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**SECTION 3 – CARRIER LONG DISTANCE SERVICES (cont'd)****Missouri Public****3.5 Terminating LEX Service****REC'D AUG 19 2003****3.5.1 General****Service Commission**

LEX Service is offered to Other Common Carriers. Rates vary based on originating LEC territory/state of outbound toll and aggregate monthly billing. NECA territories are served by local exchange carriers that participate in the NECA pool. All service is provided on a dedicated access basis. Each call is billed in six (6) second increments. Each call is individually rated and rounded up to the next full penny. Penalties for volume commitment shortfalls are found in the Company's FCC Rates, Terms and Conditions as posted on the Company's website.

**3.5.2 Rates, per minute**

Originating Territory, State	Monthly Volume		
	\$500,000.00 to \$1,000,000.00	over \$1,000,000.00 to \$2,000,000.00	Over \$2,000,000.00
Statewide – Missouri	0.0718	0.0700	0.0683

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**SECTION 3 – CARRIER LONG DISTANCE SERVICES (Missouri) Public****3.6 Resale Service Rates**

REC'D AUG 19 2003

- A. Customer Account Activation Fee  
Non-Recurring Charge for Account Activation **Service Commission** \$1,000.00
- B. Non-Verified Account Codes  
Monthly Charge for Non-Verified Account Codes: NONE
- C. Verified Account Codes  
Monthly Charge for Verified Account Code Table: \$15.00
- D. Returned Check  
Returned Check Charge (Per Check): \$10.00
- E. Directory Assistance  
A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator. Up to two requests may be made during each call.  
Charge Per Directory Assistance Call: \$0.75

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**SECTION 4 – END USER LONG DISTANCE SERVICES**

**4.11 General (cont'd)**

**Service Commission**

**4.11.3 Travel Card Service**

Travel Card Service allows subscribers who are away from home or office to place calls by gaining access to the Company's network via an 800 number. Travel Card Service is provided upon request to presubscribed customer and is not a stand-alone product.

**4.11.4 Directory Assistance**

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator.

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**SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)****Missouri Public****4.11 General (cont'd)****REC'D AUG 19 2003****4.11.5 Business Customer Term and Volume Discounts****Service Commission**

Customers of certain Carrier services contained in tariff are eligible for volume and term discounts as shown below. Term and volume discounts are applied before all other applicable discounts are calculated. Term and volume discounts contained in this section do not apply to Residential, Obsolete or Grandfathered Services, Guest Rates Services, Operator Assisted Services, Roadside Advantage programs, or to Business Rate Plan.

**A. Volume Discounts**

Volume Discounts are applied based on the Customer's total billing in any one billing cycle. The Monthly Service Volume is the Customer's monthly usage of eligible Carrier services, before any discounts are applied, not including feature charges, nonrecurring charges, charges for dedicated access connections, taxes or fees.

<u>Monthly Service Volume</u>	<u>Base Discounts</u>
\$0 - \$500.99	0%
\$501 - \$2,000.99	3%
\$2,001 - \$10,000.99	5%
\$10,001 - \$20,000.99	8%
\$20,001 +	10%

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Austin, Texas 78746

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**Missouri Public****SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)****REC'D AUG 19 2003****4.11 General (cont'd)****Service Commission****4.11.5 Business Customer Term and Volume Discounts (cont'd)****B. Additional Term Discounts**

Term Discounts apply in addition to Volume Discounts when the Customer elects to enter into a term agreement for eligible Carrier services. Term Discounts are calculated after applicable Volume Discounts are applied and before service-specific discounts are calculated. A penalty is computed and applied as a lump sum to the Customer's bill when the Customer cancels service prior to expiration of the term commitment. The penalty is computed by multiplying the difference between the rate the Customer would have paid for term served and the rate the Customer actually paid, by the number of months the higher discount was received.

<u>Term</u>	<u>Percent Discount</u>
12 Month Term	5%
24 Month Term	10%
36 Month Term	15%

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**SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)** **Missouri Public****REC'D AUG 19 2003****4.12 Usage Charges and Billing Increments****Service Commission****4.12.1 Usage Charges**

Usage charges are determined by the time of day rate periods and minutes of use within each rate period. The rate period is determined by the time and day of call origination at the customer's location

**4.12.2 Billing Increments**

Unless specifically stated in the product description, usage is billed in sixty (60) second increments.

