

ACCESS SERVICE

Check Sheets

Original Title Page and Pages 1 to 477 inclusive of this Tariff are effective as of the date shown. The original and revised pages named below contain all changes from the original tariff that are in effect on the date shown.

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7	1st Rev	97.9	Original	289	1st Rev
10	1st Rev	123	1st Rev	290	1st Rev
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15	2nd Rev	133	1st Rev	294	1st Rev
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93	1st Rev	155	1st Rev	307	1st Rev
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96	1st Rev	191	1st Rev	310.1	1st Rev
97	1st Rev	194.3	1st Rev	310.2	1st Rev
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97.2	Original	203	1st Rev	310.4	1st Rev
97.3	Original	281	1st Rev	310.5	1st Rev
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		284	1st Rev		
		285	1st Rev		

* New or Revised Page

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.3 Cancellation of an Order for Service

Provisions for the cancellation of an order for service are set forth in other applicable sections of this tariff.

2.4.4 Credit Allowance for Service Interruptions

(A) General

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this tariff or in the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer as set forth in 6.2.1 following. An interruption period starts when an inoperative service is reported to the Telephone Company, and ends when the service is operative.

(B) When a Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be provided.

For Digital Data Access, D1 through D4 and High Capacity, HC1, Special Access Non-Competitive End User Channel Termination(s) (EUCTs), any period during which the error performance is below that specified for the service will be considered as an interruption.

(C)
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(C)

Service interruptions for Specialized Service or Arrangements provided under Section 12 following shall be administered in the same manner as those set forth in this section (2.4.4) unless other regulations are specified with the individual case filing.

(M)
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(M) Material now located on this page was previously found on page 69.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(M)
 (M)

Credit allowances are computed as follows:

(1) Special Access Service Other than Program Audio and Video and Flat Rated Switched Access Service Rate Elements.

(N)

For Special Access Services other than Program Audio Service and Video Services and for flat rated Switched Access Service rate elements (i.e., Entrance Facility, Direct Trunked Transport and Multiplexing), no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 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 Major Fraction Thereof that the interruption continues.

The monthly charges used to determine the credit shall be as follows:

(a) Two-Point Services

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 Special Access Non-Competitive End User Channel Terminations (EUCT), optional features and functions and other Special Access Services).

(N)

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(M) Material previously located on this page can now be found on page 68.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

(1) Special Access Service Other than Program Audio (Cont'd)

(N)

(b) Multipoint Services

For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a Special Access Non-Competitive EUCT per customer designated premises, optional features and functions and other Special Access Services).

(N)

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

(1) Special Access Service other than Program Audio (Cont'd)

(c) For flat rated Switched Access Service rate elements, the monthly charge shall be the total of all monthly rate element charges associated with the service (i.e., Transport and Multiplexing).

(2) Program Audio Special Access Non-Competitive End User Channel Termination(s) (EUCT)

For Program Audio Special Access Non-Competitive EUCT, 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:

(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 fraction thereof that the interruption continues.

(N)
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 (N)

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

(2) Program Audio Special Access Non-Competitive End User Channel Termination(s) (EUCT) (Cont'd)

- (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 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 each channel termination, channel mileage and optional features and functions that are inoperative for each period of 5 minutes or 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 each Non-Competitive EUCT and other Special Access Services and optional features and functions that are inoperative for each period of 5 minutes or fraction thereof that the interruption continues.
- (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.

(N)

(N)

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

(2) Program Audio Special Access Non-Competitive End User Channel Termination(s) (EUCT) (Cont'd)

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

For CCS/SS7 Interconnection Service, the monthly charge shall be the total of all monthly rate element charges associated with the service (i.e., STP Access Mileage and STP Port Termination).

(3) Switched Access Service Usage Rated Elements

For Switched Access Service, usage rated elements, no credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of any applicable monthly rate or assumed minutes of use charge for each period of 24 hours or major fraction thereof that the interruption continues.

(4) Credit Allowances Cannot Exceed Monthly Rate

The credit allowance(s) for an interruption or for a series of interruptions shall not exceed any monthly rate for the service interrupted in any one monthly billing period.

(N)
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(N)

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17. Rates and Charges (Cont'd)

17.6 Federal Universal Service Charge, ISDN Line Port and DS1 Line Port

17.6.1 Federal Universal Service Charge (FUSC)

Regulations concerning the Federal Universal Service Charge are set forth in Section 3.1, preceding.

	<u>Percentage</u>	
(A) FUSC Surcharge Factor	20.0%	(R)

17.6.2 ISDN Line Ports

Regulations concerning ISDN Line Ports are set forth in Section 3.2, preceding.

	<u>Monthly Rate</u>
(A) - <u>ISDN BRI Line Port</u> - per arrangement	\$2.23
(B) - <u>ISDN PRI Line Port</u> - per arrangement	\$23.51

17.6.3 DS1 Line Ports

Regulations concerning DS1 Line Ports are set forth in Section 3.3, preceding.

(A) - <u>DS1 Line Port</u> - per DS1 (1.544 Mbps) channel service	\$23.51
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17.6.4 California LifeLine Program

As set forth in Section 4.4.2(A), preceding, the End User Common Line (EUCL) charge shall be reduced by the amount of the California LifeLine Program ordered by the California Public Utilities Commission and approved by the F.C.C. Waiver of the EUCL charge shall not exceed 100 percent of the charge.

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