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Docket Control Center  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007-2927

RE: **tw telecom of arizona llc**  
**T-03943A-07-0205 , T-04113A-07-0205 , T-04112A-07-0205**

Dear Sir/Madam:

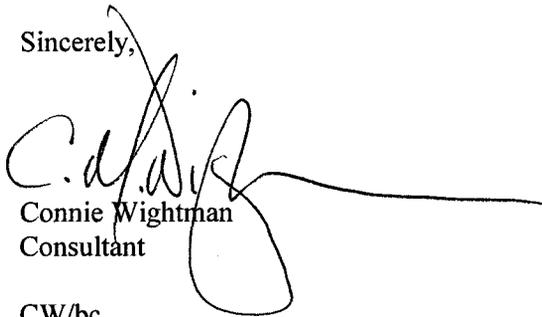
Enclosed for filing are one original and thirteen (13) copies of the revised local replacement tariff pages submitted on behalf of **tw telecom of arizona llc**. The revised pages incorporate the changes and are filed pursuant to the request of Pam Genung. Please substitute the corresponding replacement tariff pages filed April 10, 2009 with the enclosed. The following amended tariff pages are included with this filing:

- |                  |                   |
|------------------|-------------------|
| Original Page 32 | Original Page 104 |
| Original Page 46 | Original Page 105 |
| Original Page 89 | Original Page 106 |

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing may be directed to my attention at (407) 740-3002 or [cwrightman@tminc.com](mailto:cwrightman@tminc.com). Thank you for your assistance.

Sincerely,

  
Connie Wightman  
Consultant

CW/bc

Enclosure

cc: Tammy Chatfield, tw telecom (transmittal only)  
file: tw telecom - AZ - Local  
tms: AZ10901a

Arizona Corporation Commission  
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## SECTION 2 - GENERAL REGULATIONS, (CONT'D.)

## 2.17 Trouble Reporting

## 2.17.1 Trouble Ticket

If the Customer encounters a problem with any service after the actual completion date, the Customer must obtain a trouble ticket by calling 1-866-654-4630 transport services, or 1-866-654-4624 for switched services. The Company will issue a credit for service interruptions, if applicable, in accordance with this tariff. The duration of the problem is determined solely by the date and time the trouble ticket was opened and subsequently closed out as a resolved issue. Credits will not be issued unless a trouble ticket exists for the circuit in question.

## 2.17.2 Time and Materials Charges

Time and Materials Charges are charges for work performed on the Customer's side of the demarcation or to isolate trouble to the Customer's side of the demarcation point by a Company employee at the Customer's request that are not covered by other charges. Chargeable time is labor which includes, but is not limited to, work preparation, actual work, trouble isolation and clean-up. Material Charges are the items required to fulfill the job requirements. Any work required to establish or reestablish network access on the network side of the demarcation point is excluded from Time and Materials Charges.

Included in Time and Materials Charges are Initial and Additional Time and Material Charges, the Trouble Isolation Charge, the Optional Testing and Monitoring Charge and the Dispatch Charge.

## A. Time and Materials Charge Elements

## 1. Initial Time and Material Charge (ITM):

The first 30 minute increment or fraction thereof of billable premises work performed on the Customer's premises.

	<u>Maximum</u>
Initial Time and Material Charge	\$150.00

## 2. Additional Time and Material Charge (ATM)

Each 30 minute increment or fraction thereof beyond the first 30 minute increment of billable premises work performed on the Customer's premises.

	<u>Maximum</u>
Additional Time and Material Charge	\$100.00 per 30 minute increment

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10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

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SECTION 2 - GENERAL REGULATIONS, (CONT'D.)

2.27 Government Emergency Telecommunications Service (GETS)

2.27.1 Reserved For Future Use

2.27.2 Reserved For Future Use

2.27.3 GETS Features

A. Alternate Carrier Routing (ACR)

Company does not provide GETS ACR functionality.

B. Calling Party Number (CPN)

Company does not provide GETS CPN functionality.

