

Missouri Public

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

REC'D JUL 23 2002

3.9 OC12 Service (continued)

Service Commission

3.9.2 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

3.9.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.4.1 (A) of this Tariff will be waived.

3.9.4 For rates and charges, see Section 4.4 of this Tariff for OC12 Service - Non-Channelized.

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Missouri Public

SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

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3.9 OC12 Service (continued)

3.9.2 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. T

3.9.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.4.1 (A) of this Tariff will be waived.

3.9.4 For rates and charges, see Section 4.4 of this Tariff for OC12 Service - Non-Channelized.

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SECTION 3 - DESCRIPTION OF PRIVATE LINE SERVICES

Service Commission

3.9 OC12 Service (continued)

3.9.2 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.

3.9.3 If the Customer signs a 5-year term plan agreement, the installation charge shown in Section 4.4.1 (A) of this Tariff will be waived.

3.9.4 For rates and charges, see Section 4.4 of this Tariff for OC12 Service - Non-Channelized.

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Service Commission

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.1 DS1 Service

REC'D JUL 23 2002

4.1.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS1				
	MTM	1 Yr Term Plan	2 Yr Term Plan	N 3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,000.00	\$700.00	\$700.00	N	\$500.00
Service Order Change Charge	\$325.00	\$325.00	\$325.00	N	\$325.00
Service Order Cancellation Charge	\$500.00	\$500.00	\$500.00	N	\$500.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Service Commission

4.1 DS1 Service

4.1.1 Non-Channelized

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS1			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,000.00	\$700.00	\$500.00	\$00.00
Service Order Change Charge	\$325.00	\$325.00	\$325.00	\$325.00
Service Order Cancellation Charge	\$500.00	\$500.00	\$500.00	\$500.00

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Service Commission

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.1 DS1 Service (continued)

REC'D JUL 23 2002

4.1.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges				
	MTM	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$850.00	\$775.00	\$750.00 N	\$720.00	\$675.00

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge				
	MTM	1 Yr Term Plan	2 Yr N Term Plan N	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$3.25	\$2.35	\$2.30 N	\$2.25	\$2.20

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.1 DS1 Service (continued)

REC'D DEC 07 2001

4.1.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$850.00 R	\$775.00 R	\$720.00 R	\$675.00 R

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$3.25 R	\$2.35 R	\$2.25 R	\$2.20 R

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.1 DS1 Service (continued)

Service Commission

4.1.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$4,500.00	\$3,900.00	\$3,450.00	\$3,120.00

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge			
	MTM	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Mile	\$4.50	\$3.90	\$3.65	\$3.25

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Service Commission

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.2 DS3 Service

REC'D JUL 23 2002

4.2.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

	Charge Per DS3				
Rate Element	1 Yr Term Plan	2 Yr Term Plan	N N	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,600.00	\$1,600.00	N	\$1,000.00	\$00.00
Service Order Change Charge	\$525.00	\$525.00	N	\$525.00	\$525.00
Service Order Cancellation Charge	\$1,000.00	\$1,000.00	N	\$1,000.00	\$1,000.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.2 DS3 Service

Service Commission

4.2.1 Non-Channelized

(A) Installation and Ancillary/Administrative Charges

Rate Element	Charge Per DS3		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Installation Charge	\$1,600.00	\$1,000.00	\$00.00
Service Order Change Charge	\$525.00	\$525.00	\$525.00
Service Order Cancellation Charge	\$1,000.00	\$1,000.00	\$1,000.00

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.2 DS3 Service (continued)

REC'D JUL 23 2002

4.2.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges				
	1 Yr Term Plan	2 Yr Term Plan	N N	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$7,000.00	\$6,000.00	N	\$4,750.00	\$3,500.00

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge				
	1 Yr Term Plan	2 Yr Term Plan	N N	3 Yr Term Plan	5 Yr Term Plan
Per mile	\$25.00	\$24.75	N	\$24.50	\$22.50

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.2 DS3 Service (continued)

REC'D DEC 07 2001

4.2.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges					
	1 Yr Term Plan		3 Yr Term Plan		5 Yr Term Plan	
Per Circuit	\$7,000.00	R	\$4,750.00	R	\$3,500.00	R

