

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: 81
Revision: 0

Superseding Revision:

When the Company dispatches personnel to the Customer's Premises, and the trouble is found to be in equipment or communications systems provided by another service provider, the Maintenance of Service Charge shall include all time for technicians dispatched, including technicians dispatched to other locations for the purposes of testing with those dispatched to the Customer Premises.

A dispatch of Company personnel at a time period not consecutive with their scheduled work period is subject to Overtime and/or Premium charges.

The Maintenance of Service Charge is applied and billed in increments of thirty (30) minutes.

No credit allowance will be applicable for the interruption of Service involved if the Maintenance of Service Charge applies.

6. Non-Productive Dispatch

The period of time a technician is dispatched, but is unable to complete the requested work because the technician is denied access to the Premises.

7. Additional Labor

Labor that is requested by the Customer in the provisioning or maintenance of Service, that is not classified as any other type mentioned above.

Issued by: Carol Paulsen, Director-Regulatory Relations, San Antonio, Texas 78215