

SECTION 2 - RULES AND REGULATIONS

Service Commission

2.8 Customer Deposits / Advance Payments

2.8.1 Customer Deposits

(A) General

Any Applicant whose credit is not acceptable to the Company as provided in Section 2.7.3 of this Tariff may be required to make a deposit to be held by the Company as a guarantee of payment for Service provided under this Tariff. In addition, an existing Customer may be required to make a deposit or to increase a deposit presently held by the Company if the conditions of Service or the basis on which credit was originally established have materially changed.

(B) Amount of Deposit

The amount of any deposit will not exceed the estimated charges for three months' Service. The Company will determine the amount of the deposit.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.8 Customer Deposits / Advance Payments

2.8.1 Customer Deposits

(C) Interest on Deposits

If applicable, the Company will pay interest on deposits according to the rules and regulations of the Commission. The Company will pay an interest rate on any security deposit it collects equal to a rate of one percent (1%) above the prime lending rate as published in the *Wall Street Journal* for the last business day of September. This rate shall be adjusted annually on October 1 of each year. Interest shall be credited annually upon the account of the Customer or paid upon the return of the deposit, whichever occurs first.

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.8 Customer Deposits / Advance Payments (continued)

2.8.1 Customer Deposits (continued)

(D) Return of Deposit

A deposit will be returned:

- When an application for Service has been canceled prior to the establishment of Service; or
- At the end of one year of satisfactory payments for Service; or
- Upon discontinuance of Service.

Notwithstanding the foregoing, prior to the return, deposits will be applied to any outstanding charges to the Customer for Service, and only the excess, if any, will be returned.

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SECTION 2 - RULES AND REGULATIONS

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2.8 Customer Deposits / Advance Payments (continued)

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2.8.2 Advance Payments

Service Commission

Customers and Applicants who, in the Company's judgment, present an undue risk of non-payment may be required at any time to provide the Company such other assurances of, or security for, the payment of the Company's charges for its Services as the Company may deem necessary, including, without limitation, advance payments for Service, third party guarantees of payment, pledges or other grants of security interests in the Customers' assets, and similar arrangements. The Company reserves the right to require an advanced payment from Customers and Applicants who, in the Company's judgment, present an undue risk of nonpayment. Such advanced payment may be required instead of or in addition to a security deposit. The Company shall be authorized to apply such advanced payments against any Service charges incurred by the Customer. The advanced payment shall be equal to or less than estimated installation charges plus two months estimated billing. Advance payment requirements may be increased or decreased by the Company as it deems necessary in the light of changing conditions. The Company may alternatively require such Customers and Applicants to authorize Credit Card billing for advance payments as described in Section 2.9 of this Tariff. In determining whether a Customer presents an undue risk of nonpayment, the Company shall consider the following factors:

- (A) the Customer's or Applicant's payment history (if any) with the Company and its affiliates;
- (B) Customer's ability to demonstrate adequate ability to pay for the Service;
- (C) credit and related information provided by Customer, lawfully obtained from third parties or publicly available;
- (D) information relating to Customer's management, owners, and affiliates (if any); and
- (E) the Applicant's or Customer's actual Data Services charges. The Company does not pay interest on advance payments.

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Service Commission

SECTION 2 - RULES AND REGULATIONS

2.8 Customer Deposits / Advance Payments (continued)

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2.8.2 Advance Payments

Service Commission

Customers and Applicants who, in the Company's judgment, present an undue risk of non-payment may be required at any time to provide the Company such other assurances of, or security for, the payment of the Company's charges for its Services as the Company may deem necessary, including, without limitation, advance payments for Service, third party guarantees of payment, pledges or other grants of security interests in the Customers' assets, and similar arrangements. The Company reserves the right to require an advanced payment from Customers and Applicants who, in the Company's judgment, present an undue risk of nonpayment. Such advanced payment may be required instead of or in addition to a security deposit. The Company shall be authorized to apply such advanced payments against any Service charges incurred by the Customer. The advanced payment shall be equal to or less than estimated installation charges plus two months estimated billing. Advance payment requirements may be increased or decreased by the Company as it deems necessary in the light of changing conditions. The Company may alternatively require such Customers and Applicants to authorize credit card billing for advance payments as described in Section 2.9 of this Tariff. In determining whether a Customer presents an undue risk of nonpayment, the Company shall consider the following factors:

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- (A) the Customer's or Applicant's payment history (if any) with the Company and its affiliates;
- (B) Customer's ability to demonstrate adequate ability to pay for the Service;
- (C) credit and related information provided by Customer, lawfully obtained from third parties or publicly available;
- (D) information relating to Customer's management, owners, and affiliates (if any); and
- (E) the Applicant's or Customer's actual Data Services charges. The Company does not pay interest on advance payments.

