

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

(b) Further, if any portion of the payment is received by the Company after the payment date as set forth in (a) preceding, or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, then a late payment interest charge shall be due to the Company. The late payment interest charge shall be the portion of the payment not received by the payment date times a late interest factor. The late factor shall be the lesser of:

- (I) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Company, or
- (II) 0.000329 per day, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Company.

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6450 Sprint Parkway
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2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(2) (c) In the event that a billing dispute concerning any charges billed to the customer by the Company is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to the late payment interest charge set forth in (b) preceding. If the customer disputes the bill on or before the payment date, and pays the undisputed amount on or before the payment date, any late payment interest charge for the disputed amount will not start until 10 working days after the payment date. If the billing dispute is resolved in favor of the customer, no late payment interest charge will apply to the disputed amount. In addition, if a customer who has paid the total billed amount disputes the billed amount within six months of the payment date, as set forth in (a) preceding, and the billing dispute is resolved in favor of the customer, the customer shall be entitled to the principal amount of such overpayment plus an interest amount, calculated from the date the customer pays the bill to the date the money is refunded, for disputes found in favor of the customer which are filed within six months of the payment date. For disputes filed after six months from the payment date, interest will be paid from the claim date to the date the money is refunded to the customer. The disputed amount late payment interest charge shall be the disputed amount resolved in the customer's favor times an interest factor. The interest factor shall be the lesser of:

- (1) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the first date to and including the last date of the period involved, or
- (2) 0.000329 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(2) (d) In the event of a dispute concerning withheld payment amounts or overbilling, the customer shall notify the Company in writing at the earliest possible date, but in no event later than the normal payment date if the dispute concerns withheld payment amounts. The Company shall respond no later than 15 working days, or other mutually agreed period, from the date of receipt of the notice of dispute. Such response shall state agreement or disagreement with the customer's position and, if disagreement, shall state clearly the reasons for such disagreement.

(C) Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this tariff will be prorated to the number or days or major fraction of days based on a 30 day month.

(D) The Company will furnish sufficient supporting detail (e.g., type of charge, service type, invoice number, account number, adjustments, and payments) with bills rendered for access services to enable the customer to verify the accuracy of such bills.

(E) When a rate as set forth in this tariff is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).

(F) When more than one copy of a customer bill for services provided under the provisions of this tariff is furnished to the customer, an additional charge applies for each additional copy of the bill as set forth in Section 8.5.3.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.2 Minimum Period

The minimum period for which services are provided and for which rates and charges are applicable is one month except for those services set forth in 5.2.5(A) and 6.4.2, following.

The minimum period for which service is provided and for which rates and charges are applicable on an individual case basis, is one month unless a different minimum period is established with the individual case filing.

When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not, as follows:

- (A) When a service with a one month minimum period is discontinued prior to the expiration of the minimum period, a one month charge will apply at the rate level in effect at the time service is discontinued.
- (B) When a service with a minimum period greater than one month is discontinued prior to the expiration of the minimum period, the applicable charge will be the lesser of (1) the Company's total nonrecoverable costs less the net salvage value for the discontinued service or (2) the total monthly charges, at the rate level in effect at the time service is discontinued, for the remainder of the minimum period.

2.4.3 Cancellation of an Order for Service

Provisions for the cancellation of an Access Order for Switched Access service is set forth in 5.2.4 following.

2.4.4 Customer Bill Verification

Upon reasonable notice, the customer, or its duly authorized representatives, shall have the right of access to mutually agreed upon Company information and records as may be necessary to verify the accuracy of access bills rendered to the customer in connection with Access Services provided under this tariff.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.5 Reestablishment of Service Following Fire, Flood or Other Occurrence

(A) Nonrecurring Charges Do Not Apply

Charges do not apply for the reestablishment of service following a fire, flood or other occurrence attributed to an Act of God provided that:

- (1) The service is of the same type as was provided prior to the fire, flood and other occurrence.
- (2) The service is for the same customer.
- (3) The service is at the same location on the same premises.
- (4) The reestablishment of service begins within 60 days after Company service is available. (The 60 day period may be extended a reasonable period if the renovation of the original location on the premises affected is not practical within the allotted time period.)

(B) Nonrecurring Charges Apply

Nonrecurring Charges apply for establishing service at a different location on the same premises or at a different premises pending reestablishment of service at the original location.

2.4.6 Title or Ownership Rights

The payment of rates and charges by customers for the services offered under the provisions of this tariff does not assign, confer or transfer title or ownership rights to proposals or facilities developed or utilized, respectively, by the Company in the provision of such services.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved

The billing method set forth in (A) following is applicable to interconnection arrangements between Exchange Telephone Companies involved in the provision of all Access Services.