**4.13 Pay Telephone (Payphone) Surcharge**

A surcharge shall be assessed for each call made from a pay telephone to a Company-provided toll-free number or placed by using a travel card and dialing the Company's prefix in the form 101XXXX. This charge is to compensate the Company for the Federal Communications Commission assessment which is paid by the Company to pay telephone service providers for the use of their pay telephone instruments. Any changes to this surcharge must be approved by the Missouri Public Service Commission.

Per Call Charge: \$0.35

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## SECTION 4 – END USER LONG DISTANCE SERVICES RECD AUG 19 2003

## 4.15 Business Customer Affinity Programs

Service Commission

Developed for use by alternative marketers. Provided to independent agents, telemarketers, multi-level marketing groups, organizations and clubs.

## Rates:

Switched 1+	\$0.0810/minute
Standard Switched Toll Free Services	\$0.0810/minute
Switched Toll Free Services with Routing Function plus monthly recurring charge	\$0.15/minute \$9.00
Travel Card Services	\$0.25/minute
Dedicated Outbound WATS Services	\$0.0660/minute
Dedicated Toll Free Services	\$0.0660/minute

## 4.16 Directory Assistance

Charge Per Directory Assistance Call: \$0.99

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**SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)**  
**Missouri Public Service Commission**

REC'D AUG 19 2003

**4.17 Operator Services**

Operator services are available to Consumers from any Customer location. Operator Service allows the Consumer to place a call from a Customer location and arrange for billing other than to the originating telephone number. Calls are rounded up to the next whole minute for billing purposes and are billed to the Consumer through the monthly bill of the Consumer's local exchange carrier.

The following billing arrangements are available to Consumers through the Company's Operator Services:

A) Customer Dialed Calling/Credit Card

This is a service whereby the end user dials all of the digits necessary to route and bill the call without any operator assistance. Such calls may be billed either to a telephone company issued calling card or a commercial credit card.

B) Operator Station

This is a service whereby the caller places a non-person-to-person call with the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a calling card, credit card, the called number (collect) or a valid third party telephone number.

C) Person-to-Person

This is a service whereby the person originating the call specifies to Carrier's operator a particular person to be reached, or a particular person, station, room number, department, or office to be reached through a PBX attendant. Person-to-person calls may be billed to a calling card, credit card, the called number (collect) or a valid third party telephone number.

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1122 Capital of Texas Highway South  
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**Missouri Public****SECTION 4 - END USER LONG DISTANCE SERVICES (cont'd)****REC'D AUG 19 2003****4.17 Operator Services (cont'd)****Service Commission**

In addition, Carrier offers operator assisted long distance calling subject to the following.

**Incomplete Calls** - Carrier will not bill for incomplete calls where answer supervision is available. The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification or (ii) Company's knowledge.

**Carrier Identification** - The caller and the billed party, if different from the caller, will be advised that the Company is the operator service provider at the time of the initial contact.

**Rate Information** - Rate quotes will be given upon request at no charge, including all rate components and any additional charges. Only tariffed rates approved by this Commission for the Company shall appear on any local exchange telephone company (LEC) billings.

**Billing** - Carrier shall be listed on the LEC billing if the LEC has multi-company name billing ability.

**Calling Card Verification** - Carrier will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.

**Emergency Services** - Carrier will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

**Transfer of Calls** - Upon request, Carrier will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

**Nonblocking Access** - Carrier will refuse operator services to traffic aggregators which block access to other companies.

**Posting** - Carrier will assure that traffic aggregators will post and display information including: (1) that Carrier is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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1122 Capital of Texas Highway South  
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**Missouri Public****SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)****REC'D AUG 19 2003****4.17 Operator Services (cont'd)****Service Commission****4.17.1 Operator Services Rates**

InterLATA and IntraLATA Per Minute Rates:

Customer &amp; Operator Dialed Calling Card Billed to a CIID/891 Card, LEC Card or Credit Card

Operator Station Billed to Third Party, Collect and Sent Paid Non Coin

Person-to-Person Billed to a CIID/891 Card, LEC Card or Other Card or Other than Sent Paid Coin

Real Time Rated Operator Station/Person-to-Person Billed to a CIID/891 Card, LEC Card or Credit Card