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Service Commission

2.8 Customer Deposits / Advance Payments (continued)

2.8.2 Advance Payments

Customers and Applicants who, in the Company's judgment, present an undue risk of non-payment may be required at any time to provide the Company such other assurances of, or security for, the payment of the Company's charges for its Services as the Company may deem necessary, including, without limitation, advance payments for Service, third party guarantees of payment, pledges or other grants of security interests in the Customers' assets, and similar arrangements. The required advance payments or other security may be increased or decreased by the Company as it deems appropriate in the light of changing conditions. In determining whether a Customer presents an undue risk of nonpayment, the Company shall consider the following factors:

- (A) the Customer's or Applicant's payment history (if any) with the Company and its affiliates;
- (B) Customer's ability to demonstrate adequate ability to pay for the Service;
- (C) credit and related information provided by Customer, lawfully obtained from third parties or publicly available;
- (D) information relating to Customer's management, owners, and affiliates (if any); and
- (E) the Applicant's or Customer's actual Data Services charges. The Company does not pay interest on advance payments.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.9 Rendering Bill

2.9.1 General


- (A) The Company uses cycle billing. The billing period is one (1) month. Except for fraud, charges may be assessed for unbilled Data Services charges up to two (2) years in arrears.
- (B) The Company utilizes direct billing by the Company or an authorized billing agent. The availability of the billing option is controlled by the Company not the Customer.
- (C) If a Customer presents an undue risk of nonpayment at any time, the Company may require the Customer to pay its bills in cash or the equivalent of cash. In the event the Company incurs fees or expenses, including attorney's fees, in collecting, or attempting to collect, any charges owed the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.
- (D) In instances where the Company orders Dedicated Access as an agent for the Customer, the Company will become the customer-of-record with the Local Access Provider. The Company will bill the Customer on a pass-through basis.

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SECTION 2 - RULES AND REGULATIONS

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2.9 Rendering Bill (continued)

2.9.1 General (continued) Service Commission

- (E) Credit card billing and automatic withdrawal from the Customer's checking or savings account may be available. However, if a Customer presents an undue risk of nonpayment at any time, the Company may require the Customer to pay its bill in cash or the equivalent of cash. With credit card billing, charges for Services provided by the Company are billed on the Customer's designated and approved credit card. Should the Customer cancel or change their designated credit card for billing, the Customer shall promptly inform the Company and designate new information for billing. Charges for Service are billed monthly in accordance with terms and conditions between the Customer and the Customer's designated credit card company. Call detail will not be included in the credit card bill; call detail will be provided by the Company in a separate mailing.
- (F) Monthly recurring charges for Service components are billed in advance of Service and reflect the rates in effect as of the date of the invoice (e.g., bills generated in January will cover the month of February). A Customer's first invoice may contain charges from previous periods for Service provided from the date of installation through the current invoice period. An Applicant for Service may be required to pay in advance of the establishment of Service the applicable nonrecurring charges together with the fixed charges applicable for the first month.
- (G) For the purpose of computing partial-month charges, a month is considered to consist of thirty days. If the Company has ordered Dedicated Access as an agent of the Customer, the Company will not cease billing the Special Access Surcharge until the Company receives the Exemption Certificate (as defined herein) from the Customer and the Local Access Provider acknowledges receipt of the Customer's Exemption Certificate.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.9 Rendering Bill (continued)

2.9.1 General (continued)

- (E) Where billing systems allow, automatic withdrawal from the Customer's checking or savings account are available. However, if a Customer presents an undue risk of nonpayment at any time, the Company may require the Customer to pay its bill in cash or the equivalent of cash.
- (F) Monthly recurring charges for Service components are billed in advance of Service and reflect the rates in effect as of the date of the invoice (e.g., bills generated in January will cover the month of February). A Customer's first invoice may contain charges from previous periods for Service provided from the date of installation through the current invoice period. An Applicant for Service may be required to pay in advance of the establishment of Service the applicable nonrecurring charges together with the fixed charges applicable for the first month.
- (G) For the purpose of computing partial-month charges, a month is considered to consist of thirty days. If the Company has ordered Dedicated Access as an agent of the Customer, the Company will not cease billing the Special Access Surcharge until the Company receives the Exemption Certificate (as defined herein) from the Customer and the Local Access Provider acknowledges receipt of the Customer's Exemption Certificate.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.9 Rendering Bill (continued)

2.9.1 General (continued)

- (H) Any Applicant for Service that was furnished Service under a former contract with the Company shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid for such Service, before any additional Service will be furnished.
- (I) In the event that the Company's ability to commence or to continue to provide Service in a timely manner is delayed or interrupted because of the non-performance by the Customer of any obligation set forth in this Tariff, the Customer shall pay to the Company amounts equal to the monthly recurring charges which would have been paid had the Company been able to commence or to continue to provide Service.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.9 Rendering Bill (continued)

