

AT&T INTERSTATE ACCESS GUIDEBOOK

PART 2 - Provisions - Midwest, West, Southwest
SECTION 2 - General Conditions

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2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies - AR, KS, OK, MO, TX
(Cont'd)

(2) Special Access Services

A credit allowance for service interruptions applies to the following Special Access Services: Metallic Service, Telegraph Grade Service, Voice Grade Service, Video Service⁽¹⁾, MegaLink Data Service, High Capacity Service, DovLink Service, Message Station Equipment Recovery Charge, Administration and Maintenance of Priority Restoration, Network Reconfiguration Service, Transport Resource Management (TRM) Service, Self-Healing Transport Network (STN) Service, MegaLink Custom Service and ReliaNet Service. A credit allowance will also apply to Diversity Service.

(D) (T)

No credit shall be allowed for an interruption period of less than 30 minutes. For each period of 30 minutes, or fraction thereof, that the interruption continues after the initial 30 minute outage, the customer will be credited at the rate of 1/1440 of the monthly charges until the outage reaches the Service Assurance Warranty (SAWS) threshold. When the total service interruptions on the same service exceeds the SAWS threshold within a 12 hour time period, the customer shall receive an additional credit per the SAWS schedule of credits as specified in Section 2.5.11.

The total credit allowance available to the customer regardless of the number or type of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service.

For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two channel terminations, channel mileage and optional features and functions).

- (1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021. (T)

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI
(Cont'd)

(2) For Video⁽¹⁾ Special Access Services, no credit shall (D) (T)
be allowed for an interruption of less than 30
seconds. The customer shall be credited for an
interruption of 30 seconds or more as follows:

- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for all Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for all Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

(1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer (T)
be available for purchase by new or existing customers, and service
agreements may no longer be renewed. In addition, requests to move, add,
or change existing service arrangements will not be accepted. Following
the expiration of a customer's existing term agreement, service will be
provided on a month-to-month basis at the applicable Monthly rate until
the service is discontinued. AT&T currently plans to discontinue this
Service on or after December 31, 2021.

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI
(Cont'd)

(2) For Video⁽¹⁾ Special Access Services, no credit shall (D) (T)
be allowed for an interruption of less than 30
seconds. The customer shall be credited for an
interruption of 30 seconds or more as follows:
(Cont'd)

(e) For multipoint services, the credit for the
monthly or daily charges includes the charges
for the distribution amplifier only when the
distribution amplifier is inoperative.

(f) When two or more interruptions occur during a
period of 5 consecutive minutes, such multiple
interruptions shall be considered as one
interruption.

(1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer (T)
be available for purchase by new or existing customers, and service
agreements may no longer be renewed. In addition, requests to move, add,
or change existing service arrangements will not be accepted. Following
the expiration of a customer's existing term agreement, service will be
provided on a month-to-month basis at the applicable Monthly rate until
the service is discontinued. AT&T currently plans to discontinue this
Service on or after December 31, 2021.

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI
(Cont'd)

(9) Not in use

(10) Not in use

(11) For Special Access Metallic, Telegraph, Video⁽¹⁾, (T) (D)
Direct Analog, Base Rate, DS1 and DS3 Service no
credit shall be allowed for interruptions less than
30 minutes. For interruptions of 30 minutes or more
but less than 4 hours, the customer shall be
credited at the rate of 1/1440 of the monthly
charges for the facility or service for each period
of 30 minutes. For service interruptions 4 hours or
greater, the customer shall be credited as follows:

(a) For the initial 4 hour outage in a 30 day
period, in lieu of the credit previously
described, the customer will be credited as
shown in the Credit Allowance Schedule below.

(b) Additional service interruptions that are 4
hours or greater that occur in the same 30 day
period will be calculated at the rate of 1/1440
per 30 minute interval.

(1) Effective December 31, 2020, TV Analog Video Service will no longer be (T)
available for purchase by new or existing customers, and service
agreements may no longer be renewed. In addition, requests to move, add,
or change existing service arrangements will not be accepted. Following
the expiration of a customer's existing term agreement, service will be
provided on a month-to-month basis at the applicable Monthly rate until
the service is discontinued. AT&T currently plans to discontinue this
Service on or after December 31, 2021.

