

PSC NO: 1 TELEPHONE
SBC Long Distance, LLC d/b/a SBC Long
Distance
Initial Effective Date: May 5, 2005

Leaf: 183
Revision: 0

Superseding Revision:

11.2.3 Time to Provision

For SBC PremierSERVSM ATM and Frame Relay Services provided to the Customer, the Company is committed to completing all service orders by the due date shown on the Firm Order Confirmation (FOC). In the event that the Customer requests a due date different from one shown on original order, a new FOC is issued and replaces the original FOC. Time to Provision includes Access and equipment when provided by the Company.

(A) The following shall be excluded from any determination of Time to Provision:

- Force majeure;
- Inability by the Company to test because of no-access by the Customer;
- Customer testing when Customer Equipment is not installed and the Customer overall tests are not completed at due date;
- Due dates missed or rescheduled at Customer's request;
- Inability by the Company to test or complete the order because of failures or not-ready conditions due to facilities or equipment provided by another party or the Customer.

(B) The Customer is responsible for notifying the Company of any missed due dates. The Customer must request a Service credit within forty-five (45) calendar days after the missed due date occurred.

Upon verification by the Company that the due date was missed, the Customer will be provided a service credit equal to:

- 100% of the monthly recurring charges for one month of Service for each Port and/or PVC/VPC/VCC in which the FOC due date was missed.

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