2.9.2 Direct Billing By Company And/Or Authorized Billing Agent

Bills are sent to the Customer's current billing address no later than thirty (30) days following the close of billing. Payment in full is due by the due date disclosed on the bill. Charges are payable only in United States currency. Payment may be made by check, money order, or cashier's check made payable as named on the bill and sent to the address as listed on the bill. If the bill is not paid within thirty (30) days from the invoice date, the Company may impose a late charge on the delinquent amount. A late charge applies to any past due balance. The Company may charge a late charge of \$5.00 or 1.5% per month, whichever is greater. The one-time penalty shall apply on the undisputed amount or on the disputed amount if a dispute is resolved in the favor of the Company.

2.9.3 Automatic Withdrawal From Checking or Savings Account

If the Customer utilizes automatic withdrawal, the charges for Services provided by the Company are automatically debited to the Customer's designated checking account or savings account. Data Services billing detail will be provided by the Company in a separate mailing.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.9 Rendering Bill (continued)

2.9.4 Grace Period

Billing for all MRCs will commence beginning the day of installation and Customer's acceptance of Service. However, if a Customer is unable or not ready to accept Service within twenty-five (25) calendar days after the original Service due date, the Customer may cancel the Service Order and pay a Service Order Cancellation Charge. If the Customer does not cancel the Service Order or arrange for Service installation, the Company will commence billing on the 26th day beyond the original Service due date. If Service is cancelled by the Customer after billing commences but before Service installation, the Customer is liable for the TLC pursuant to Section 2.26.2 of this Tariff.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.10 Disputed Charges

2.10.1 The Company will not be required to consider any Customer claim for damages or statutory penalties, or adjustments, refunds, credits or cancellation of charges, unless the Customer has notified the Company of any dispute concerning charges, or the basis of any claim for damages, within sixty (60) calendar days after an invoice is rendered or a debit is effected by the Company for the call giving rise to such dispute or claim. A Customer may advise the Company that all or part of a charge is in dispute by written notice, in person, or by a telephone message directed to the Company during normal business hours. A dispute must be registered with the Company prior to the delinquent date of the charge for a Customer to avoid termination of Service as provided by this Tariff.

2.10.2 Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demand. If the Company and a Customer fail to resolve a matter in dispute, the Company shall advise the Customer of its right to file an informal or formal complaint with the Commission under 4 CSR 240.070.

2.10.3 Failure of the Customer to participate in the Company's effort to resolve a dispute or claim will constitute a waiver of the Customer's rights to a continuance of Service.

2.10.4 Customers may contact the Commission in writing at the following address: Missouri Public Service Commission, 200 Madison Street, Suite 100, P. O. Box 360, Jefferson City, Missouri 65102 or via telephone at (800) 392-4211.

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.11 Customer Care Department

Customer correspondence must be addressed to the attention of the Customer Care Department and sent to the appropriate office. The Customer may also contact the Company's Customer Care Department by calling a toll free number. The Company's Customer Care address and toll free number are printed on the Customer's bill. For Customers using automatic withdrawal from the checking or savings account, the Company's Customer Care address and toll free number are provided with the Customer's Data Services billing detail.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.12 Service Installation

- 2.12.1 The Company will provide Service in accordance with the Customer's requested Service due date, subject to the constraints established by the Company's schedule of standard intervals for installation of Service. The Company shall make available to all Customers, upon request, a schedule of applicable standard intervals. The schedule shall specify the standard number of days required to provision a specific Service and the quantities of Service that can be provided by a requested date. The Company will not accept orders for Service with requested due dates which exceed the applicable standard interval due date by more than six (6) months.
- 2.12.2 If the Customer requests that installation be performed at hours of the day or days of the week other than normal work hours or days (8:00 am to but not including 5:00 pm Monday through Friday excluding holidays) or interrupts work once begun, additional labor charges apply as shown in Section 7.2 of this Tariff.
- 2.12.3 If the Company misses a Service due date by more than thirty-five (35) days and such delay is not requested or caused by the Customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the Customer may cancel the Service Order without incurring cancellation charges.