In accordance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-106, adopted July 20, 1987, the Company will adhere to the standards set forth in the Multiple Exchange Carrier Access Billing (MECAB) and the Multiple Exchange Carrier Ordering and Design (MECOD) Guidelines when providing access service under Multiple Telephone Company (Interconnection Point) Billing arrangements. Records exchange, rating and billing for Toll Free 8YY transit Traffic Service is subject to the provisions of the Multiple Exchange Carrier Access Billing Guidelines (MECAB). To the extent the Company jointly provided Toll Free 8YY Transit Traffic Service in conjunction with a third-party carrier that will bill interexchange Carrier Customers of that third-party carrier's switched access service, pursuant to that third-party carrier's tariff or other authority, for that third party carrier's portion of the total service, the Company and third-party carriers(s) will enter into a billing agreement with all billing carriers which is consistent with the provisions contained in MECAB. Toll Free 8YY Transit Traffic Service calls routed to an Incumbent Local Exchange Carrier's (ILEC) Tandem Switching facility will conform to the LATA restrictions as defined both in said ILEC's switched access tariff and in MECAB.

(N)
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(N)

The Exchange Telephone Companies involved in providing the Access Service, will develop a mutually agreeable working arrangement to allow one of the Exchange Telephone Companies to perform "Access Service Coordination" (ASC) for all services requested.

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October 15, 2009

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ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved

The billing method set forth in (A) following is applicable to interconnection arrangements between Exchange Telephone Companies involved in the provision of all Access Services.

In accordance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-106, adopted July 20, 1987, the Company will adhere to the standards set forth in the Multiple Exchange Carrier Access Billing (MECAB) and the Multiple Exchange Carrier Ordering and Design (MECOD) Guidelines when providing access service under Multiple Telephone Company (Interconnection Point) Billing arrangements.

The Exchange Telephone Companies involved in providing the Access Service, will develop a mutually agreeable working arrangement to allow one of the Exchange Telephone Companies to perform "Access Service Coordination" (ASC) for all services requested.

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2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved (Cont'd)(A) Multiple Telephone Company (Interconnection Point) Billing

When an Access Service ordered by a customer involves more than one Exchange Telephone Company or rate schedule, the Exchange Telephone Companies involved will use a multiple bill method.

Multiple Bill Method: Each Exchange Telephone Company involved will provide the portion of the service in its operating territory and bill the customer in accordance with its Access Service tariff.

- (1) When Feature Group D Switched Access Service is ordered by a customer where one end of the Transport element is in the Company operating territory and the other end is in another Exchange Telephone Company operating territory, the orders shall be received as follows:
 - (a) For Feature Group D Switched Access Service ordered to an end office, the Exchange Telephone Company in whose operating territory the end office is located must receive the order from the customer.
 - (b) For Feature Group D Switched Access Service ordered to an access tandem, the Exchange Telephone Company in whose operating territory the access tandem is located must receive the order from the customer.
 - (c) For the Service ordered set forth in (a), and (b) preceding, the Exchange Telephone Company in whose operating territory the customer point of termination is located must also receive a copy of the order from the customer.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved (Cont'd)

(A) Multiple Telephone Company (Interconnection Point) Billing (Cont'd)

(1) (Cont'd)

Each Exchange Telephone Company will provide the portion of the Transport element in its operating territory to an interconnection point with another Exchange Telephone Company and will bill the charges in accordance with its Access Service tariff. The rate for the Transport element will be determined as set forth in (2) following. All other appropriate charges in each Exchange Telephone Company tariff are applicable.

(2) The rate for the Transport or Channel Mileage element for services provided is determined as follows:

- (a) Determine the appropriate Transport by computing the airline mileage between the two ends of the Transport element.
- (b) Determine the rate for the airline mileage determined in (a) preceding using the Company's tariff. Multiply such rate by the Company's billing percentage factor and divide by 100 to obtain the Transport element charges.

(3) The interconnection points will be determined by the Exchange Telephone Companies involved. The billing percentage factor for the Company for the service between the two involved offices is listed in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

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2. General Regulations (Cont'd)2.5 Definitions

Certain terms used herein are defined as follows:

Access Code

The term "Access Code" denotes a uniform seven digit code assigned by the Company to an individual customer. The seven digit code has the form 950-0XXX or 950-1XXX and 101XXXX.

Access Minutes

The term "Access Minutes" denotes that usage of exchange facilities in intrastate service for the purpose of calculating chargeable usage. On the originating end of an intrastate call, usage is measured from the time the originating end user's call is delivered by the Company to and acknowledged as received by the customer's facilities connected with the originating exchange. On the terminating end of an intrastate call, usage is measured from the time the call is received by the end user in the terminating exchange. Timing of usage at both originating and terminating ends of an intrastate call shall terminate when the calling or called party disconnects, whichever event is recognized first in the originating and terminating exchanges, as applicable.

Access Tandem

The term "Access Tandem" denotes a Company switching system that provides a concentration and distribution function for originating or terminating traffic between end offices and a customer's premises.

Account

The term "Account" denotes the set of billing information for a customer. Each account is uniquely identified by the billing account number (BAN) located on either the customer's bill or service record. Generally, services are aggregated by geographical location for a given account.

Answer/Disconnect Supervision

The term "Answer/Disconnect Supervision" denotes the transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the customer's point of termination as an indication that the called party has answered or disconnected.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Attenuation Distortion

The term "Attenuation Distortion" denotes the difference in loss at specified frequencies relative to the loss at 1004 Hz, unless otherwise specified.

Bit

The term "Bit" denotes the smallest unit of information in the binary system of notation.