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge					
	1 Yr Term Plan		3 Yr Term Plan		5 Yr Term Plan	
Per mile	\$25.00	R	\$24.50	R	\$22.50	R

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.2 DS3 Service (continued)

Service Commission

4.2.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

	Fixed Monthly Recurring Charges		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per Circuit	\$30,500.00	\$27,500.00	\$26,500.00

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

	Per Mile Charge		
	1 Yr Term Plan	3 Yr Term Plan	5 Yr Term Plan
Per mile	\$76.00	\$70.00	\$67.50

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

4.3 OC3 Service

Missouri Public

4.3.1 Non-Channelized

REC'D JUL 23 2002

(A) Installation and Ancillary/Administrative Charges Service Commission

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

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Service Commission

4.3 OC3 Service

4.3.1 Non-Channelized

(A) Installation and Ancillary/Administrative Charges

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

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.3 OC3 Service (continued)

REC'D JUL 23 2002

4.3.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

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

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

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

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Service Commission

4.3 OC3 Service (continued)

4.3.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

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

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

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

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Service Commission

SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Missouri Public

4.4 OC12 Service

REC'D JUL 23 2002

4.4.1 Non-Channelized

Service Commission

(A) Installation and Ancillary/Administrative Charges

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

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Service Commission

4.4 OC12 Service

4.4.1 Non-Channelized

(A) Installation and Ancillary/Administrative Charges

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

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES **Missouri Public**

4.4 OC12 Service (continued)

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4.4.1 Non-Channelized (continued)

Service Commission

(B) Monthly Recurring Charge - Fixed

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

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

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

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SECTION 4 - PRIVATE LINE SERVICES RATES AND CHARGES

Service Commission

4.4 OC12 Service (continued)

4.4.1 Non-Channelized (continued)

(B) Monthly Recurring Charge - Fixed

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

(C) Interoffice Channel Charge - Per Mile

The per mile interoffice Channel charge is as follows:

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Domestic Frame Relay Service

Missouri Public
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5.1.1 Description

Service Commission

(A) This Service is a packet data service, accessible at speeds of up to 40 Mbps for NNI ports, which provides Customers with a capability to connect locations via PVCs for data transmission. Customers may subscribe to term plans for one, three, or five years for UNI or NNI ports.

(B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the FRS network. The three components are local loop access, UNI Port options, and PVCs.

.1 The local loop access to the FRS network is through DS0 or DS1 digital Access Lines and is provided by a Local Access Provider. Recurring, non-recurring, and one time charges associated with the local loop access are not provided in this Tariff.

.2 The FRS Port options allow access to the FRS network.

.3 PVCs provide a connection oriented transmission Channel from source to destination. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.

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Service Commission

SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

5.1 Frame Relay Service

REC'D DEC 07 2001

5.1.1 Description

Service Commission

(A) This Service is a packet data service, accessible at speeds of up to 40 Mbps for NNI ports, which provides Customers with a capability to connect locations via PVCs for data transmission. Customers may subscribe to term plans for one, three, or five years for UNI or NNI ports.

(B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the FRS network. The three components are local loop access, UNI Port options, and PVCs.

.1 The local loop access to the FRS network is through DS0 or DS1 digital Access Lines and is provided by a Local Access Provider. Recurring, non-recurring, and one time charges associated with the local loop access are not provided in this Tariff.

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.2 The FRS Port options allow access to the FRS network.

.3 PVCs provide a connection oriented transmission Channel from source to destination. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.1 Frame Relay Service

5.1.1 Description

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Missouri Public

5.1 Domestic Frame Relay Service (continued)

REC'D AUG 28 2002

5.1.1 Description (continued)

Service Commission

(B) (continued)

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

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

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

(E) For FRS the following installation intervals apply:

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D MAR 07 2001

5.1 Frame Relay Service (continued)

Service Commission

5.1.1 Description (continued)

(B) (continued)

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

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

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

(E) For FRS the following installation intervals apply:

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Domestic Frame Relay Service (continued)

Missouri Public
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REC'D AUG 28 2002

