCs. CIR is only used with Frame Relay Service. Peak Information Rate (PIR) and Sustained Information Rate (SIR) are terms used when referring to ATM VCC/VPC speeds. PIR applies to the CBR QoS and the UBR QoS and SIR applies to the VBRrt QoS and the VBRnrt QoS.
- (B) The CIR will be negotiated with each Customer at the time the Customer subscribes to the Company's Service. These rates will be based upon the CIR value of each PVC ordered by the Customer.

5.2.4 Application of Rates and Charges

(A) Non-recurring Charges

A non-recurring charge will be addressed for installation, change and/or expedited Service order for UNI Port Only; NNI Port Only; PVC per CIR.

(B) Monthly Recurring Charges

.1 UNI Port Only

The monthly recurring charges are applied per UNI Port based upon the UNI Port speed. The monthly recurring charges may vary according to the length of term plan agreement.

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

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (Continued) **REC'D SEP 30 2003 T Service Commission**

5.2.3 Basic Features

- (A) Customers predefine the PVCs and their destinations. The Company uses this information to assign and administer the PVCs. CIR is only used with Frame Relay Service. Peak Information Rate (PIR) and Sustained Information Rate (SIR) are terms used when referring to ATM VCC/VPC speeds. PIR applies to the CBR QoS and the UBR QoS and SIR applies to the VBRrt QoS and the VBRnrt QoS. N
- (B) The CIR will be negotiated with each Customer at the time the Customer subscribes to the Company's Service. These rates will be based upon the CIR value of each PVC ordered by the Customer. N

5.2.4 Application of Rates and Charges

(A) Non-recurring Charges

A non-recurring charge will be addressed for installation, change and/or expedited Service order for UNI Port Only; NNI Port Only; PVC per CIR. C

(B) Monthly Recurring Charges

.1 UNI Port Only

The monthly recurring charges are applied per UNI Port based upon the UNI Port speed. The monthly recurring charges may vary according to the length of term plan agreement.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

5.2.3 Basic Features

- (A) Customers predefine the PVCs and their destinations. The Company uses this information to assign and administer the PVCs.
- (B) The CIR will be negotiated with each Customer at the time the Customer subscribes to the Company's Service. These rates will be based upon the CIR value of each PVC ordered by the Customer.

5.2.4 Application of Rates and Charges

(A) Non-recurring Charges

A non-recurring charge will be addressed for installation, change and/or expedited Service order for UNI Port Only; UNI Port and Access; NNI Port Only; NNI Port and Access; PVC per CIR.

(B) Monthly Recurring Charges

.1 UNI Port Only

The monthly recurring charges are applied per UNI Port based upon the UNI Port speed. The monthly recurring charges may vary according to the length of term plan agreement.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued) T
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5.2.4 Application of Rates and Charges (Continued)

(B) Monthly Recurring Charges (Continued)

.2 Reserved for future Use

.3 NNI Port Only

The monthly recurring charges are applied per NNI Port based upon the NNI Port speed. The monthly recurring charges may vary according to the length of term plan agreement.

.4 Reserved for future use

.5 PVC Per CIR

The monthly recurring charge is applied based on the PVC type, QoS, the of access, and data transmission rate.

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5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service T
and SBC PremierSERVsm National ATM Service (Continued) Service Commission

5.2.4 Application of Rates and Charges (Continued)

(B) Monthly Recurring Charges (Continued)

.2 Reserved for future Use

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.3 NNI Port Only

The monthly recurring charges are applied per NNI Port based upon the NNI Port speed. The monthly recurring charges may vary according to the length of term plan agreement.

.4 Reserved for future use

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.5 PVC Per CIR

The monthly recurring charge is applied based on the PVC type, QoS, the of access, and data transmission rate.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

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5.2.4 Application of Rates and Charges (Continued)

(B) Monthly Recurring Charges (Continued)

.2 UNI Port and Access

The monthly recurring charges are applied per UNI Port and access link based upon the UNI Port speed and price range of the access link to Local Access Provider and follows a discounted rate table. The monthly recurring charges may vary according to the length of term plan agreement.