Business Day

The term "Business Day" denotes the times of day that a Company is open for business. Generally, in the business community, these are 8:00 or 9:00 A.M. to 5:00 or 6:00 P.M., respectively, with an hour for lunch, Monday through Friday, resulting in a standard forty (40) hour work week. However, Business Day hours for the Company may vary based on Company policy, union contract and location.

Call

The term "Call" denotes a customer attempt for which the complete address code (e.g., 0-, 911, or 10 digits) is provided to the serving dial tone office.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Carrier or Common Carrier

See Interexchange Carrier.

CCS

The term "CCS" denotes a hundred call seconds, which is a standard unit of traffic load that is equal to 100 seconds of usage or capacity of a group of servers (e.g., trunks).

Central Office

The term "Central Office" denotes a local Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Central Office Prefix

The term "Central Office Prefix" denotes the first three digits (NXX) of the seven digit telephone number assigned to a customer's Telephone Exchange Service when dialed on a local basis.

Centralized Automatic Reporting on Trunks Testing

The term "Centralized Automatic Reporting on Trunks Testing" denotes a type of testing which includes the capacity for measuring operational and transmission parameters.

Channel(s)

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

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2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Channel Service Unit

The term "Channel Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format errors and remote loop back.

Channelize

The term "Channelize" denotes the process of multiplexing/demultiplexing wider bandwidth or higher speed channels into narrower bandwidth or lower speed channels.

C-Message Noise

The term "C-Message Noise" denotes the frequency weighted average noise within an idle voice channel. The frequency weighting, called C-Message, is used to simulate the frequency characteristic of the 500-type telephone set and the hearing of the average subscriber.

C-Notched Noise

The term "C-Notched Noise" denotes the C-message frequency weighted noise on a voice channel with a holding tone, which is removed at the measuring end through a notch (very narrow band) filter.

Common Line

The term "Common Line" denotes a line, trunk, pay telephone line or other facility provided under the general and/or local exchange service tariffs of the Company, terminated on a central office switch. A common line-residence is a line or trunk provided under the residence regulations of the general and/or local exchange service tariffs. A common line-business is a line provided under the business regulations of the general and/or local exchange service tariffs.

Common Trunk Port

The Common Trunk Port provides for the use of shared end office trunk ports for the termination of common transport trunks for tandem or end office routed traffic.

Customer(s)

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or any other entity which subscribes to the services offered under this tariff, including both Interexchange Carriers (ICs) and end users.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Dedicated Trunk Port

The Dedicated Trunk Port provides for termination of a dedicated trunk as a trunk side arrangement to an end office or provides access into the access tandem at the serving wire center side of the switch.

Direct-Trunked Transport

The term "Direct-Trunked Transport" denotes switched access transport from the serving wire center to the end office on circuits dedicated to the use of a single access customer without tandem switching, or from the serving wire center to the access tandem when the transport from the access tandem to the end office is routed on circuits used in common by multiple access customers.

Echo Control

The term "Echo Control" denotes the control of reflected signals in a telephone transmission path.

Echo Path Loss

The term "Echo Path Loss" denotes the measure of reflected signal at a 4-wire point of interface without regard to the send and receive Transmission Level Point.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Echo Return Loss

The term "Echo Return Loss" denotes a frequency weighted measure of return loss over the middle of the voiceband (approximately 500 to 2500 Hz), where talker echo is most annoying.

End Office Switch

The term "End Office Switch" denotes a local Telephone Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to trunks. Included are Remote Switching Modules (RSM) and Remote Switching Systems (RSS) served by a host office in a different wire center.

End User

The term "End User" denotes any customer of an intrastate telecommunications service that is not a carrier, except that a carrier other than a Telephone Company shall be deemed to be an "end user" when such carrier uses a telecommunications service for administrative purposes, and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an "end user" if all resale transmissions offered by such reseller originate on the premises of such reseller.

Entry Switch

See First Point of Switching

Envelope Delay Distortion

The term "Envelope Delay Distortion" denotes a measure of the linearity of the phase versus frequency of a channel.

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2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Expected Measured Loss

The term "Expected Measured Loss" denotes a calculated loss which specifies the end-to-end 1004-Hz loss on a terminated test connection between two readily accessible manual or remote test points. It is the sum of the inserted connection loss and test access loss including any test pads.

Exchange

The term "Exchange" denotes a unit generally smaller than a local access and transport area, established by the Company for the administration of communications service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. The exchange includes any Extended Area Service area that is an enlargement of a Company's exchange area to include nearby exchanges. One or more designated exchanges comprise a given local access and transport area.

Exchange Access Signaling

The signaling system which is used, by equal access end offices, to transmit originating information and address digits to the customer's premises and which includes the means of verifying the receipt of these address digits. Features of this system include overlap outpulsing, identification of the type of call, identification of the ten-digit telephone number of the calling party, and acknowledgment wink supervisory signals.

Field Identifier

The term "Field Identifiers" denotes two to four characters that are used on service orders to convey specific instructions. Field Identifiers may or may not have associated data. Selected field identifiers are used in Company billing systems to generate nonrecurring charges.

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