5.1.2 Access

Service Commission

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

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5.1.2 Access

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

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

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5.1 Domestic Frame Relay Service (continued)

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5.1.3 Permanent Virtual Circuits

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Frame Relay Service (continued)

5.1.3 Permanent Virtual Circuits

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

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5.1 Domestic Frame Relay Service (continued)

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5.1.4 Basic Features

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Frame Relay Service (continued)

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5.1.4 Basic Features

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.1 Domestic Frame Relay Service (continued)

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5.1.5 Application of Rates and Charges

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(A) Port Charges

Service Commission

.1 Non-recurring Charges

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

.2 Monthly Recurring Charges

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

(B) PVC Per Cumulative CIR

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

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5.1 Frame Relay Service (continued)

5.1.5 Application of Rates and Charges

(A) Port Charges

.1 Non-recurring Charges

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

.2 Monthly Recurring Charges

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

(B) PVC Per Cumulative CIR

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

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5.1 Domestic Frame Relay Service (continued)

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5.1.5 Application of Rates and Charges (continued)

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(C) Domestic Volume Incentive Plan (VIP) Discount

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.1 Frame Relay Service (continued)

5.1.5 Application of Rates and Charges (continued)

(C) Volume Incentive Plan (VIP) Discount

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

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

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5.1 Domestic Frame Relay Service (continued)

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5.1.6 Service Level Credits

Service Commission

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

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

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

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5.1 Frame Relay Service (continued)

5.1.6 Service Level Credits

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

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

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

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5.1 Domestic Frame Relay Service (continued)

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5.1.6 Service Level Credits (continued)

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

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
1 or more service metrics exceeding specified value for 2 consecutive months	10% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 3 consecutive months	15% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 4 consecutive months	25% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 5 consecutive months	30% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 6 consecutive months	50% of Monthly Recurring Charge plus waiver of termination liabilities

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5.1 Frame Relay Service (continued)

Service Commission

5.1.6 Service Level Credits (continued)

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

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
1 or more service metrics exceeding specified value for 2 consecutive months	10% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 3 consecutive months	15% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 4 consecutive months	25% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 5 consecutive months	30% of Monthly Recurring Charge
2 or more service metrics exceeding specified value for 6 consecutive months	50% of Monthly Recurring Charge plus waiver of termination liabilities

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5.1 Domestic Frame Relay Service (continued)

Service Commission

5.1.6 Service Level Credits (continued)

Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the Service Level Credit and the Service Outage Credit exceed the monthly recurring charge for the Port, Access Gateway, or applicable PVCs.

5.1.7 Quality Standards

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

5.1.8 Frame Relay to ATM Interworking (FRATM)

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

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

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5.1 Frame Relay Service (continued)

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5.1.6 Service Level Credits (continued)

Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the Service Level Credit and the Service Outage Credit exceed the monthly recurring charge for the Port, Access Gateway, or applicable PVCs.

5.1.7 Quality Standards

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

5.1.8 Frame Relay to ATM Interworking (FRATM)

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

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

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5.1 Frame Relay Service (continued)

5.1.6 Service Level Credits (continued)

Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the Service Level Credit and the Service Outage Credit exceed the monthly recurring charge for the Port, Access Gateway, or applicable PVCs.

5.1.7 Quality Standards

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

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5.1 Domestic Frame Relay Service (continued)

Service Commission

5.1.9 Availability

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR)

Service Commission

5.2.1 Description

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

- (A) The Company's National Frame Relay Service combines the local and long distance components of the frame relay network.
- (B) This Service, comprised of three components, allows Customer-compatible applications and/or equipment to connect to the NFR network. The three components are Ports, Access, and PVCs.
 - .1 The NFR Port options allow connectivity to the NFR network.
 - .2 The Access component is available with each NFR port.
 - .3 PVCs provide a connection between two Ports on the network. PVCs are defined by DLCIs which identify address information and route the framed data. Multiple virtual connections can be established over a single digital transmission facility and single port.
 - .4 Each Port and Access can communicate with multiple destinations using multiple PVC types.