.3 NNI Port Only

The monthly recurring charges are applied per NNI Port based upon the NNI Port speed. The monthly recurring charges may vary according to the length of term plan agreement.

.4 NNI Port and Access

The monthly recurring charges are applied per NNI Port and access link based upon the NNI Port speed and price range of the access link to Local Access Provider and follows a discounted rate table. The monthly recurring charges may vary according to the length of term plan agreement.

.5 PVC Per CIR

The monthly recurring charge is applied based upon the type of access and data transmission rate.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES**5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)****5.2.4 Application of Rates and Charges (Continued)****(C) Volume Incentive Plan (VIP) Discount for SBC PremierSERVSM**

Customers subscribing to any of the Company's SBC PremierSERVSM Frame Relay and/or SBC PremierSERVSM ATM Services will automatically receive a volume discount per master account number for all SBC PremierSERVSM Frame Relay and SBC PremierSERVSM ATM Service(s) associated with the Customer's master account number. This discount will be based on the Customer's total monthly billed SBC PremierSERVSM Frame Relay Service revenue (intrastate and interstate) and SBC PremierSERVSM ATM Service for monthly recurring charges only. This discount will be applied after any other discount(s). The discount will appear on the bill in the month in which the discount was earned. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	5%
\$5,000	7%
\$10,000	9%
\$15,000	11%
\$20,000	13%

(D) No-Term Rates

Rates, upon expiration of Term Plan Agreements or other contracts revert to the Out of Term rates as described in Sections 6.2 of this Tariff.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)

5.2.4 Application of Rates and Charges (Continued)

(C) Volume Incentive Plan (VIP) Discount for SBC PremierSERVSM T

Customers subscribing to any of the Company's SBC PremierSERVSM T
Frame Relay and/or SBC PremierSERVSM ATM Services will T
automatically receive a volume discount per master account number for all T
SBC PremierSERVSM Frame Relay and SBC PremierSERVSM ATM T
Service(s) associated with the Customer's master account number. This T
discount will be based on the Customer's total monthly billed SBC T
PremierSERVSM Frame Relay Service revenue (intrastate and interstate) T
and SBC PremierSERVSM ATM Service for monthly recurring charges T
only. This discount will be applied after any other discount(s). The
discount will appear on the bill in the month in which the discount was
earned. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	5%
\$5,000	7%
\$10,000	9%
\$15,000	11%
\$20,000	13%

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(D) No-Term Rates

Rates upon expiration of Term Plan Agreements or other contracts revert to the no-term rates as described in Sections 6.2 of this Tariff.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued) T
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5.2.4 Application of Rates and Charges (Continued)

- (C) Premier Volume Incentive Plan (VIP) Discount T

Customers subscribing to any of the Company's Premier Frame Relay and/or ATM Services will automatically receive a volume discount per master account number for all Premier Frame Relay and ATM Service(s) associated with the Customer's master account number. This discount will be based on the Customer's total monthly billed Premier Frame Relay Service revenue (intrastate and interstate) and Premier ATM Service for monthly recurring charges only. This discount will be applied after any other discount(s). The discount will appear on the bill in the month in which the discount was earned. The applicable discounts are as follows: T
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Eligible Monthly Revenue	Discount
\$2,000	5%
\$5,000	7%
\$10,000	9%
\$15,000	11%
\$20,000	13%

- (D) No-Term Rates

Rates upon expiration of Term Plan Agreements or other contracts revert to the no-term rates as described in Sections 6.2 of this Tariff.