Mileage	Day		Evening		Night	
Range	<u>First Minute</u>	<u>Add'l Minutes</u>	<u>First Minute</u>	<u>Add'l Minutes</u>	<u>First Minute</u>	<u>Add'l Minutes</u>
0-10	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
11-14	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
15-18	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
19-23	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
24-28	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
29-33	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
34-40	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
41-50	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
51-60	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
61-80	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
81-100	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
101-125	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
126-150	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
151-190	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
191-300	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
301-430	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
430-over	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900

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**Missouri Public****SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)****REC'D AUG 19 2003****4.17 Operator Services (cont'd)****Service Commission****4.17.1 Operator Services Rates (cont'd)****Operator Station/Person-to-Person Sent Paid Coin (3-minute increments)**

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night</u>	
	<u>First</u>	<u>Add'l</u>	<u>First</u>	<u>Add'l</u>	<u>First</u>	<u>Add'l</u>
<u>Range</u>	<u>Minute</u>	<u>Minutes</u>	<u>Minute</u>	<u>Minutes</u>	<u>Minute</u>	<u>Minutes</u>
0-10	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
11-14	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
15-18	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
19-23	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
24-28	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
29-33	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
34-40	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
41-50	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
51-60	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
61-80	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
81-100	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
101-125	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
126-150	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
151-190	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
191-300	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
301-430	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000
430-over	2.7000	2.7000	2.7000	2.7000	2.7000	2.7000

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**Missouri Public****SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)**

REC'D AUG 19 2003

**4.17 Operator Services (cont'd)****Service Commission****4.17.1 Operator Services Rates (cont'd)****InterLATA and IntraLATA Operator Service Charges**

	<u>CIID/891</u>	<u>LEC</u>	<u>Credit</u>
Customer Dialed Calling Card Station	<u>Card</u>	<u>Card</u>	<u>Card</u>
Customer Dialed/Automated	\$2.25	\$4.99	\$4.99
Customer Dialed and Operator Assisted	\$5.50	\$5.50	\$5.50
Customer Dialed – Operator Must Assist	\$2.25	\$4.99	\$4.99
Operator Dialed Calling Card Station	\$5.50	\$5.50	\$5.50
Operator Station - (& Real Time)	<u>Automated</u>	<u>Operator Assisted</u>	
Collect	\$4.99	\$6.50	
Billed to a Third Party	\$4.99	\$9.99	
Sent Paid – Non Coin	\$4.99	\$9.99	
Sent Paid Coin	\$1.95	\$1.95	
	<u>CIID/891</u>	<u>Other</u>	
Person-to-Person (includes real time rated)	\$9.99	\$9.99	
Public Payphone Surcharge		\$0.30	

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**Missouri Public****SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)**

REC'D AUG 19 2003

**4.18 Integrated Access Service**

Service Commission

**4.18.1 General**

Integrated Access Service (IAS) offers a discount for Customers who purchase two or more services from the Company under a term agreement of one, two, or three years. The discount offered is based on the number of services purchase and the contract commitment term. Eligible Customers must commit to a minimum aggregated monthly usage of at least \$2,500. If during any month of the term, the Customer's usage of Carrier's services is less than the minimum commitment, the Customer will pay to Carrier the difference between the minimum commitment and the Customer's actual usage of Carrier services. Services eligible for the discount are all Company provided switched and dedicated voice services, dedicated Internet service, Frame Relay Service and Private Line Services billed to one account, including all remote locations (CPE). Dedicated access line charges, customer-premises equipment (CPE), installation and ancillary charges (such as Directory Assistance charges and Operator Services) are not eligible for the discount and do not contribute to the minimum usage commitment. Eligible intrastate, interstate and international usage contribute to the minimum commitment and are discounted according to 4.18.2 below.

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**Missouri Public****SECTION 4 – END USER LONG DISTANCE SERVICES (cont'd)****REC'D AUG 19 2003****4.18 Integrated Access Service (cont'd)****Service Commission****4.18.2 Discounts**

	Term Commitment		
	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Two Services	10%	15%	20%
Three Services	15%	20%	25%
Four Services	15%	20%	25%

**4.18.3 Nonrecurring Charges**

A nonrecurring charge applies to establish IAS. All local installation charges of the local carrier are also passed through to the IAS Customer.