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.2 Permanent Virtual Circuits (PVC)

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

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5.2 National Frame Relay Service (NFR) (Continued)

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5.2.2 Permanent Virtual Circuits (PVC) (Continued)

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

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

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

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR) (Continued)

5.2.3 Basic Features

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

5.2.4 Application of Rates and Charges

(A) Non-recurring Charges

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

(B) Monthly Recurring Charges

.1 UNI Port Only

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

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5.2 National Frame Relay Service (NFR) (Continued)

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5.2.4 Application of Rates and Charges (Continued)

Service Commission

(B) Monthly Recurring Charges (Continued)

.2 UNI Port and Access

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

.3 NNI Port Only

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

.4 NNI Port and Access

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

.5 PVC Per CIR

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

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.4 Application of Rates and Charges (Continued)

(C) National Volume Incentive Plan (VIP) Discount

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

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

(D) No-Term Rates

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

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.5 National Service Level Agreement (SLA)

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.2 National Frame Relay Service (NFR) (Continued)

Service Commission

5.2.5 National Service Level Agreement (SLA) (Continued)

(B) National SLA Terms and Conditions:

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

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5.2 National Frame Relay Service (NFR) (Continued)

5.2.5 National Service Level Agreement (SLA) (Continued)

(C) The following table identifies credits to be refunded to the Customer when the data metrics as specified above exceeds the specified values.

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Network Availability	Upon verification by the Company that the actual network availability was below the committed level, the Company has thirty (30) days to correct the problem. If after thirty (30) days the network availability is still below the committed level, the customer will be eligible to receive a service credit equal to 10% of the monthly recurring charge for all affected ports and PVCs.
Frame Delivery Ratio	Upon verification by the Company that the actual Frame Delivery Ratio for a PVC was less than the committed level, the Company has a 30-day cure period to correct the problem from the date a trouble ticket was opened. If after thirty (30) days the Frame Delivery Ratio is still less than the committed level, the customer can request a service credit equal to 50% of the monthly recurring charge for the affected PVCs and ports.
Latency	Upon verification by the Company that the actual delay for a PVC was greater than the committed level, then the Company has thirty (30) days to correct the problem. If after thirty (30) days the delay is still greater than the committed level, the Customer can request a service credit equal to 50% of the monthly recurring charge for the affected PVCs and ports.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR) (Continued)

5.2.5 National Service Level Agreement (SLA) (Continued)

(C) (Continued)

Data Metric Exceeding Specified Value	Credit for that Portion of the Network Not in Compliance
Time To Provision (TTP)	Upon verification by the Company that the due date was missed, the Customer will be provided a service credit equal to 100% of the monthly recurring charge for all affected ports and/or PVCs.
Time To Repair (TTR)	Upon customer reporting and verification by the Company that the actual repair level was below the committed level, the Customer will be provided a service credit equal to 50% of the monthly recurring charge those ports and/or PVCs.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR) (Continued)

5.2.5 National Service Level Agreement (SLA) (Continued)

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.2 National Frame Relay Service (NFR) (Continued)

5.2.5 National Service Level Agreement (SLA) (Continued)

- (E) Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoration of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the Port(s) or applicable PVC(s).

5.2.6 Quality Standards

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

5.2.7 National Frame Relay to ATM Interworking (FRATM)

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

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

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5.3 Domestic ATM/Cell Relay Service

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

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

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5.4 National ATM/Cell Relay Service

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

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d/b/a Southwestern Bell Long Distance

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5.2 ATM/Cell Relay Service

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

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5.5 Other Specialized Communications Services

5.5.1 Primary Rate Interface - Integrated Services Digital Network

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(A) General Description

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.3 Other Specialized Communications Services

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5.3.1 Primary Rate Interface - Integrated Services Digital Network

Service Commission

(A) General Description

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

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

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5.3 Other Specialized Communications Services

5.3.1 Primary Rate Interface - Integrated Services Digital Network

(A) General Description

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

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

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5.5 Other Specialized Communications Services (continued)

Service Commission

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

(A) General Description (continued)

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

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

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5.3 Other Specialized Communications Services (continued)

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

Service Commission

(A) General Description (continued)

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.3 Other Specialized Communications Services (continued)

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

(A) General Description (continued)