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Original Sheet 80

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.13 Service Maintenance

The Services provided under this Tariff shall be maintained by the Company or a Company-designated representative. The Customer or others may not rearrange, move, disconnect, remove or attempt to repair any Company-Provided facilities, other than by connection or disconnection to any interface means used, except with the written consent of the Company.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.14 Technical Standards

- 2.14.1 The technical standards described in this Tariff set forth objectives for the Company to follow. In no circumstance shall these technical standards be construed as creating any warranty on the part of the Company, with the exception of those warranties expressly set forth in this Tariff.
- 2.14.2 Repair efforts will be undertaken upon notification of trouble by network surveillance and performance systems or by notification of trouble and release of all or part of the Service by the Customer for testing.
- 2.14.3 The Company calculates network availability on Customer action requests. The Customer must notify the Company's Customer Care Department or other location designated by the Company and initiate an action to request to determine if the Service variables were met.
- 2.14.4 Notwithstanding the foregoing, at the Company's option, the Company may provide a comparable transmission alternative, e.g. satellite transmission. Such alternative transmission shall comply with the respective standards commonly used in the industry for such service.

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.15 Interconnection

Subject to the technical limitations established by the Company, Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems. Any special interface equipment or facilities necessary to achieve compatibility between the Company-Provided equipment and facilities and those of other carriers shall be provided at the Customer's expense.

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.16 Application of Rates and Charges

2.16.1 Application of Base Rate Charges

For rules and regulations regarding the application of charges for Private Line Service, see Section 3.5 of this Tariff. For rules and regulations regarding the application of charges for Frame Relay Service, see Section 5.1.5 of this Tariff.

2.16.2 Application of Ancillary/Administrative Charges

(A) Installation Charge

- .1 A non-recurring installation charge applies to each new Service provided by the Company. Installation charges may also apply to existing Service(s) moved to a new location at the Customer's request and changes in Service when re-engineering is required. The charges specified in this Tariff do not contemplate installation, maintenance or repair work being performed at a time when overtime wages apply as a result of the Customer, Authorized User or Joint User requests, nor do they contemplate work once begun being interrupted by the Customer, Authorized User or Joint User. Installation charges vary by type of Service.

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SECTION 2 - RULES AND REGULATIONS

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2.16 Application of Rates and Charges (continued)

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2.16.2 Application of Ancillary/Administrative Charges (continued) Service Commission

(B) Service Order Change Charge

- .1 A change order is a request by the Customer to add, change or rearrange a portion of Service. Unless otherwise indicated in this Tariff, the Service Order Change Charge applies when a Customer requests and add, change, or rearrangement of Service before installation, and the request requires engineering redesign. Without charge, the Customer may make any change in the information contained in a Service Order for up to and including three (3) business days following the Customer Commitment Date. However, if the Customer notifies the Company more than three (3) days following the Customer Commitment Date and requests to change information on the Service Order that requires the redesign of the Service, the Customer will be billed a Service Order Change Charge.
- .2 Administrative changes such as change of name, billing address or telephone number are considered a record change rather than a change order. A Service Order Change Charge does not apply for record changes.

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.16 Application of Rates and Charges (continued)

2.16.2 Application of Ancillary/Administrative Charges (continued)

(B) Service Order Change Charge

- .1 A change order is a request by the Customer to add, change or rearrange a portion of Service. Unless otherwise indicated in this Tariff, the Service Order Change Charge applies if the order requires engineering redesign. Without charge, the Customer may make any change in the information contained in a Service Order for up to and including three (3) business days following the Customer Commitment Date. However, if the Customer notifies the Company more than three (3) days following the Customer Commitment Date and requests to change information on the Service Order that requires the redesign of the Service, the Customer will be billed a Service Order Change Charge.
- .2 Administrative changes such as change of name, billing address or telephone number are considered a record change rather than a change order. A Service Order Change Charge does not apply for record changes.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.16 Application of Rates and Charges (continued)

2.16.2 Application of Ancillary/Administrative Charges (continued)

(B) Service Order Change Charge (continued)

.3 If the only change the Customer requests to a Service Order is to change the requested Service due date to a date sooner than the standard interval due date for that type of Service offering, an Order Expedite Charge as described in Section 7.3 of this Tariff applies in lieu of the Service Order Change Charge.

.4 Change In Service Before Installation and Acceptance By Customer

If the Customer requests a change in Service to upgrade the Bandwidth to a higher Bandwidth, the request is processed as a change order.

.a If the Customer requests a change to upgrade the Bandwidth of a Data Service to a higher Bandwidth and the length of the term plan is at least equal to the length of the original term plan agreement, the Service Order Change Charge does not apply. The Customer is responsible to the Company for all costs incurred on behalf of the Customer, including costs incurred as an agent for the customer, for the original bandwidth ordered. The installation charges for the higher bandwidth apply.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.16 Application of Rates and Charges (continued)

2.16.2 Application of Ancillary/Administrative Charges (continued)

(B) Service Order Change Charge (continued)

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

- .b If the Customer requests a change to upgrade the Bandwidth of a Data Service to a higher Bandwidth and the length of the term plan is not at least equal to the length of the original term plan, the Service Order Change Charge does apply. The Customer is responsible to the Company for all costs incurred on behalf of the Customer, including costs incurred as an agent for the customer, for the original bandwidth ordered. The installation charges for the higher bandwidth apply.