Nonrecurring IAS Establishment Charge: \$1,500.00

**4.18.4 Early Termination**

A penalty is computed and applied as a lump sum to the Customer's bill when the Customer cancels service prior to expiration of the term commitment by multiplying fifty percent (50%) of the minimum usage commitment times the number of months remaining in the term. In addition, the Customer who cancels service prior to the expiration of the term must reimburse the Company for all CPE.

**4.18.5 Pass Through Charges**

The Company will pass through to the IAS Customer all charges incurred from local exchange carriers in providing dedicated high capacity access (T-1).

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## SECTION 5 – MISCELLANEOUS SERVICES (cont'd)

REC'D OCT 31 2003

## 5.3 Directory Assistance

Service Commission

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator. Up to two requests may be made during each call.

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Residential customers shall receive six free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

(N)

(N)

Charge Per Directory Assistance Call:

\$0.99

(M)

*Certain material now found on this page was previously located on Page 45 and 50.*

**CANCELLED**

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Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

Missouri Public  
Service Commission

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**Missouri Public****SECTION 5 - FRAME RELAY SERVICE**

REC'D AUG 19 2003

**5.1 Frame Relay Service - Description****Service Commission**

Frame Relay Service is an enhanced form of packet switching which uses variable length packets to connect multiple local area networks (LANs) for data transmission. Frame Relay Service is available throughout the United States where digital local access is available. The rules for Frame Relay Service in this Section are in addition to those rules found in Sections 1 through 3 of this tariff.

**5.1.1 Definitions:**

**Asynchronous Transfer Mode (ATM)** - an international high-speed, high-volume, packet-switched transmission protocol standard that supports integrated voice, video and data communications. ATM uses short uniform 53 byte cells to divide data into packets for ultra fast switching through the network. The 53 byte cells contain 5-byte destination address headers and 48 data bytes.

**Committed information rate (CIR)** - the statistical measurement of throughput on a PVC over time measured in bits per second. The CIR is the rate at which the network agrees to accept data from the user, and which the network commits to transfer data under normal operating conditions.

**Permanent virtual circuit (PVC)** - the facilities used to form a communications path connecting between two ports. Although a PVC may be defined in static manner with static parameters, it is not fixed to a stationary path through the network.

**Port** - a network entry or exit point on the frame relay switch that connects to the Company's frame relay network.

**Service Date** - The date Frame Relay Service is installed and available, or the date specified on the customer's order form, whichever is later. The service date is the date on which all nonrecurring charges will be billed and monthly charges begin for Frame Relay Service.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 5 - FRAME RELAY SERVICE (cont'd)** Missouri Public

**5.2 Frame Relay - General**

REC'D AUG 19 2003

**5.2.1 Rate Elements**

Service Commission

Frame Relay Service has three rate elements:

- A. local access facilities;
- B. ports; and
- C. a permanent virtual circuit (PVC).

**5.2.2 Local Access**

Local access facilities must be obtained to access Frame Relay Service. The local access facilities are ordered from the local exchange telephone company. The rates for the local access facilities vary by local exchange company and are found in the Company's tariff.

**5.2.3 Port Speed**

Port speed is selected to accommodate the various PVCs that use a particular port. The speed represents the highest attainable data rate into or out of the location at any point in time. Available speeds range from 56 Kbps to 1.536 Mbps. A frame relay port connection provides the physical interface into the network and provides the logical termination of PVCs assigned to that port.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**Missouri Public****SECTION 5 - FRAME RELAY SERVICE (cont'd)****REC'D AUG 19 2003****5.2 Frame Relay – General (cont'd)****Service Commission****5.2.4 PVC**

The PVC connects the customer's specific end-points on the interexchange network. Each PVC is assigned a committed information rate (CIR), which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the port and on the network. When this excess capacity exists, an average data rate above the CIR may be achieved up to the port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked discard eligible in the event of network congestion, and will be delivered only if the instantaneous demand for output on a transmission channel is equal to or less than the capacity of the queue for that channel.