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

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

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5.5 Other Specialized Communications Services (continued)

Service Commission

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

(A) General Description (continued)

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

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

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5.3 Other Specialized Communications Services (continued)

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

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(A) General Description (continued)

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

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

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5.3 Other Specialized Communications Services (continued)

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

(A) General Description (continued)

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

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

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5.5 Other Specialized Communications Services (continued)

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

(A) General Description (continued)

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

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

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5.3 Other Specialized Communications Services (continued)

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

(A) General Description (continued)

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

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

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5.5 Other Specialized Communications Services (continued)

Service Commission

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

(B) Configurations, Options, and Features

.1 Standard PRI ISDN Port

.a 23B-Channels and 1D-Channel (initial or principal)

.b 24B-Channels (subordinate only)

.c 23B-Channels and 1 backup D-Channel (subordinate, if
Backup D-Channel Option is requested)

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5.3 Other Specialized Communications Services (continued)

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

(B) Configurations, Options, and Features

.1 Standard PRI ISDN Port

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

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5.5 Other Specialized Communications Services (continued)

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

(B) Configurations, Options, and Features

.2 Backup D-Channel Option

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES
Service Commission

5.3 Other Specialized Communications Services (continued)

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

(B) Configurations, Options, and Features

.2 Backup D-Channel Option

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

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REC'D AUG 28 2002

5.5 Other Specialized Communications Services (continued)

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Service Commission

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

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(C) Monthly Recurring Charges

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

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.3 Other Specialized Communications Services (continued)

Service Commission

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

(C) Monthly Recurring Charges

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

(D) Ancillary/Administrative Charges

.1 PRI ISDN Installation Charges

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.5 Other Specialized Communications Services (continued)

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

(D) Ancillary/Administrative Charges (continued)

.2 PRI ISDN Port Redesign Charges

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

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.3 Other Specialized Communications Services (continued)

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

(D) Ancillary/Administrative Charges (continued)

.2 PRI ISDN Port Redesign Charges

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

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

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

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5.5 Other Specialized Communications Services (continued)

Service Commission

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

(D) Ancillary/Administrative Charges (continued)

.3 Termination Liability Charges

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

(E) Service Upgrades

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.3 Other Specialized Communications Services (continued)

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

Service Commission

(D) Ancillary/Administrative Charges (continued)

.3 Termination Liability Charges

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

(E) Service Upgrades

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

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by 2nd R 5168
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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.3 Other Specialized Communications Services (continued)

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

(D) Ancillary/Administrative Charges (continued)

.3 Termination Liability Charges

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

(E) Service Upgrades

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.5 Other Specialized Communications Services (continued)

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Service Commission

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

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(F) Service Level Credits

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

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

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

Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the PRI ISDN Port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.3 Other Specialized Communications Services (continued)

Service Commission

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

(F) Service Level Credits

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

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

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

Unless the Customer has canceled Service, the service level credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has canceled Service, the credit will be applied to the last invoice and only the excess over the amount due will be refunded to the Customer. In no event will the total of the service level credit and the service outage credit exceed the monthly recurring charge for the PRI ISDN Port.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.5 Other Specialized Communications Services (continued)

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

(G) VIP Discount

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

5.3 Other Specialized Communications Services (continued)

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

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(G) VIP Discount

Service Commission

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.6 Out-of-Service Credits

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Service Commission

5.6.1 General

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- (A) Following the start of service date, if a Customer reports interruption of Service, the Customer may initiate a claim for an out-of-service credit. Tests, MTTR, and Automatic Error Correction may be eligible for out-of-service credits.
- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer.
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable monthly recurring charge(s) per affected Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.4 Out-of-Service Credits

5.4.1 General

- (A) Following the start of service date, if a Customer reports interruption of Service, the Customer may initiate a claim for an out-of-service credit. Tests, MTTR, and Automatic Error Correction may be eligible for out-of-service credits.
- (B) Unless the Customer has cancelled Service, the credit will be accomplished by a credit on a subsequent bill for Service. The service level credits will appear on the Customer's bill no later than the two (2) billing cycles following the restoral of the interruption of Service. If the Customer has cancelled Service, the credit will be applied to the last invoice. Any excess over the amount due will be refunded to the Customer.
- (C) In any given billing month, the total amount of out-of-service credits cannot exceed 100% of the applicable monthly recurring charge(s) per affected Service.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

REC'D AUG 28 2002

5.6 Out-of-Service Credits (continued)

T
Service Commission

5.6.2 Interruption of Service

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

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

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

- (B) An out-of-service credit will not be given to a Customer if the interruption in Service is due to the negligence of the Customer or exogenous factors (outside the Company's or Third Party Vendor's control).