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

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (Continued) **REC'D SEP 30 2003**
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5.2.4 Application of Rates and Charges (Continued)

(C) National or Premiere Volume Incentive Plan (VIP) Discount T

Customers subscribing to any of the Company's National or Premiere Frame Relay and/or ATM Services will automatically receive a volume discount per master account number for all National or Premiere Frame Relay and ATM Service(s) associated with the Customer's master account number. This discount will be based on the Customer's total monthly billed National or Premiere Frame Relay Service revenue (intrastate and interstate) and National or Premiere ATM Service for monthly recurring charges only. This discount will be applied after any other discount(s). The discount will appear on the bill in the month in which the discount was earned. The applicable discounts are as follows: T

Eligible Monthly Revenue	Discount
\$2,000	5%
\$5,000	7%
\$10,000	9%
\$15,000	11%
\$20,000	13%

(D) No-Term Rates

Rates upon expiration of Term Plan Agreements or other contracts revert to the no-term rates as described in Sections 6.2 of this Tariff. N

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.4 Application of Rates and Charges (Continued)

(C) National Volume Incentive Plan (VIP) Discount

Customers subscribing to any of the Company's National Frame Relay Services will automatically receive a volume discount per master account number for all National Frame Relay Service(s) associated with the Customer's master account number. This discount will be based on the Customer's total monthly billed National Frame Relay Service revenue (intrastate and interstate) and National ATM Service for monthly recurring charges only. This discount will be applied after any other discount(s). The discount will appear on the bill in the month in which the discount was earned. The applicable discounts are as follows:

Eligible Monthly Revenue	Discount
\$2,000	5%
\$5,000	7%
\$10,000	9%
\$15,000	11%
\$20,000	13%

(D) No-Term Rates

Rates upon expiration of Term Plan Agreements or other contracts revert to the no-term rates as described in Sections 6.2 of this Tariff.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES**5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)****5.2.5 Standard and Premium Service Level Agreement (SLAs)****(A) Standard Level SLAs**

- .1 The following table identifies the individual metrics and values for SBC PremierSERVSM Frame Relay and ATM Service.

Metric	Value
Standard Network Availability	99.99% 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 Port Interface to Network Interface, including the Access, for the total time in the measurement period, which shall be any given calendar month.
Standard Time to Repair (TTR)	Within 4 hours per occurrence; 8 hours if technician dispatch is required.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)

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5.2.5 Standard and Premium Service Level Agreement (SLAs)

(A) Standard Level SLAs

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- .1 The following table identifies the individual metrics and values for SBC PremierSERVSM Frame Relay and ATM Service.

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Metric	Value
Standard Network Availability	99.99% 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 ingress to egress Port, for the total time in the measurement period, which shall be any given calendar month.
Standard Time to Repair (TTR)	Within 4 hours per occurrence; 8 hours if technician dispatch is required.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (Continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard and Premium Level SLAs

- (A) SBC PremierSERVsm Standard and Premium Level SLAs

- .1 The following table identifies the individual metrics and values for National Frame Relay and ATM Service.

Metric	Value
Standard Network Availability	99.99% 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 ingress to egress Port, for the total time in the measurement period, which shall be any given calendar month.
Standard Time to Repair (TTR)	Within 4 hours per occurrence; 8 hours if technician dispatch is required.

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.5 National Service Level Agreement (SLA)

- (A) The following table identifies the individual metrics and values for National Frame Relay Service.

Metric	Value
Network Availability	99.99% for any given calendar month. Calculated as the percentage of time that the Frame Relay or ATM networks are capable of accepting and delivering Customer data to the total time in the measurement period, which shall be a any given calendar month.
Time to Repair (TTR)	Within 4 hours per occurrence; 8 hours if technician dispatch is required.
Frame Delivery Ratio	99.99% per PVC (from ingress switch port to egress switch port). Calculated as the percentage of Frames offered (ingress) to the network that successfully egress the network, edge-to-edge, within the committed information rate (CIR), over a calendar month.
Time To Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).
Network Latency	120 milliseconds round trip.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)

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

(A) Standard Level SLAs (Continued)

.1 (Continued)

Metric	Value
Standard Cell/Frame Delivery Ratio	99.99% Frame Relay PVC or ATM CBR, VBRnrt, VBRrt VPC/VCC or FRATM VCC. Calculated as the percentage of Frames or cells offered (ingress) to the network that successfully egress the network from ingress Port to egress Port, edge-to-edge, within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be in any given calendar month.
Standard Time To Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).
Standard Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, VPC/VCCs and FRATM VCCs are guaranteed from ingress to egress Port, 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 ingress to egress Port, 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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)