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SECTION 2 - RULES AND REGULATIONS

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2.16 Application of Rates and Charges (continued)

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2.16.2 Application of Ancillary/Administrative Charges (continued) ~~Service Commission~~

(C) Service Order Cancellation Charge

- .1 Without charge, the Customer may cancel a Service Order for up to and including three (3) business days following the Customer Commitment Date. If the Customer cancels Service more than three (3) business days after the Customer Commitment Date but before monthly recurring charges begin, a Service Order Cancellation Charge applies. The Service Order Cancellation Charge is per Service. C C
- .2 When the Customer cancels Service before monthly recurring charges begin, and the Company incurs an expense in connection with special construction or where special arrangements of facilities or equipment have begun before the Company receives a cancellation notice, a charge equal to the costs incurred applies. In such cases, this charge applies to allow the Company to recover the otherwise nonrecoverable costs of engineering, labor, material, equipment, and other related expenses. This charge is in addition to the Service Order Cancellation Charge described in Section 2.16.2 (C).1 of this Tariff. This charge may not exceed the charge for the minimum period of Service ordered, including installation charges, and other charges the Company may have incurred that would have been chargeable to the Customer had Service been initiated. C C

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.16 Application of Rates and Charges (continued)

2.16.2 Application of Ancillary/Administrative Charges (continued)

(C) Service Order Cancellation Charge

- .1 Without charge, the Customer may cancel a Service Order for up to and including three (3) business days following the Customer Commitment Date. If the Customer cancels Service more than three (3) business days after the Customer Commitment Date but before Customer's acceptance of Service, a Service Order Cancellation Charge applies. The Service Order Cancellation Charge is per Service.
- .2 When the Customer cancels Service prior to the Customer's acceptance of Service and the Company incurs an expense in connection with special construction or where special arrangements of facilities or equipment have begun before the Company receives a cancellation notice, a charge equal to the costs incurred applies. In such cases, this charge applies to allow the Company to recover the otherwise nonrecoverable costs of engineering, labor, material, equipment, and other related expenses. This charge is in addition to the Service Order Cancellation Charge described in Section 2.16.2 (C).1 of this Tariff. This charge may not exceed the charge for the minimum period of Service ordered, including installation charges, and other charges the Company may have incurred that would have been chargeable to the Customer had Service been initiated.

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2.16 Application of Rates and Charges (continued)

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2.16.2 Application of Ancillary/Administrative Charges (continued)

(D) FRS Configuration Change Charge

If the Customer requests to change the physical location of at least one end of a Circuit, the Configuration Change Charge applies.

(E) FRS Port Order Change Charge

If a Customer requests to increase or decrease the UNI or Access Gateway/NNI Port speed, the FRS Port Order Change Charge applies.

(F) PVC Change Order Charge

If a Customer requests to increase or decrease the PVC speed, the PVC Change Order Charge applies.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.16 Application of Rates and Charges (continued)

2.16.3 Application of Additional Labor Charges

Additional labor charges will apply when the Customer requests the following:

- .1 installation or Circuit changes during non-business hours or under unusual circumstances; or
- .2 a Company-designated technician at the Customer's Premises or trouble that results from problems in the Customer's equipment; or
- .3 the provision of engineering design or other activities which are not normally provided as part of the design and installation of Service; or
- .4 expedited Service Orders.

The Customer will be billed for non-standard installation, maintenance, and engineering provided by Company or Company-designated personnel at the rates shown in Section 7.2 of this Tariff. The Customer will be billed for a minimum of one (1) hour for each occurrence. For all time in excess of the one (1) hour minimum, the Customer will be billed in increments of fifteen (15) minutes. Any fraction of a fifteen (15) minute period will be rounded to next fifteen (15) minute increment.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.16 Application of Rates and Charges (continued)

2.16.4 Application of Local Access Charges

- (A) If requested by the Customer, the Company will act as the Customer's agent for obtaining the required Local Access. Third party Local Access facilities are offered at a pass through rate equal to the price at which those services are provided to Company by the Local Access Provider. The rates and charges of the Local Access Provider apply for all Local Access facilities used in conjunction with the Company's Service(s).
- (B) The Company will act as the Customer's agent for payment of Local Access charges to the Local Access Provider.