PVCs may be either asymmetrical (one-way) or symmetrical (two-way). Symmetrical (two-way) traffic requires the use of one symmetrical PVC or two asymmetrical PVCs.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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## SECTION 5 - FRAME RELAY SERVICE (cont'd) REC'D AUG 19 2003

## 5.3 Frame Relay Service - Guarantees

Service Commission

## 5.3.1 Network Availability

Network availability is measured as the total number of minutes in a billing month during which core network PVC routes are available to exchange data between the two network infrastructure node end points, divided by the total number of minutes in a billing month. A lapse in network availability is calculated commencing with the date on which the customer informs the Company of service non-availability, and ends on the date of service restoration. The PVC route will be measured from infrastructure port to infrastructure port and will not include the customer premises equipment (CPE) or local access facilities.

## 5.3.2 Network Availability Objective

The Company engineer's its network to achieve availability of 99.9% for networks designed with ten (10) or more network sites and a fully meshed network topology or a star network topology in which each remote site has PVCs connected to at least two network hubs engineered to a separate infrastructure node. In all other instances, the Company engineers its network to achieve availability of at least 99.5%

## 5.3.3 Frame Delivery

Frame delivery measures the percentage of customer's frame relay packets delivered from the Company's network ingress port to the Company's network egress port. This percentage will not include packet delivery failures attributable to local access facilities or CPE.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**Missouri Public****SECTION 5 - FRAME RELAY SERVICE (cont'd)**

REC'D AUG 19 2003

**5.3 Frame Relay Service – Guarantees (cont'd)**

Service Commission

**5.3.4 Frame Delivery Objective**

The Company engineers its network to achieve a frame delivery level of 99.9% of frames within a customer's CIR, and 99.0% of frames above a customer's CIR. These delivery rates apply for networks designed with ten (10) or more network sites and a fully meshed network topology or a star network topology in which each remote site has PVCs connected to at least two network hubs engineered to a separate infrastructure node. In all other instances, the Company engineers its network to achieve a frame delivery level of 99.0%.

**5.3.5 Network Latency**

Network latency measures the elapsed time, in milliseconds, required for one data cell (frame relay packets converted to ATM cells on the Company's backbone network) to be delivered from the customer's Frame Relay Service network ingress port to the network egress port. Packet delivery failures attributable to local access facilities or CPE are not included.

**5.3.6 Network Latency Objective**

The Company engineers its network to achieve a one-way network latency of 65 milliseconds. This parameter applies for networks designed with ten (10) or more network sites and a fully meshed network topology or a star network topology in which each remote site has PVCs connected to at least two network hubs engineered to a separate infrastructure node. In all other instances, the Company engineers its network to achieve a network latency of 75 milliseconds.

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Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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SECTION 5 - FRAME RELAY SERVICE (cont'd)

REC'D AUG 19 2003

5.3 Frame Relay Service – Guarantees (cont'd)

Service Commission

5.3.7 Frame Relay Service - Guarantee Exclusions

The standards described above do not include periods of non-attainment resulting in whole or in part from one or more of the following causes:

- Any act or omission on the part of the customer, its contractors, or any other entity over which the customer exercises control or has the right to exercise control;
- Scheduled maintenance;
- Labor strikes
- *Force Majeure* events beyond the control of the Company (including, but not limited to, acts of God, government regulation and national emergency); and,
- Any act or omission on the part of a third party including, but not limited to, the local access provider.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 5 – MISCELLANEOUS SERVICES (cont'd)****Missouri Public**

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**5.4 Frame Relay Service (cont'd)****REC'D OCT 31 2003**

(T)

**5.4.6 Minimum Service Terms****Service Commission(T)**

- A. The minimum service requirement is one month for domestic service and one year for international service. The customer may subscribe to service under one, two, three, four or five year term plans. For any term plan, the rates and term discounts will be fixed for the term at the discount level below. The term will begin on the first day of the month following the date the service is installed and available. Upon expiration, the term will be automatically extended at the term plan rates and discounts for successive ninety (90) day periods, unless thirty (30) days prior to the end of the term or each such extension either (a) the customer or the Company provides written notice to the other that it does not want such extension, or (b) the customer subscribes to another term plan and the rates of the new term plan apply. (T)
- B. If additional sites are added to a customer's Frame Relay Service after the initial subscription to a term plan, such sites will be incorporated into the customer's term plan and will have the same termination date as the customer's original term plan. (T)
- C. Existing customers may subscribe to a new term plan for Frame Relay Service of the same or greater value prior to the end of the customer's existing term plan without incurring any termination liability if the new term plan extends beyond the old term plan termination date by at least one year. (T)