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

(A) Standard Level SLAs (Continued)

.1 (Continued)

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Metric	Value
Standard Cell/Frame Delivery Ratio	99.99% Frame Relay PVC or ATM CBR, VBRnrt, VBRrt VPC/VCC or FRATM VCC. Calculated as the percentage of Frames or cells offered (ingress) to the network that successfully egress the network from ingress Port to egress Port, edge-to-edge, within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be in any given calendar month.
Standard Time To Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).
Standard Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, VPC/VCCs and FRATM VCCs are guaranteed from ingress to egress Port, 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 ingress to egress Port, 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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (Continued)

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

(A) Standard Level SLAs (Continued)

.1 (Continued)

Metric	Value
Standard Cell/Frame Delivery Ratio	99.99% 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 ingress Port to egress Port, edge-to-edge, within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be in any given calendar month.
Standard Time To Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).
Standard Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, FRATM VPC/VCCs are guaranteed from ingress to egress Port, 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 ingress to egress Port, 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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (Continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard and Premium Level SLAs

- (A) SBC PremierSERVsm Standard and Premium Level SLAs

- .1 The following table identifies the individual metrics and values for National Frame Relay and ATM Service.

Metric	Value
Standard Cell/Frame Delivery Ratio	99.99% Frame Relay PVC or ATM CBR, VBRrt, VBRt or FRATM VPC/VCC. Calculated as the percentage of Frames or cells offered (ingress) to the network that successfully egress the network from ingress Port to egress Port, edge-to-edge, within the Committed Information Rate (CIR) or Sustained Information Rate (SIR), for the total time in the measurement period, which shall be in any given calendar month.
Standard Time To Provision (TTP)	Due date shown on the Firm Order Confirmation (FOC).
Standard Network Latency	All long haul Frame Relay PVCs and all long haul ATM, VBRrt, VBRnrt, FRATM VPC/VCCs are guaranteed from ingress to egress Port, 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 ingress to egress Port, 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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

.2 Standard SLA Terms and Conditions:

- .a Customer is responsible for notifying Company and requesting a Standard SLA credit when a specific Standard SLA is below the guaranteed level as specified above. C
- .b Customer must request a Standard SLA credit within forty-five (45) calendar days from the end of the calendar month when the Standard SLA failure occurred or the date of occurrence for TTR or TTP failure.
- .c The Company has thirty (30) calendar days to restore standard 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
- .d Standard latency and cell/frame delivery ratio are measured edge-to-edge (ingress and egress port) as an average per PVC/VPC/VCC over a calendar month period. C
- .e Standard TTR and TTP are measured on a per occurrence basis.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

.2 Standard SLA Terms and Conditions:

- .a Customer is responsible for notifying Company and requesting a Standard SLA credit when a specific Standard SLA is below the guaranteed level within the calendar month when the failure occurred.
- .b Customer must request a Standard SLA credit within forty-five (45) calendar days from the end of the calendar month when the Standard SLA failure occurred or the date of occurrence for TTR or TTP failure.
- .c The Company has thirty (30) calendar days to restore standard 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.
- .d Standard network availability, latency and cell/frame delivery ratio are measured edge-to-edge (ingress and egress port) as an average per PVC/VPC/VCC over a calendar month period.
- .e Standard TTR and TTP are measured on a per occurrence basis.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (continued)

Missouri Public

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard and Premium Level SLAs

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- (A) SBC PremierSERVsm Standard and Premium Level SLAs (continued)

Service Commission

.2 National Standard SLA Terms and Conditions:

- .a Customer is responsible for notifying Company and requesting a Standard SLA credit when a specific Standard SLA is below the guaranteed level within the calendar month when the failure occurred.
- .b Customer must request a Standard SLA credit within forty-five (45) calendar days from the end of the calendar month when the Standard SLA failure occurred or the date of occurrence for TTR or TTP failure.
- .c The Company has thirty (30) calendar days to restore standard 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.
- .d Standard network availability, latency and cell/frame delivery ratio are measured edge-to-edge (ingress and egress port) as an average per PVC/VPC/VCC over a calendar month period.
- .e Standard TTR and TTP are measured on a per occurrence basis.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D SEP 30 2003

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service T
and SBC PremierSERVsm National ATM Service (continued) Service Commission

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard T
and Premium Level SLAs T

(A) SBC PremierSERVsm Standard and Premium Level SLAs (continued) N

.2 National Standard SLA Terms and Conditions: T

.a Customer is responsible for notifying Company and requesting a T
Standard SLA credit when a specific Standard SLA is below the
guaranteed level within the calendar month when the failure occurred. T

.b Customer must request a Standard SLA credit within forty-five (45) T
calendar days from the end of the calendar month when the Standard
SLA failure occurred or the date of occurrence for TTR or TTP T
failure.

.c The Company has thirty (30) calendar days to restore standard T
Network Availability, latency, and cell/frame delivery ratio to within
the SLA committed level before the Customer is eligible for a credit. T
If the Company restores Service within the SLA committed level T
during the 30-day calendar period, the Customer will not be entitled
to a credit.

.d Standard network availability, latency and cell/frame delivery ratio T
are measured edge-to-edge (ingress and egress port) as an average C
per PVC/VPC/VCC over a calendar month period. T

.e Standard TTR and TTP are measured on a per occurrence basis. T

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.5 National Service Level Agreement (SLA) (Continued)

(B) National SLA Terms and Conditions:

- .1 Customer is responsible for notifying Company and requesting a SLA credit when a specific SLA is below the guaranteed level within the calendar month when the failure occurred.
- .2 Customer must request a SLA credit within forty-five (45) days from the end of the calendar month when the SLA failure occurred or the date of occurrence for TTR or TTP.
- .3 The Company has thirty (30) days to restore network availability, latency, and data delivery rate 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 period, the Customer will not be entitled to a credit.
- .4 Network availability, latency and data delivery rate are measured edge-to-edge over calendar month period.
- .5 TTR and TTP are measured on a per occurrence basis.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued) (continued)

.2 Standard SLA Terms and Conditions: (continued)

.f	Standard Network Availability is measured as follows:	T/N
.1	If Customer's entire network consists of Port and Access provided by Company and its affiliates at all Customer locations, then Network Availability is based on PVC/VPC/VCC, measured from Network Interface to Network Interface.	N
.2	If Customer purchased Port only from Company, then Network Availability is based on PVC/VPC/VCCs measured from ingress switch Port to egress switch Port.	N
.g	Standard network availability, latency, cell/frame delivery ratio credit claims require trouble tickets to be opened during the calendar month of failure.	T
.h	Network availability and TTR outage time are calculated only on the basis of trouble tickets reported by the Customer.	T/C C
.i	Company guarantees its SBC PremierSERV SM Frame Relay Standard Service Level Agreements (SLAs) based on a reference packet size. The recommended Frame Relay octet (byte) count is 128 octets per frame. The Customer premises equipment controls the setting.	T

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued) T
- 5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)
- (A) Standard Level SLAs (continued) (continued)
- .2 Standard SLA Terms and Conditions: (continued) T
- .f Standard network availability, latency, cell/frame delivery ratio credit claims require trouble tickets to be opened during the calendar month of failure.
- .g Network availability and TTR are measured through trouble ticket outages.
- .h Company guarantees its Frame Relay Standard Service Level Agreements (SLAs) based on a reference packet size. The recommended Frame Relay octet (byte) count is 128 octets per frame. The Customer premises equipment controls the setting.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service
and SBC PremierSERVsm National ATM Service (continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard
and Premium Level SLAs

- (A) SBC PremierSERVsm Standard and Premium Level SLAs (continued)