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI
(Cont'd)

(11) For Special Access Metallic, Telegraph, Video⁽¹⁾, Direct Analog, Base Rate, DS1 and DS3 Service no credit shall be allowed for interruptions less than 30 minutes. For interruptions of 30 minutes or more but less than 4 hours, the customer shall be credited at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes. For service interruptions 4 hours or greater, the customer shall be credited as follows:
(Cont'd) (T) (D)

The total credit allowance available to the customer regardless of the number or type of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service.

An interruption period starts when an inoperative service is reported by the customer to the Telephone Company for repair and ends when the service is operative. The customer must make the circuit available for testing by the Telephone Company and provide access as needed. Suspension of the calculated interruption period will occur when access to the customer premises cannot be gained or the customer does not release the circuit experiencing trouble.

Credit Allowance Schedule⁽¹⁾ (T)

Interruption Period	Service	Applicable Credit	
4 Hours or More	Metallic	\$5.00	
	Telegraph	5.00	(D)
	Video ⁽¹⁾	10.00	(T)
	Direct Analog	10.00	
	Base Rate	15.00	
	DS1	120.00	
	DS3	380.00	

(1) Effective December 31, 2020, TV Analog Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021. (T)

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(D) When a Credit Allowance Applies - CA, NV (Cont'd)

(4) **NV** - For Video⁽¹⁾ Special Access Service, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows: (D) (T)

- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for all channel terminations, channel mileages and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for all channel terminations, channel mileages and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

(1) Effective December 31, 2020, Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021. (T)

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (5) **CA** - For Special Access, Metallic, Telegraph, Voice Grade, Generic Digital Transport Service (GDTS) and High Capacity and Fiber AdvantageSM DS1, DS3, DS3x3 DS3x12, Video⁽¹⁾ the customer shall be credited the amount specified below for service interruptions equal to 4 hours or more, as the Maintenance Commitment Program (MCP) credit. The credit allowance described in Section 2.5.6(D) (1) will continue to apply to interruptions that are less than 4 hours. (D) (T)

Only 1 MCP credit allowance will be applied per affected service during a 30 day period. The total credit allowance available to the customer regardless of the number of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service. Additional service interruptions that occur in the same 30 day period will be calculated as described in Section 2.5.6(D) (1).

Except for new installations, credit shall be computed using the beginning of the prior month's billing records. For new services, the credit shall be determined using the beginning of the current month's billing records.

To qualify for the MCP credit, the customer will provide to the Telephone Company the name and number of the customer's personnel accepting the closure. The Telephone Company will provide the date and time the trouble was reported to Pacific Bell and the date and time the service was returned to the customer. If this information is not provided, the credit allowance described in Section 2.5.6(D) (1) will apply.

- (1) Effective December 31, 2020, Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021. (T)

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(D) When a Credit Allowance Applies - CA, NV (Cont'd)

(5) **CA** - (Cont'd)

Credit Allowance Schedule:
- Per service

Interruption Period	Applicable Credit
30 minutes or more, but less than 4 hours	1/1440th per 30 minute interval

4 hours or more and qualifies for MCP credit	Metallic: \$5.00 Telegraph: 5.00 Voice Grade: 10.00
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Video Service ⁽¹⁾	
Monthly:	75.00
Daily:	25.00

GDTs:	15.00
DS1:	120.00
Fiber Advantage SM	
DS1	120.00
Fiber Advantage SM	
DS3	380.00

or 1/1440 per 30 minute
interval, whichever is
greater

4 hours or more and does not qualify for MCP credit	1/1440th per 30 minute interval
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(1) Effective December 31, 2020, Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

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2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.11 Service Assurance Warranty Schedule - AR, KS, MO, OK, TX

The customer shall be credited per the Service Assurance Warranty Schedule (SAWS) specified below when the total service interruptions on the same service exceeds the SAWS threshold for that service as specified following, within a 12 hour time period.⁽¹⁾

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The SAWS credit allowance is in addition to the credit allowance in Section 2.5.6. The SAWS credit allowance is applied to the customer's bill in addition to the existing monthly service rates, and in addition to any existing credit allowances. The total credit allowance available to the customer, regardless of the number of service interruptions in any one monthly billing period, will not exceed 100 percent of the monthly charge for that particular rate element.⁽¹⁾

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Special Access Services

All Special Access Services with exceptions as listed below will be credited according to the SAWS schedule below, in addition to the credit allowances in Section 2.5.6.