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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## SECTION 5 - FRAME RELAY SERVICE (cont'd) REC'D AUG 19 2003

## 5.4 Minimum Service Terms

## Service Commission

- 5.4.1 The minimum service requirement is one month for domestic service and one year for international service. The customer may subscribe to service under one, two, three, four or five year term plans. For any term plan, the rates and term discounts will be fixed for the term at the discount level below. The term will begin on the first day of the month following the date the service is installed and available. Upon expiration, the term will be automatically extended at the term plan rates and discounts for successive ninety (90) day periods, unless thirty (30) days prior to the end of the term or each such extension either (a) the customer or the Company provides written notice to the other that it does not want such extension, or (b) the customer subscribes to another term plan and the rates of the new term plan apply.
- 5.4.2 If additional sites are added to a customer's Frame Relay Service after the initial subscription to a term plan, such sites will be incorporated into the customer's term plan and will have the same termination date as the customer's original term plan.
- 5.4.3 Existing customers may subscribe to a new term plan for Frame Relay Service of the same or greater value prior to the end of the customer's existing term plan without incurring any termination liability if the new term plan extends beyond the old term plan termination date by at least one year.

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Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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## SECTION 5 - FRAME RELAY SERVICE (cont'd) REC'D AUG 19 2003

## 5.5 Termination of Frame Relay Service

Service Commission

Customer must provide the Company with 30 days written notice before terminating frame relay service. Customers terminating service prior to fulfilling their term commitment will be assessed a termination liability equal to one hundred percent (100%) of the monthly recurring charge for each access line, port and PVC service terminated multiplied by the number of months remaining in the first year of the term plan, plus fifty percent (50%) of the monthly recurring charges for each circuit canceled multiplied by the number of months remaining in the term plan after the first year. The customer will not have any termination liability if it subscribes to another Company service of the same or greater monthly revenues and volume, and with a term no less than the remaining months of the term plan or one year, whichever is greater, at the same time the notice of termination is received. The customer will also be liable for a pro-rata amount of any waived installation charges based on the number of months remaining in the term plan.

## 5.6 Rates

Frame relay services are priced on an Individual Case Basis ("ICB").

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Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**Missouri Public**

**SECTION 6 - PRIVATE LINE SERVICES**

**REC'D AUG 19 2003**

**6.1 General**

**Service Commission**

The Company provides interstate Private Line Service to Customers with transmission speeds ranging from 64 Kbps to 1.544 Mbps. Private Line Services are offered on a point-to-point basis. Each Private Line Service is dedicated to the Customer and the entire usable bandwidth for each service is available to the Customer for their exclusive use.

**6.1.1 Two Point Service**

Two Point Service allows two Customer designated locations to be connected by one Private Line Service. The service terminated at both locations must be the same speed and the same capacity.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 5 – MISCELLANEOUS SERVICES (cont'd)**

(T)

**5.5 Private Line Services (cont'd)****Missouri Public**

(T)

**5.5.2 Application of Rates****REC'D OCT 31 2003** (T)**A. Recurring Charges****Service Commission**

Recurring charges for Private Line Services vary based on the capacity of service, the distance of service, the term plan selected and the monthly revenue commitment made by the Customer. Unless otherwise stated in the description associated with the rate element in this tariff, Private Line Service recurring charges are applied on a circuit basis, per DS0 equivalent. A minimum circuit charge applies which varies by circuit bandwidth.

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**B. Term and Volume Discounts**

Recurring charges for services purchased under a Term Plan will be fixed for the life of the term. The rate level applicable throughout the Term Plan is based on the volume commitment specified by the Customer at the time service is ordered. Customer may terminate any circuit upon 90 days' notice; provided that if termination occurs; (i) prior to the Activation Date, Customer shall reimburse Company for all costs of the implementation of such Circuit; or (ii) on or after such date, Customer shall pay: (a) all charges for services previously rendered and (b) the amount due through the end of the applicable circuit lease term.

(T)

**C. Nonrecurring Charges**

Nonrecurring Charges (NRC) are one-time only charges. NRC's may be waived for certain promotions and under the specific terms of individually negotiated contract services.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd) Missouri Public****6.2 Application of Rates**

REC'D AUG 19 2003

**6.2.1 Recurring Charges**

Service Commission

Recurring charges for Private Line Services vary based on the capacity of service, the distance of service, the term plan selected and the monthly revenue commitment made by the Customer. Unless otherwise stated in the description associated with the rate element in this tariff, Private Line Service recurring charges are applied on a circuit basis, per DS0 equivalent. A minimum circuit charge applies which varies by circuit bandwidth.

