

PSC NO: 1 LOCAL EXCHANGE SERVICE
SBC Long Distance, LLC d/b/a SBC Long
Distance, d/b/a AT&T Long Distance
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Superseding Revision:

11.3.7 Upgrades Not Involving Moves

This Section applies to SBC PremierSERVSM ATM Service and SBC PremierSERVSM Frame Relay Service only.

The Customer may upgrade Service to a higher transmission speed or to another Company Service of equal or greater transmission speed without incurring termination charges if all of the following conditions are met:

- A.) The new Service is provided solely by the Company;
- B.) The new Service is provided to the same Customer location;
- C.) For PVCs, the new Service must be provided between the same two locations;
- D.) The Customer's requests to disconnect Service and request for new Service are received at the same time;
- E.) For Service upgraded, pursuant to this section, the new Service establishes a new TPP effective date with a term equal to or greater than the original TPP term established with the original Service. (In instances where the SBC PremierSERVSM Frame Relay Service or ATM Service Customer upgrades to a higher transmission speed that does not require a physical change in the Port or Access no new TPP term is required); and
- F.) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.

Any applicable nonrecurring or special construction charges associated with the new Service will apply.

11.3.8 Service Order Cancellation Charge

For SBC PremierSERVSM Frame Relay Service and SBC PremierSERVSM ATM Service, if the Customer cancels an order for Service more than three (3) business days after Firm Order Confirmation (FOC) has been provided and before Service is available for use, the Customer will incur a \$250 cancellation charge. This cancellation charge will be billed in addition to any other charges the Company incurs, including but not limited to applicable cancellation or termination charges from other Service providers such as ILECs, IXC's and CLECs. The Service Order Cancellation Charge will apply per Service Order. For Service Orders cancelled less than three (3) business days prior to the Service Due Date, the request will be treated as a disconnect and will include applicable termination charges.

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