- (1) Effective April 1, 2004, for Special Access Metallic, Telegraph, Voice Grade, Video⁽²⁾, MegaLink Data, High Capacity (DS1), and MegaLink Custom Service (DS3) this regulation is limited to existing customers at existing locations. Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing DS1 TPP terms and conditions found in Part 12, Section 2, paragraph 7.2.22. (T)
(D) (T)
- (2) Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021. (T)

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.11 Service Assurance Warranty Schedule - AR, KS, MO, OK, TX
(Cont'd)

Special Access Services (Cont'd)

- (4) Special Access Metallic, Telegraph, Voice Grade, Video⁽¹⁾, MegaLink Data, High Capacity (DS1), and MegaLink Custom Service (DS3) (T) (D)

For service interruptions 4 hours or greater, the customer shall be credited as follows:

- (i) For the initial 4 hour outage in a 30 day period, in lieu of the credit described in 2.5.6, the customer will be credited as shown in the SAWS schedule below.
- (ii) Additional service interruptions that are 4 hours or greater that occur in the same 30 day period will be calculated at the rate of 1/1440 per 30 minute interval described in 2.5.6.

The total credit allowance available to the customer regardless of the number or type of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service.

Special Access Services as listed below will be credited according to the SAWS schedule below, in addition to the credit allowances in Section 2.5.6.

SAWS Threshold: 4 Hours and greater

<u>Service Category</u>	<u>SAWS Credit Per Interruption</u>
Metallic	\$5.00
Telegraph	\$5.00
Voice Grade	\$10.00
Video	\$10.00
MegaLink Data	\$15.00
High Capacity Service (DS1)	\$120.00
MegaLink Custom Service (DS3)	\$380.00

(D)

- (1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021. (T)

2. General Conditions (Cont'd)

2.12 Definitions (Cont'd)

Private Network - a network owned or controlled by a single customer or closed group of customers (i.e., not available to the general public) which connects two or more premises and is used to transport interstate traffic. The premises must be separated by a public thoroughfare or right of way. Examples of a private network are: (1) one or more interstate private line(s) interconnected to a customer provided switch; (2) a common control switching arrangement (CCSC); or (3) Enhanced Private Switched Communications System (EPSCS). A private network may not use any part of the public switched network.

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Protection - Denotes an arrangement, on a fiber optic facility, which provides a "backup" channel in the event service over the primary channel or channels is interrupted. The primary channel and the protection channel are normally common at the conduit level.

Public Switched Digital Service - a switched access optional feature which provides for data transmission at up to 56 kilobits per second.

Public Telephone - The term "Public Telephone" denotes public payphones, both coin and coinless, that are available to the general public for public convenience. They are located in public or semipublic places where customers can originate telephone calls and pay the applicable charges.

Query - a signaling message requesting processing instructions or service data contained in a centralized data base.

Query, Default - In Local Number Portability (LNP) Query Service, a signaling message requesting the Local Routing Number (LRN) contained in the LNP Data Base for which a query has not yet been performed by the N-1 Carrier and where the N-1 carrier has not prearranged with the Telephone Company to have the queries performed on the N-1 carrier's behalf.

Radio Common Carriers (RCCs) - carriers which are regulated under Part 22 of the Federal Communications Commission's Rules and Conditions.

Rating Point - Denotes a point used in calculating mileage for Special Access and Switched Access Services.