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SECTION 2 - RULES AND REGULATIONS

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2.16 Application of Rates and Charges (continued)

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2.16.4 Application of Local Access Charges (continued)

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- (C) Upon Customer request and execution and delivery of appropriate authorizing documents, the Company will act as the Customer's agent for ordering and coordinating installation, re-arrangement or removal of Local Access facilities. Where Company acts as the Customer's agent for payment of Local Access charges, the Company will also pass along to the Customer Local Access Provider charges associated with the Customer's request order. T
- (D) Subject to the availability of personnel, Company may perform other operational functions related to administration and maintenance of Local Access facilities. Such functions will be provided at non-standard installation, maintenance and engineering rates contained in this Tariff.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.16 Application of Rates and Charges (continued)

2.16.4 Application of Local Access Charges (continued)

- (C) The Company will act as the Customer's agent for ordering and coordinating installation, re-arrangement or removal of Local Access facilities. Where Company acts as the Customer's agent for payment of Local Access charges, the Company will also pass along to the Customer any Local Access Provider charges associated with the Customer's request order.
- (D) Subject to the availability of personnel, Company may perform other operational functions related to administration and maintenance of Local Access facilities. Such functions will be provided at non-standard installation, maintenance and engineering rates contained in this Tariff.

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Service Commission

2.17 Taxes and Fees

2.17.1 General

- (A) In addition to the charges specifically pertaining to Services, certain federal, state, and local taxes and fees apply to Services. All charges and fees subject to Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval. These taxes and fees are calculated based upon the point of origination of the Service, the point of termination of the Service, and the taxing jurisdiction's rules and regulations. All federal, state, and local taxes and fees (i.e., sales tax, gross receipts tax, municipal utilities tax, etc.) are listed as a separate line item on the Customer's invoices, and unless otherwise specified herein, are not included in the rates listed in this Tariff.

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Service Commission

2.17 Taxes and Fees (continued)

2.17.1 General (continued)

- (B) Pending the conclusion of any litigation challenging a jurisdiction's or body's right to impose any assessments, duties, fees, taxes or similar liabilities, the Company may elect to waive or impose and collect a charge covering such assessments, duties, fees, taxes or similar liabilities, unless otherwise constrained by court order or direction. All such charges will be shown as a separate line item on the Customer's bill. If the Company has collected any assessments, duties, fees, taxes or similar liabilities and any of the challenged assessments, duties, fees, taxes or similar liabilities are found to have been invalid and not enforceable, the Company will credit or refund such sums to each affected Customer if (1) the Company has retained such funds or (2) the Company has remitted such funds to the collecting jurisdiction or body and the funds have been returned to the Company.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.17 Taxes and Fees (continued)

2.17.2 Tax Exemption Certificate

- (A) In order to be granted tax exempt status, a Customer claiming tax exempt status must provide the Company with copies of all tax exemption certificates and documents required by the Company at the time Service is ordered. New Customers are required to provide the requested documentation at the time Service is ordered.
- (B) Failure to provide the required documentation at the time Service is ordered will result in all taxes as noted herein being levied by the Company on the Customer's Service, and the Customer will be responsible for the payment of all such charges.
- .1 At the Company's option, the Company may accord the Customer tax exempt status upon receipt of the required documentation after Service is ordered. However, the Customer will be billed for all applicable taxes and will be responsible for the payment of same until such time as the Company has ceased billing the applicable taxes.
- .2 The Company is not liable for refunding the amount of the taxes paid by the Customer. The Customer is responsible for seeking refunds for such taxes from the appropriate taxing authority.
- (C) Failure to pay the appropriate taxes prior to tax exempt status being accorded by the Company will result in termination of Service.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.18 Credits For Service Outages

2.18.1 No credits or refunds for interruptions of Service shall be made for:

- .1 interruptions caused by the negligence (including the provision of inaccurate information) or willful misconduct of the Customer, its Authorized Users or its End User; or
- .2 interruptions during any period which the Company or its agents are not afforded access to any Customer Premise where Service is originated or terminated; or
- .3 interruptions during any period when the Customer has released the Service to the Company for maintenance or rearrangement purposes, or for the implementation of a Customer's Service Order; or
- .4 interruptions during periods when the Customer elects not to release the Service for testing or repair and continues to use the Service on an impaired basis; or
- .5 interruptions not reported to the Company; or
- .6 interruptions occurring prior to the start of Service; or
- .7 interruptions caused by outages or failure of Local Access provided by a Local Access Provider for Frame Relay Service; or

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.18 Credits For Service Outages (continued)

2.18.1 (continued)

- .8 failure of power, facilities, equipment, systems or connections not provided by the Company or a Company-designated Third Party Vendor; or
- .9 a result of scheduled maintenance or testing or troubleshooting; or
- .10 any cause beyond the Company's control, or the control of the Local Access Provider for Private Line Service.