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.4 Out-of-Service Credits (continued)

5.4.2 Interruption of Service

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

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

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

- (B) An out-of-service credit will not be given to a Customer if the interruption in Service is due to the negligence of the Customer or exogenous factors (outside the Company's or Third Party Vendor's control).

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.6 Out-of-Service Credits (continued)

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Service Commission

5.6.2 Interruption of Service (continued)

T

- (C) In order to permit the Company to make tests and adjustments appropriate for the maintenance of services within satisfactory operating parameters, Specialized Communications Services provided herein shall be available to the Company at times mutually agreed upon between the Company and the Customer. Tests and adjustments shall be completed within a reasonable time. No out-of-service credit will be allowed for any interruptions involved during such tests and adjustments.
- (D) The allowance for the period of interruption per affected Service is defined in Section 5.6.3 of this Tariff.
- (E) Outages must be determined by the Company to be in Company-Provided facilities or Local Access facilities where the Company acts as the Customer's agent for provisioning the Local Access.

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.4 Out-of-Service Credits (continued)

5.4.2 Interruption of Service (continued)

- (C) In order to permit the Company to make tests and adjustments appropriate for the maintenance of services within satisfactory operating parameters, Specialized Communications Services provided herein shall be available to the Company at times mutually agreed upon between the Company and the Customer. Tests and adjustments shall be completed within a reasonable time. No out-of-service credit will be allowed for any interruptions involved during such tests and adjustments.
- (D) The allowance for the period of interruption per affected Service is defined in Section 5.4.3 of this Tariff.
- (E) Outages must be determined by the Company to be in Company-Provided facilities or Local Access facilities where the Company acts as the Customer's agent for provisioning the Local Access.

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5.6 Out-of-Service Credits (continued)

Service Commission
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5.6.3 Credit Allowances

(A) Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN Service, the credit allowance is equal to 1/1440 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges. For PRI ISDN Service, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

(B) Miscellaneous Installation Service Credits

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.4 Out-of-Service Credits (continued)

5.4.3 Credit Allowances

(A) Specialized Communications Services

For Specialized Communications Services, except for PRI ISDN Service, the credit allowance is equal to 1/1440 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges. For PRI ISDN Service, the credit allowance is equal to 1/60 of all applicable billed elements of the affected Service for each (and portion of) half hour, not to exceed the full monthly recurring charges.

(B) Miscellaneous Installation Service Credits

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.6 Out-of-Service Credits (continued)

Service Commission

5.6.3 Credit Allowances (continued)

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(C) Additional Labor Charge Credit

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

(D) Special Construction

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

Service Commission

5.4 Out-of-Service Credits (continued)

5.4.3 Credit Allowances (continued)

(C) Additional Labor Charge Credit

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

(D) Special Construction

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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5.7 DVA 6-Pack and DVA 12-Pack

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Service Commission

5.7.1 General Description

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

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

N
Service Commission

5.7.1 General Description (continued)

(B) (continued)

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

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

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5.7.1 General Description (continued)

(C) (continued)

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

.2 DVA DS3 - Dedicated Access of 44.736 Mbps bandwidth that provides a path between the Customer's premises/equipment and the Company-designated POP. 44.736 Mbps is equivalent to 672-DS0. DVA DS3 can be configured to handle up to 672 simultaneous calls.

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

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5.7.1 General Description (continued)

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

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

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

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5.7.2 Configurations, Options, and Features

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

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SECTION 5 - DESCRIPTION OF SPECIALIZED COMMUNICATIONS SERVICES

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

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5.7.3 Monthly Recurring Charges

Service Commission

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

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