**6.2.2 Term and Volume Discounts**

Recurring charges for services purchased under a Term Plan will be fixed for the life of the term. The rate level applicable throughout the Term Plan is based on the volume commitment specified by the Customer at the time service is ordered. Customer may terminate any circuit upon 90 days' notice; provided that if termination occurs; (i) prior to the Activation Date, Customer shall reimburse Company for all costs of the implementation of such Circuit; or (ii) on or after such date, Customer shall pay: (a) all charges for services previously rendered and (b) the amount due through the end of the applicable circuit lease term.

**6.2.3 Nonrecurring Charges**

Nonrecurring Charges (NRC) are one-time only charges. NRC's may be waived for certain promotions and under the specific terms of individually negotiated contract services.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd)****Missouri Public****6.2 Application of Rates (cont'd)****REC'D AUG 19 2003****6.2.4 Pass-Through Charges****Service Commission**

All charges incurred by the Company on the Customer's behalf from any Local Exchange Carrier, Competitive Access Provider or Competitive Local Exchange Provider will be directly passed on the Customer. Cross-Connect Charges apply to Company facilities that are connected by the Company to other carriers or Customer interconnect/collocation facility within the same Point of Presence.

Notes

1. All charges incurred by Supplier on Customer's behalf from any Local Exchange Carrier, Competitive Access Provider or Competitive Local Exchange Carrier will be directly passed on to the Customer.
2. Service not described above will be considered special handling and charges will be assessed on an Individual Case Basis (ICB).
3. All of the above changes are subject to changes with a 30 day notice.
4. All Private Line ancillary service charges to cities not listed will be priced on an individual case basis and will be subject to the terms and charges of the underlying carrier.

**6.2.5 Interconnect Charges**

Interconnect Charges apply to connections between the Company's POPs in the same city or between the Company's suite to another suite in the same building. Since costs vary widely by location, the interconnect charges specified in this tariff are the minimum amount that will be charged monthly. All interconnect, construction charges and individual case basis charges incurred by the Company will be passed through to the Customer. Interconnect arrangements are subject to the continuing economic availability of the necessary facilities and equipment.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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Service Commission  
1542575

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd)****Missouri Public****6.2 Application of Rates (cont'd)****REC'D AUG 19 2003****6.2.6 Order Cancellation Policy****Service Commission**

The Company will provide an order confirmation after the Customer places an order for service. If the Customer changes the order, a change order charge will apply based on the scope of the change. If the Customer cancels the order, the Customer must reimburse the Company for all costs incurred to that point. The Customer must notify the Company of service date changes 45 days prior to the due date. Service date changes may be extended by the Customer a maximum of thirty days from the due date. Service date changes for OC-3, OC-12 and OC-48 bandwidths are restricted to one change, after which the order will be subject to all recurring and nonrecurring charges applicable to the service.

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Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd) REC'D AUG 19 2003**

**6.3 Service Descriptions**

**Service Commission**

Private Line Service allows the Customer to connect two locations with private dedicated service at one of a number of transmission speeds.

**6.3.1 DS0 Service**

DS0 Service is a dedicated digital channel with line speeds of 2.4, 4.8, 9.6, 56 or 64 Kbps.

**6.3.2 DS1 Service**

DS1 Service is a dedicated, high capacity channel with a line speed of 1.544 Mbps. DS1 Service has the equivalent capacity of 24 Voice Grade services or 24 DS0 services.

**6.3.3 DS3 Service**

DS3 Service is a dedicated, high capacity channel with a line speed of 44.736 Mbps. DS3 Service has the equivalent capacity of 28 DS1 Services at 1.544 Mbps or 672 Voice Grade Services at 56/64 Kbps.