2.18.2 Credit allowances for interruption of Data Service(s) shall be made upon Customer request. Following the start of Service date, if the Customer reports an interruption in Service to the Company's Customer Care Department or other location designated by the Company, the Customer shall receive credit(s) applicable to the Service directly affected. Interruptions shall be accumulated to the nearest half-hour period. Each interruption is considered separately for the purpose of establishing the credit allowance. The credit for a billing period shall not exceed the monthly rate for the rate element.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.18 Credits For Service Outages (continued)

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2.18.3 Notice of interruption should be reported by the Customer to the Company's Customer Care Department or other location designated by the Company. An interruption ends when the Service is restored. If the Customer reports the Service to be inoperative but declines to release it for testing and repair, the Service shall be deemed to be impaired, but not subject to an interruption nor corresponding credit as provided in Section 2.18.2 of this Tariff. For specific detail regarding out-of-service credits for Private Line Service, see Sections 3.2 of this Tariff. For specific details regarding out-of-service credits for Specialized Communications Services, see Section 5.6 of this Tariff.

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2.18.4 If the Customer elects to use another means of transmission during the period of interruption, the Customer is solely responsible for payment of the charges and for the alternate transmission service used.

2.18.5 The credit provided in Section 2.18.2 of this Tariff is the Customer's sole and exclusive remedy for any interruption in Service.

2.18.6 The Services provided under this Tariff shall be available to the Company at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining the Services in satisfactory operating condition. Tests and adjustment shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.18 Credits For Service Outages (continued)

- 2.18.3 Notice of interruption should be reported by the Customer to the Company's Customer Care Department or other location designated by the Company. An interruption ends when the Service is restored. If the Customer reports the Service to be inoperative but declines to release it for testing and repair, the Service shall be deemed to be impaired, but not subject to an interruption nor corresponding credit as provided in Section 2.18.2 of this Tariff. For specific detail regarding out-of-service credits for Private Line Service, see Sections 3.2 of this Tariff. For specific details regarding out-of-service credits for Specialized Communications Services, see Section 5.4 of this Tariff.
- 2.18.4 If the Customer elects to use another means of transmission during the period of interruption, the Customer is solely responsible for payment of the charges and for the alternate transmission service used.
- 2.18.5 The credit provided in Section 2.18.2 of this Tariff is the Customer's sole and exclusive remedy for any interruption in Service.
- 2.18.6 The Services provided under this Tariff shall be available to the Company at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining the Services in satisfactory operating condition. Tests and adjustment shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.19 Cancellation of Service By Customer

2.19.1 Cancellation of an Existing Service

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

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.19 Cancellation of Service By Customer (continued)

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

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

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

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.20 Termination of Service By Company

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

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

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.21 Restoration of Services

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

2.22 Terminal Equipment

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

2.23 Company-Provided Equipment

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

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.24 Systems Security

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

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

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SECTION 2 - RULES AND REGULATIONS Service Commission

2.24 Systems Security (continued)

2.24.1 (continued)

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

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

2.25 Notices

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

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Missouri Public

2.26 Term Plan Agreements

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2.26.1 General

Service Commission

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

2.26.2 Cancellation of Term Plan Agreement

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

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Service Commission

2.26 Term Plan Agreements

2.26.1 General

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

2.26.2 Cancellation of Term Plan Agreement

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

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Term Plan Agreements

REC'D AUG 28 2002

2.26.1 General

Service Commission

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

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2.26.2 Cancellation of Term Plan Agreement

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

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.26 Term Plan Agreements (continued)

2.26.3 Change in Term Plan Agreement

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

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SECTION 2 - RULES AND REGULATIONS

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2.26 Term Plan Agreements (continued)

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2.26.4 Expiration of a Term Plan Agreement

Service Commission

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

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

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

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SECTION 2 - RULES AND REGULATIONS

2.26 Term Plan Agreements (continued)

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2.26.4 Expiration of a Term Plan Agreement

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

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

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

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.26 Term Plan Agreements (continued)

2.26.4 Expiration of a Term Plan Agreement

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

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

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

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d/b/a Southwestern Bell Long Distance

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SECTION 2 - RULES AND REGULATIONS

Service Commission

2.27 Changes to Rates and Charges

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services

3.1.1 General

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

3.1.2 Interconnection Specifications

(A) DS1 Service

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services (continued)

3.1.2 Interconnection Specifications (continued)

(B) DS3 Service

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

(C) OC3 Service

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

Service Commission

3.1.2 Interconnection Specifications (continued)

(D) OC12 Service

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services (continued)

3.1.3 Baseline Technical Performance Standards

(A) General

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services (continued)

3.1.3 Baseline Technical Performance Standards (continued)

(A) General (continued)

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services (continued)

3.1.3 Baseline Technical Performance Standards (continued)

(B) Availability

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services (continued)

3.1.3 Baseline Technical Performance Standards (continued)

(D) Performance - Errored Seconds (ES)

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

(E) Performance - Severely Errored Seconds (SES)