C. High Probability of Completion (HPC)

1. GETS High Probability of Completion (HPC) provides GETS users with enhanced routing priority in the public switched network. HPS significantly improves the completion of GETS NS/EP calls under severe network congestion and damage conditions, including, but not limited to natural disasters and national emergencies.
2. The HPC feature sets the call priority value and provides the capability to queue the GETS NS/EP access call against a busy Switched Access trunk group in a route list until a member of that trunk group become idle. As soon as a trunk group member becomes idle, it is offered to the queued GETS NS/EP access call before any other calls are processed.

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SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.4 Non-Published Service, (Cont'd.)

5.4.3 Application of Rates

There is a monthly charge for each non-published service. This charges does not apply if the Customer has other listed service at the same location, if the Customer lives in a hotel, boarding house or club with listed service, or if the service is installed for a temporary period.

Other exceptions are:

- Public or semi-public service.
- Special reversed charge service.
- Foreign exchange service where the Customer is also furnished exchange service from the normal central office.
- Where the Customer has other listed service in the alphabetical directory for the territory in which the subscriber is located, provided the service is of the same class and in the same name.

5.4.4 Maximum Rates and Charges

Monthly Recurring Charge	\$ 2.70
Nonrecurring Charge	\$33.00

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SECTION 6 - 911 SERVICES, (CONT'D.)

6.3 Conditions, (Cont'd.)

- 6.3.6 911 Service is not subject to "temporary suspension," which refers to line service who may have been put on credit hold.
- 6.3.7 911 information consisting of the names, addresses, and telephone numbers of Company Customers whose listings are not published in directories or listed in directory assistance offices is confidential. Should a 911 Customer not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential Customer information.
- 6.3.8 The 911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the calling party's location may be furnished in connection with a call to 911.
- 6.3.9 Default Routing and End Office identification in the form of an Emergency Service Central Office (ESCO) code will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) for 911 systems served from central offices not equipped to transmit ANI. Default Routing tables will be mutually negotiated between the Customers and the Company.
- 6.3.10 Reserved for Future Use
- 6.3.11 Reserved for Future Use

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SECTION 6 - 911 SERVICES, (CONT'D.)

6.3 Conditions, (Cont'd.)

6.3.12 Reserved for Future Use

6.3.13 Reserved for Future Use

6.3.14 Reserved for Future Use

6.3.15 Reserved for Future Use

6.3.16 The Selective routing feature is provided, the following conditions define the Company's responsibilities for file management:

- A. Coordinate with the 911 Customer and other telephone companies (that are part of Company-provided system) to establish specific implementation schedules and roles for successful installation.
- B. Each telephone Company will receive one copy of the Master Street Address Guide (MSAG) file in the medium of their choice on a quarterly basis.
- C. The timing of any Company initiated MSAG changes impacting the 911 Customer or other telephone companies will be negotiated prior to implementation.

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**SECTION 6 - 911 SERVICES, (CONT'D.)****6.3 Conditions, (Cont'd.)**

6.3.17 When the Automatic Location Identification (ALI) feature is provided, the following conditions define the Company's responsibilities for data base management:

- A. Coordinate the building and maintenance of the subscriber record (ALI) data base.
- B. When receiving data from other telephone companies, supply technical support for data transmission problems.
- C. Establish and implement with the 911 Customer the process for ongoing Automatic Number Identification/Automatic Location Identification (ANI/ALI) inquiries. Any ANI/ALI inquiries will be resolved within five business days of receipt.
- D. Provide other telephone companies a copy of their own subscriber records (ALI) data base file once a year for verification. Copies provided by The Company to other telephone Company's may only be used for 911 services.
- E. The Company will staff the data base operations with trained data base personnel until 5:00 p.m. local time each business day.
- F. Service order updates will be reflected in the 911 computers within one business day of posting an order completion to the Company's master Customer records data base.

6.3.18 The Company shall not be required to provide 911 Service to less than an entire Central Office Serving Area.

6.3.19 The rates charged for 911 Transport Service include normal Public Switched Telephone network monitoring of facilities to discover errors, defects, and malfunctions in the network, but do not include any additional monitoring. If available, at the request of the 911 Customer, the Company will provide additional inspection and monitoring of facilities for an additional charge. The 911 Customer and the Company shall promptly notify each other in the event the system is not functioning properly.

6.3.20 All 911 Customers must purchase facilities to maintain a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be required to connect each End Office in the 911 system to the 911 Control Office and/or to the Public Safety Answering Point (PSAP) Serving Central Office.

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