

PSC NO: 1 LOCAL EXCHANGE SERVICE  
SBC Long Distance, LLC d/b/a SBC Long  
Distance, d/b/a AT&T Long Distance  
Initial Effective Date: February 9, 2006

Leaf: 52  
Revision: 0

Superseding Revision:

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## 2.9 Cancellation of Service By Customer

Cancellation of Service by the Customer can be made either verbally or in writing.

### 2.9.1 Cancellation Prior to Start of Design of Work or Installation of Facilities

If, prior to cancellation by the Customer, the Company incurs any expenses in installing Service or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost the Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including installation charges and nonrecurring charges, and all amounts others may charge the Company that would have been chargeable to the Customer had Service been initiated.

### 2.9.2 Cancellation Associated with Special Construction

Where the Company incurs an expense in connection with special construction before it receives a cancellation notice, or where special arrangements of facilities or equipment have begun before the Company receives a cancellation notice, a charge equal to the costs incurred applies. In such cases, the charge applies to allow the Company to recover the otherwise non-recoverable costs of engineering, labor, material, equipment and other related expenses.

### 2.9.3 Cancellation During Installation

If cancellation occurs between start and completion of installation, the Customer will be responsible for the estimated cost incurred, not to exceed the charge for the minimum period of services ordered and the total Non-Recurring Charges, including Termination charges, applicable to the entire Service, equipment and facilities ordered.

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