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

Service Commission

3.1.4 Baseline Service Exceptions

(A) Tests

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

(B) MTTR

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.1 Technical Standards for Private Line Services (continued)

Service Commission

3.1.4 Baseline Service Exceptions (continued)

(C) Automatic Error Restoration and Re-route Capabilities

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

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

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

3.1 Technical Standards for Private Line Services (continued)

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3.1.5 Service Specific Standards - Minimum Performance Expectations **Service Commission**

(A) DS1 and DS3

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

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(B) OC3 and OC12

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.1 Technical Standards for Private Line Services (continued)

Service Commission

3.1.5 Service Specific Standards - Minimum Performance Expectations

(A) DS1 and DS3

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

C

(B) OC3 and OC12

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.1 Technical Standards for Private Line Services (continued)

3.1.5 Service Specific Standards - Minimum Performance Expectations

(A) DS1 and DS3

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

(B) OC3 and OC12

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.2 Out-of-Service Credits

3.2.1 General

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.2 Out-of-Service Credits (continued)

3.2.2 Interruption of Service

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.2 Out-of-Service Credits (continued)

Service Commission

3.2.2 Interruption of Service (continued)

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.2 Out-of-Service Credits (continued)

Service Commission

3.2.2 Interruption of Service (continued)

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

3.2.3 Non-compliance of Performance Standards and Expectations

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.2 Out-of-Service Credits (continued)

3.2.4 Service Specific Credit Allowances

(A) DS1 Service

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

(B) DS3 Service

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.2 Out-of-Service Credits (continued)

3.2.4 Service Specific Credit Allowances (continued)

(C) OC3 Service

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

(D) OC12 Service

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.2 Out-of-Service Credits (continued)

3.2.4 Service Specific Credit Allowances (continued)

(E) Miscellaneous Installation Service Credits

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

(F) Additional Labor Charge Credit

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

(G) Special Construction

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.3 Mileage Measurements

Service Commission

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

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

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.3 Mileage Measurements

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

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

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.4 Limitations on Service

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

3.5 Application of Rates and Charges

3.5.1 General

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.5 Application of Rates and Charges (continued)

3.5.2 Monthly Recurring Charges

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

(A) Fixed MRC

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

(B) IOC - Per Mile

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.5 Application of Rates and Charges (continued)

REC'D AUG 28 2002

3.5.3 Service Order Change Charge

Service Commission

(A) General

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge

(A) General

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.5 Application of Rates and Charges (continued)

REC'D AUG 28 2002

3.5.3 Service Order Change Charge (continued)

Service Commission

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge (continued)

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

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

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

3.5 Application of Rates and Charges (continued)

REC'D DEC 07 2001

3.5.3 Service Order Change Charge (continued)

Service Commission

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge (continued)

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

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

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

3.5 Application of Rates and Charges (continued)

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3.5.3 Service Order Change Charge (continued)

Service Commission

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

REC'D MAR 07 2001

3.5 Application of Rates and Charges (continued)

Service Commission

3.5.3 Service Order Change Charge (continued)

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Missouri Public

3.5 Application of Rates and Charges (continued)

REC'D DEC 07 2001

3.5.3 Service Order Change Charge (continued)

Service Commission

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.5 Application of Rates and Charges (continued)

3.5.3 Service Order Change Charge (continued)

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Missouri Public

3.5 Application of Rates and Charges (continued)

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3.5.4 VIP Discount

Service Commission

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

REC'D DEC 07 2001

3.5 Application of Rates and Charges (continued)

Service Commission

3.5.4 VIP Discount

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.5 Application of Rates and Charges (continued)

Service Commission

3.5.4 VIP Discount

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.6 DS1 Service

Service Commission

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

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

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

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

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

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3.6 DS1 Service

Service Commission

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

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

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

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

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

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3.6 DS1 Service

Service Commission

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

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

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

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

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

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

Missouri Public
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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.6 DS1 Service (continued)

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.7 DS3 Service

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.7 DS3 Service (continued)

Service Commission

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

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.7 DS3 Service (continued)

Service Commission

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

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.7 DS3 Service (continued)

- 3.7.2 This Service is available to Business Customers that utilize Dedicated Access from the Customer Premises to the Serving Wire Center.
- 3.7.3 Customers subscribing to DS3 Private Line Service must sign a term plan agreement for one (1), three (3) or five (5) years.
- 3.7.4 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.2.1 (A) of this Tariff will be waived.
- 3.7.5 For rates and charges, see Section 4.2 of this Tariff for DS3 Service - Non-Channelized.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.8 OC3 Service

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

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

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

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3.8 OC3 Service (continued)

Service Commission

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.8 OC3 Service (continued)

Service Commission

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

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

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.8 OC3 Service (continued)

Service Commission

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

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

3.9 OC12 Service

Service Commission

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

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

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

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