

AT&T ARKANSAS - ACCESS SERVICES GUIDEBOOK

PART 2 - Provisions
SECTION 2 - General Conditions

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ACCESS SERVICE

2. General Regulations (Cont'd)

2.5 Billing Regulations (Cont'd)

2.5.6 Credit Allowance for Service Interruptions

(A) General

Service (with exception of STN and ReliaNet) is considered to be interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Guidebook or the protective controls applied by the Telephone Company, specified in Section 6.7.11 (Network Management) of SWBT Tariff FCC No. 1, result in the complete loss of service by the customer. An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative. (C)

The credit allowance for an interruption or for a series of interruptions shall not exceed:

1. The applicable monthly rate,
2. The assumed minutes of use charge, or
3. The billed amount for that particular rate element in those cases where the Guidebook rate exceeds the actual billed amount. (C)

For calculating credit allowances, every month is considered to have thirty (30) days.

For STN and ReliaNet, the service is considered to be interrupted when it does not meet the following maintenance specifications, as set forth in Technical Publication 76635 and 76839, respectively:

- Errored Seconds
- Severely Errored Seconds
- Consecutive Severely Errored Seconds
- Availability

For STN, an interruption period starts when an interruption of service is reported to the Telephone Company and the service is released to the Telephone Company for repair and ends when the service is operative.

(B) When A Credit Allowance Applies

In addition, Credit Allowance for Service Interruptions also apply when service is interrupted due to labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and other circumstances beyond the Telephone Company's reasonable control. No credit shall be allowed for an interruption period of less than thirty (30) minutes. The customer shall be credited for an interruption of thirty (30) minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or fraction thereof that the interruption continues after the initial thirty (30) minute interruption. However, the Service Assurance Warranty Schedule (SAWS), as specified in 2.5.7, will not apply.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.5 Shared Use

Shared Use (i.e., Switched Access and Special Access services provided over Special Access facilities) is allowed. All Shared Use facilities will be ordered and provided as Special Access. While Shared Use is allowed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service. When placing an order for the individual service(s) the customer must specify a channel assignment for each service ordered. Shared Use of Switched Access facilities (i.e., Special Access Services provided over Switched Access facilities) is not allowed.

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ACCESS SERVICE

7. Special Access Service (Cont'd)

7.2 Rates Regulations (Cont'd)

7.2.10 Shared Use

Shared use is the provision of Switched Access and Special Access High Capacity services over the same transmission path through the use of a common interface.

Regulations for shared use facilities are set forth in Section 6.8.12 of Tariff FCC No. 1, 7.2 (Rate Regulations), 16.4 (Rate Regulations), 19.3 (Rate Regulations) and 23.3 (Rate Regulations). Ordering provisions for shared use facilities are set forth in 5.2.5 (Shared Use).

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ACCESS SERVICE

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.10 Shared Use (Cont'd)

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ACCESS SERVICE

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.10 Shared Use (Cont'd)

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ACCESS SERVICE

16. MegaLink Custom Services (Cont'd)

16.4 Rate Regulations (Cont'd)

16.4.11 Shared Use

Shared use is the provision of Switched Access and MegaLink Custom Services over the same transmission path through the use of a common interface. Shared use is only available with MegaLink Custom Services provided from a customer designated premises to a Telephone Company Hub Central Office including Service Extensions provided between two Telephone Company Hub Central Offices.

Regulations for shared use facilities are set forth in Section 6.8.12 of Tariff FCC No. 1, 7.2 (Rate Regulations), 16.4 (Rate Regulations), 19.3 (Rate Regulations) and 23.3 (Rate Regulations). Ordering provisions for shared use facilities are set forth in 5.2.5 (Shared Use).

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ACCESS SERVICE

16. MegaLink Custom Services (Cont'd)

16.4 Rate Regulations (Cont'd)

16.4.11 Shared Use (Cont'd)

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ACCESS SERVICE

16. MegaLink Custom Services (Cont'd)

16.4 Rate Regulations (Cont'd)

16.4.11 Shared Use (Cont'd)

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ACCESS SERVICE

19. Self-healing Transport Network⁽¹⁾ (Cont'd)

19.3 Rate Regulations (Cont'd)

19.3.11 Shared Use

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(D)

(1) The Company currently plans to discontinue this Service on or after October 15, 2022. (Ref: Federal WC Docket Nos. 09-185 and 11-179)

ACCESS SERVICE

19. Self-healing Transport Network⁽¹⁾ (Cont'd)

19.3 Rate Regulations (Cont'd)

19.3.11 Shared Use (Cont'd)

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(1) The Company currently plans to discontinue this Service on or after October 15, 2022. (Ref: Federal WC Docket Nos. 09-185 and 11-179)

ACCESS SERVICE

19. Self-healing Transport Network⁽¹⁾ (Cont'd)

19.3 Rate Regulations (Cont'd)

19.3.11 Shared Use (Cont'd)

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(1) The Company currently plans to discontinue this Service on or after October 15, 2022. (Ref: Federal WC Docket Nos. 09-185 and 11-179)

ACCESS SERVICE

23. Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service (Cont'd)

23.3 Rate Regulations (Cont'd)

23.3.7 Shared Use

Shared use is the provision of Switched Access and Special Access services over the same transmission path through the use of a common interface. The following Switched Access and Special Access Services are available for providing shared use facilities:

- Switched Access Services (DS1- and DS3- level Switched Access)
- Special Access High Capacity Service
- Self-Healing Transport Network (STN)
- MegaLink Custom Service
- Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service

Regulations for shared use facilities are set forth in Section 6.8.12 of Tariff FCC No. 1, 7.2 (Rate Regulations), 16.4 (Rate Regulations), 19.3 (Rate Regulations), and 23.3 (Rate Regulations). Ordering provisions for shared use facilities are set forth in 5.2.5 (Shared Use).

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ACCESS SERVICE

23. Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service (Cont'd)

23.3 Rate Regulations (Cont'd)

23.3.7 Shared Use (Cont'd)

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ACCESS SERVICE

23. Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service (Cont'd)

23.3 Rate Regulations (Cont'd)

23.3.7 Shared Use (Cont'd)

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ACCESS SERVICE

25. Expanded Interconnection (Cont'd)

25.5 Rate Regulations for Virtual Collocation (Cont'd)

25.5.6 Shared Use

Interconnection cross connects can be provided as Shared Use. Shared Use provides interconnection to both Switched Access Services and Special Access Services through the same interconnection cross connect. When provided as shared use, the interconnector must provide the Telephone Company with the number of channels interconnected to Switched Access Services. The Special Access rate will apply, regardless of whether any individual channels of the Shared Special Access facility are used for Special Access Service, Switched Access Service, or any other type of service. The practice known as "ratcheting" (to apply non-Special Access rates on a proportional basis) shall not apply in any circumstance. (C)

When the interconnection cross connect is provided as shared use and the interconnector does not furnish the Telephone Company with the channels used to interconnect with Switched Access Service, the Telephone Company will, for purposes of PIU factor application, designate all channels for the interconnection cross connect as special. (C)