.2 National Standard SLA Terms and Conditions

- .f Standard network availability, latency, cell/frame delivery ratio credit
claims require trouble tickets to be opened during the calendar
month of failure.
- .g Network availability and TTR are measured through trouble ticket
outages.
- .h Company guarantees its Frame Relay Standard Service Level
Agreements (SLAs) based on a reference packet size. The
recommended Frame Relay octet (byte) count is 128 octets per
frame. The Customer premises equipment controls the setting.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

.2 Standard SLA Terms and Conditions: (continued)

- .j 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. T

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued) T
- 5.2.5 Standard and Premium Service Level Agreement (SLAs) (continued)
- (A) Standard Level SLAs (continued)
- .2 Standard SLA Terms and Conditions: (continued) T
- .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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service
and SBC PremierSERVsm National ATM Service (continued)

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Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard
and Premium Level SLAs

- (A) SBC PremierSERVsm Standard and Premium Level SLAs (continued)

- .2 National Standard SLA Terms and Conditions

- .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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (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
Standard 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.
Standard Cell/Frame Delivery Ratio	Upon verification by the Company that the actual average monthly cell/frame delivery ratio for a VPC/VCC/PVC was less than the committed level, the Company has a thirty (30) calendar day cure period to correct the problem. If after thirty (30) calendar days the standard cell/frame delivery ratio is still below the committed level, the Customer will be eligible to receive a service credit equal to 50% of the monthly recurring charge for the affected Ports and VPC/VCC/PVCs.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (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
Standard Network Availability	Upon verification by the Company that the actual monthly average network availability was below the committed level, the Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the standard 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.
Standard Cell/Frame Delivery Ratio	Upon verification by the Company that the actual average monthly cell/frame delivery ratio for a VPC/VCC/PVC was less than the committed level, the Company has a thirty (30) calendar day cure period to correct the problem. If after thirty (30) calendar days the standard cell/frame delivery ratio is still below the committed level, the Customer will be eligible to receive a service credit equal to 50% of the monthly recurring charge for the affected Ports and VPC/VCC/PVCs.

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

- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service
and SBC PremierSERVsm National ATM Service (continued)

Service Commission

- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard
and Premium Level SLAs

- (A) SBC PremierSERVsm Standard and Premium Level SLAs (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
Standard Network Availability	Upon verification by the Company that the actual monthly average network availability was below the committed level, the Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the standard 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.
Standard Cell/Frame Delivery Ratio	Upon verification by the Company that the actual average monthly cell/frame delivery ratio for a VPC/VCC/PVC was less than the committed level, the Company has a thirty (30) calendar day cure period to correct the problem. If after thirty (30) calendar days the standard cell/frame delivery ratio is still below the committed level, the Customer will be eligible to receive a service credit equal to 50% of the monthly recurring charge for the affected Ports and VPC/VCC/PVCs.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

5.2.5 National Service Level Agreement (SLA) (Continued)

Service Commission

- (C) 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
Network Availability	Upon verification by the Company that the actual network availability was below the committed level, the Company has thirty (30) days to correct the problem. If after thirty (30) days the 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 PVCs.
Frame Delivery Ratio	Upon verification by the Company that the actual Frame Delivery Ratio for a PVC was less than the committed level, the Company has a 30-day cure period to correct the problem from the date a trouble ticket was opened. If after thirty (30) days the 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 PVCs and ports.
Latency	Upon verification by the Company that the actual delay for a PVC was greater than the committed level, then the Company has thirty (30) days to correct the problem. If after thirty (30) 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 PVCs and ports.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

.3 (continued)

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Standard 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 thirty (30) calendar days to correct the problem. If after thirty (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.
Standard 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.
Standard 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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service T
and SBC PremierSERVsm National ATM Service (continued) Service Commission T

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard T
and Premium Level SLAs T

(A) SBC PremierSERVsm Standard and Premium Level SLAs (continued) N

.3 (continued) T

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Standard 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 thirty (30) calendar days to correct the problem. If after thirty (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.
Standard Time To Provision	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.
Standard 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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