**6.3.4 OC-3 Service**

OC-3 Service is a high capacity channel for the full duplex, synchronous, optical transmission of digital data based on the SONET standard at a rate of 155.52 Mbps.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**Missouri Public****SECTION 6 - PRIVATE LINE SERVICES (cont'd)**

REC'D AUG 19 2003

**6.3 Service Descriptions (cont'd)**

Service Commission

**6.3.6 OC-12 Service**

OC-12 Service is a high capacity channel for the full duplex, synchronous, optical transmission of digital data based on the Synchronous Optical Network (SONET) standard at a rate of 622.08 Mbps. OC-12 service may be ordered with backup or reroute capability (OC-12 System Service). The OC-12 System Service must be ordered and installed at the same time as the corresponding OC-12 service.

**6.3.7 OC-48 Service**

OC-48 Service is a high capacity channel for the full duplex, synchronous, optical transmission of digital data based on the Synchronous Optical Network (SONET) standard at a rate of 2488.32 Mbps. OC-48 Service may be ordered with backup or reroute capability (OC-48 System Service). The OC-48 System Service must be ordered and installed at the same time as the corresponding OC-48 Service.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd)****Missouri Public****6.3 Service Descriptions (cont'd)****REC'D AUG 19 2003****6.3.8 Special Construction****Service Commission**

Special construction or arrangement of facilities may be undertaken on a reasonable efforts basis at the request of the Customer, and upon a determination by the Company that such charges should apply in that particular instance. Special Construction is undertaken:

- (a) where facilities are not presently available,
- (b) where the service is of a type other than that which the Company would normally utilize in the furnishing of its service;
- (c) where the service is requested over a route other than that which the Company would normally utilize in the furnishing of its services;
- (d) where the service is in a quantity greater than that which the Company would normally provide;
- (e) where service is requested on an expedited basis
- (f) where service is requested on a temporary basis until permanent facilities are available;
- (g) where the service requested involves abnormal costs; or
- (h) where service is requested in advance of the Company's normal construction schedule.

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Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd)****Missouri Public****6.3 Service Descriptions (cont'd)****REC'D AUG 19 2003****6.3.9 Time and Material Service****Service Commission**

This service provides for the Labor and Material charges associated with installation, maintenance, testing and repair deemed to be associated with equipment and facilities not provided by the Company or deemed to be non-standard or non-routine.

The Company shall have no responsibility for the maintenance and repair of any kind with respect to equipment and facilities not provided by the Company. The Company will charge the Customer time, materials and charges listed in Section 5.5 for any maintenance visits with respect to service problems which are determined to arise from equipment or facilities not provided by the Company.

When a Customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of Time and Materials Charges as listed in Section 5.5 for the period of time from when the Company personnel were dispatched to the Customer's premises to when the work is completed. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

If the Customer, after being informed that the trouble is not in Company facilities, wishes to have the maintenance work performed by Company, and the Company agrees to perform the work, the Time and Material Charges listed in Section 5.5 will apply.

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases Time and Material Charges listed in Section 5.5 will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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Broadwing Communications, LLC  
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Austin, Texas 78746

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**SECTION 6 - PRIVATE LINE SERVICES (cont'd) Missouri Public**

**6.4 Rates**

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Private Line Services are priced on an Individual Case Basis ("ICB") Service Commission

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Broadwing Communications, LLC  
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Austin, Texas 78746

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**Missouri Public****SECTION 7 - MISCELLANEOUS SERVICES AND RATES**

REC'D AUG 19 2003

**7.1 General****Service Commission**

Miscellaneous Services and Rates are those services and charges that apply to either a retail end user or a Reseller Customer of Carrier who uses or authorizes the use of these services in addition to or as an adjunct to services to which the Customer subscribes. Unless otherwise noted in the specific service description, usage-sensitive calls are measured and billed individually in one minute increments. The minimum call duration for billing purposes is one minute. When calculations result in fractional cents, the charge for a call is rounded up to the next whole cent.

**7.2 Employee Concessions**

The Company offers employee discounted rates on long distance services as part of their normal compensation.

**7.3 Promotional Offerings**

7.3.1 The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval with specific starting and ending dates, and such promotions shall run no longer than ninety (90) days in any twelve (12) month period.

**7.3.2 Competitive Response Promotion**

In order to acquire or retain Customers, the Carrier will match certain offers made by other interexchange carriers/resellers where the Customer can demonstrate to the Carrier's satisfaction that it intends to accept such offer as an inducement to subscribe to or remain subscribed to such other interexchange carrier's/reseller's services. Promotional rates will be submitted to the Commission for approval when required.

**CANCELLED**

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Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

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