5. Ordering for Access Service (Cont'd)

5.3 Rate Conditions (Cont'd)

5.3.3 Access Order Cancellations (Cont'd)

(B) (Cont'd)

(2) When Cancellation Charges Apply (Cont'd)

Table of Cancellation Charge Percentages											
	Critical Dates (Percentage of Total Provisioning Costs)										
On or After:	APP	SID	LAM	EIRD	DLRD	RID	DVA	WOT	FCD	PTD	DD
Before:	SID	LAM	EIRD	DLRD	RID	DVA	WOT	FCD	PTD	DD	
Special Access Services											
Metallic Service	1.6	4.9	6.9	9.8	13.5	18.2	30.3	39.7	53.6	83.3	100
Telegraph Service	1.6	4.8	8.9	13.6	17.0	22.2	34.7	43.9	56.9	84.6	100
Direct Analog Service	1.6	4.7	6.6	9.5	13.2	18.7	33.2	44.6	56.6	83.6	100
Dedicated Access Line	1.6	4.7	6.6	9.5	13.2	18.7	33.2	44.6	56.6	83.6	100
Voice Grade Service	1.6	4.7	6.6	9.5	13.2	18.7	33.2	44.6	56.6	83.6	100
MegaLink Data Service	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
Base Rate Service	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
Generic Digital Transport	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
Digital Data	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
High Capacity Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
MegaLink Custom Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
DS1 or DS3 Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
Video ⁽¹⁾	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
All Other Special Access Services	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100

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(1) Effective December 31, 2020, this Service (known as TV Analog Video Service, Analog Video Service, Broadcast Video (TV1) or Video Service across the regions) will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

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5. Ordering for Access Service (Cont'd)

5.3 Rate Conditions (Cont'd)

5.3.5 Minimum Period Requirements

The minimum period for which Access Service is provided and for which charges are applicable is set forth in each section of this Guidebook.

When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory. This terminology does not refer to when billing is stopped, but rather distinguishes a disconnect from a service rearrangement.

Service rearrangements may be made without a change in minimum period requirements where so specified in this Guidebook.

5.3.6 Minimum Period - CA

- (A) The minimum service period for Fiber AdvantageSM DS3 and DS3x3 services is a 1-year Term Plan. After the 1-, 3- or 5-year Rate Stability Payment Plan is satisfied, the customer must select a renewal option as referenced in Part 14, Section 7, paragraph 7.4.11(C).

The minimum service period for Fiber Advantage DS3 and DS3x3 services is one month.

- (B) The minimum period for Fiber Advantage DS3x12 service is a 3-year Rate Stability Payment Plan. After the 3- or 5-year Rate Stability Payment Plan is satisfied, the customer must select a renewal option as referenced in paragraph 7.4.11(C).

- (C) The minimum period for part-time Video⁽¹⁾ Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.)

(D)(T)

- (1) Effective December 31, 2020, Analog Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

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5. Ordering for Access Service (Cont'd)

5.3 Rate Conditions (Cont'd)

5.3.6 Minimum Period - CA (Cont'd)

(D) A change from Switched Access Transport (e.g., Entrance Facility or Direct Trunk Transport) to the same capacity (e.g. DS3 Entrance Facility to DS3 Channel Termination) in non-SONET Special Access Service where there is no other change to any part of the service (other than the change from Switched to Special and associated circuit identification change) and will be charged equal to a Rollover with a Change in Point of Termination as described in Section 7 following. This charge will apply per service being changed. When the change involves DS3x3 or DS3x12 service multiply the rate applicable by the 3 for a DS3x3 or 12 for a DS3x12 (when the rate is stated "per DS3"). When the service multiplexes, only the highest speed service will be charged with the subtending services changing at no charge. The minimum period of the service being changed does not change so no Termination Liability applies to this change. Qualifying orders for this activity must be placed during the effective period of this regulation and may be completed after this regulation expires. This regulation expires at the end of 90 days after the effective date of this regulation, unless sooner canceled, changed or extended.

5.3.7 Minimum Period Charges - CA

The Minimum Period Charge applies when the customer requests disconnect of Special Access Service prior to the expiration of the minimum period. The Minimum Period Charge consists of the following:

- For part-time Television Special Access Services, the minimum (D) period charge will be the applicable daily rate.