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5.2.5 National Service Level Agreement (SLA) (Continued)

(C) (Continued)

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
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.
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.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

- .4 Except as specifically indicated below, the following will be excluded from any determination of cell/frame delivery ratio, latency, and network availability, TTR and TTP: T
- .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. T/C
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- .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;
- .d Failures attributed to facilities or equipment provided by another party of the Customer or inaccurate network specifications requested by Customer;
- .e Access link failures; (except for network availability or TTR) C
- .f 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.
- .g UBR Quality of Service and ATM Host Link Service are excluded from standard latency and cell/frame delivery ratio guarantees.
- .h Due dates missed or rescheduled at Customer's request.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

- .4 The following will be excluded from any determination of cell/frame delivery ratio, latency, and 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;
 - .d Failures attributed to facilities or equipment provided by another party of the Customer or inaccurate network specifications requested by Customer;
 - .e Access link failures;
 - .f 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.
 - .g UBR Quality of Service and ATM Host Link Service are excluded from standard latency and cell/frame delivery ratio guarantees.
 - .h Due dates missed or rescheduled at Customer's request.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (continued)

- .4 The following will be excluded from any determination of cell/frame delivery ratio, latency, and 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;
 - .d Failures attributed to facilities or equipment provided by another party of the Customer or inaccurate network specifications requested by Customer;
 - .e Access link failures;
 - .f 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.
 - .g UBR Quality of Service and ATM Host Link Service are excluded from standard latency and cell/frame delivery ratio guarantees.
 - .h Due dates missed or rescheduled at Customer's request.

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5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVSM Frame Relay Service
and SBC PremierSERVSM National ATM Service (continued) **REC'D SEP 30 2003**

5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVSM Standard
and Premium Level SLAs **Service Commission**

(A) SBC PremierSERVSM Standard and Premium Level SLAs (continued) N

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

.a Force Majeure events; T

.b Data lost during Company's scheduled maintenance window; T

.c Data exceeding the subscribed Committed Information Rate (CIR) for Frame
Relay PVCs or the Sustained Information Rate (SIR) for CBR, VBRrt, C
VBRnrt, or FRATM VPC/VCCs; C

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

.e Access link failures;

.f Customer "no access" time as defined below: T

.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.

.g UBR Quality of Service and ATM Host Link Service are excluded from
standard latency and cell/frame delivery ratio guarantees. T
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.h Due dates missed or rescheduled at Customer's request. |
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5.2 National Frame Relay Service (NFR) (Continued)

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5.2.5 National Service Level Agreement (SLA) (Continued)

(D) The following will be excluded from any determination of frame delivery ratio, latency, and network availability, TTR, and TTP:

- .1 Force Majeure events;
- .2 Data lost during Company's scheduled maintenance window;
- .3 Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay;
- .4 Failures attributed to facilities or equipment provided by another party of the Customer or inaccurate network specifications requested by Customer;
- .5 Access link failures;
- .6 Customer "no access" time as defined below:
 - (a) Customer not available;
 - (b) coordinated vendor meeting;
 - (c) abeyance on Customer request;
 - (d) after hours testing because no Customer daytime release; or
 - (e) tickets referred to another party.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 SBC PremierSERVSM Frame Relay Service (NFR) and SBC PremierSERVSM ATM Service (NATM) (continued)

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

(A) Standard Level SLAs (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).

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- 5.2 National Frame Relay Service (NFR), also known as SBC PremierSERVsm Frame Relay Service and SBC PremierSERVsm National ATM Service (continued) T
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- 5.2.5 National Service Level Agreement (SLA) also known as SBC PremierSERVsm Standard and Premium Level SLAs T
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- (A) SBC PremierSERVsm Standard and Premium Level SLAs (continued) N
- .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). T

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.5 National Service Level Agreement (SLA) (Continued)

- (E) 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 PVC(s).

5.2.6 Quality Standards

National Frame Relay Service complies with both the ITU and ANSI standards.

5.2.7 National Frame Relay to ATM Interworking (FRATM)

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.

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