

ORIGINAL

NEW APPLICATION



0000146140

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AZ CORP COMMISSION
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Arizona Corporation Commission

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June 18, 2013

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Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

T-01051B-13-0199

Re: Qwest Corporation d/b/a CenturyLink QC Tariff Filing

Dear Sir or Madam:

The attached tariff pages propose changes to the Qwest Corporation d/b/a CenturyLink QC Service Quality Plan Tariff.

On August 21, 2012 the Arizona Corporation Commission classified QC's retail services as competitive services under Rule R14-2-1108. Historically the Commission has ruled that competitive carriers are not subject to the penalties, remedies and reporting requirements associated with Qwest's Service Quality Plan Tariff. Qwest is recommending changes to the Service Quality Plan Tariff which will result in greater parity between the company and its competitors.

The Staff has stated in connection with its recommendations concerning CC&N applications for other telecommunications providers that companies operating in a competitive marketplace will be forced to provide a satisfactory level of service or risk losing their customers. As was demonstrated in testimony provided in Docket No. T-01051B-11-0378, Qwest currently serves less than one third of the total voice connections in Arizona and therefore faces a very real risk of losing customers if its service is not satisfactory. There is no need to continue these monopoly era requirements in an environment where a majority of voice customers have already elected to receive service from a company that is not subject to them.

The changes being proposed at this time will eliminate the retail service quality standards, penalties, remedies and reporting requirements of the tariff. Provisions addressing network transmission standards and engineering requirements are not being addressed at this time. Qwest respectfully requests that these changes be approved with an effective date of July 18, 2013.

Docket Control
Qwest Service Quality Plan Tariff Filing
June 18, 2013
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Please contact me directly if you have questions concerning this matter.

Sincerely,

A handwritten signature in cursive script that reads "Reed Peterson".

Attachment

Issued: 6-18-13

Effective: 7-18-13

1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to intrastate exchange and network services and equipment furnished by Qwest Corporation, d/b/a CenturyLink QC hereinafter referred to as the Company, between and among points within the State of Arizona. The regulated and tariffed services offered herein by Qwest Corporation, d/b/a CenturyLink QC, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Tariff.

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1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES (Cont'd)

Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK

CENTURYLINK™

CENTURYLINKSM

Tariffed service names which are preceded by QWEST® or “Qwest,” and tariffed services which include “Qwest” as a part of the service marked or trademarked product name, may also be marketed and/or billed under the trade or brand name CenturyLink, or may be marketed and/or billed without any trade or brand name.

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2. GENERAL REGULATIONS

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2. GENERAL REGULATIONS

2.1 DEFINITIONS

Definitions of terms used within this Tariff shall be consistent with the general understanding of the terms as used in the telecommunications industry unless specifically defined in this Tariff. In the interpretation of this Tariff, the following definitions shall be used:

Application for Service

In cases where a construction agreement is not required, an application shall be considered as made when the customer either verbally or in writing requests service. In cases where a construction agreement is required, an application shall be considered as made when the customer accepts the Company's cost estimate (see 2.4.3.A.) as evidenced by the return of the applicable construction agreement signed by the customer.

Base Rate Area

The developed portion or portions within an exchange service area as stated in the Company's Tariffs. Service within this area is generally furnished at uniform rates without charges that vary with distance from the central office.

Basic Local Exchange Service

The telecommunications service which provides a local dial tone, access line and local usage necessary to place or receive a call within an exchange area. This includes initial service (first line) and one additional line (second line).

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Basic Telephone Service

Those capabilities and services listed in 2.5.2.A. of this Tariff.

Busy Hour

The uninterrupted period of 60 minutes during the day when the traffic offered is at a maximum.

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2. GENERAL REGULATIONS

2.2 RECORDS AND REPORTS

2.2.1 LOCATION OF RECORDS

All records required by this Tariff shall be kept within Arizona and shall be made available to the Commission or its authorized representatives at any time upon request.

2.2.2 RETENTION OF RECORDS

All records required by this Tariff shall be preserved for a minimum of 24 months after the date of entry of the record unless the retention length is specifically noted otherwise.

2.2.3 REQUIRED RECORDS AND REPORTS TO BE FILED WITH THE COMMISSION

Service Interruptions

The Company shall notify the Commission of all interruptions affecting service in an entire exchange area or any major portion of it that affects the lesser of 25 percent or 1,000 of the exchange's local access lines for one or more hours during the day. This record shall show the date, time, duration, extent and cause of the interruption.

2.2.4. RECORDS AND REPORTS TO BE MAINTAINED BY THE COMPANY

Construction Charge Estimates

The Company shall maintain a record of each instance when the Company provides a construction charge estimate for an applicant. The record shall indicate the name and address of each applicant for service, the date the construction charge estimate was sent to the applicant, the class of service applied for, if the request was for a first line or an additional line, the dollar amount of the estimate and if the estimate provided involved a group of applicants.

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2. GENERAL REGULATIONS

2.3 RELATIONS BETWEEN CUSTOMERS AND THE COMPANY

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2.3.1 COMPLAINTS AND APPEALS

A. Prompt Investigation

The Company shall fully and promptly investigate and respond to all oral and written complaints made directly to the Company by its applicants or customers. The Company shall notify the customer promptly of the results of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint. Upon request by the customer, the Company shall inform the customer in writing of its proposed disposition of the complaint.

B. Provision of Information

The Company shall direct its personnel engaged in initial contact with an applicant or customer in which dissatisfaction with the decision or explanation by the personnel is expressed, to inform the customer of the right to have the problem considered and acted upon by another consumer representative or supervisory personnel of the Company. If the applicant or customer continues to express dissatisfaction after the supervisory personnel have addressed the problem, the Company shall further direct the supervisory personnel to provide the complainant with the name, address and the current local, or where applicable, the current toll free telephone number of the Consumer Services Staff of the Commission to be contacted for further review of an unresolved problem.

C. Response to Commission

Upon receipt of a complaint, either orally or in writing, from the Commission or its staff on behalf of a customer or applicant, the Company shall make a suitable investigation and advise the Commission or its staff of the results. An initial oral or written response to the Commission or its staff shall be provided within 5 working days after receipt of the complaint by the Company. If requested by the Commission or its staff, a written final response detailing the disposition of the complaint by the Company shall be provided.

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2. GENERAL REGULATIONS

2.3.4 PUBLIC INFORMATION

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A. Business Offices

The Company shall have one or more business offices or customer service centers staffed to provide access to qualified personnel in person or by telephone, including supervisory personnel where warranted, to provide information relating to services and rates, accept and process applications for service, explain charges on customers' bills, adjust charges made in error, and to generally act as representatives of the Company. If one business office serves several exchanges, toll-free calling from those exchanges to that office shall be provided.

B. Information Available from the Business Office

The Company shall, at a minimum, provide the following information to the public, as applicable and upon request, at each business office open to the public:

1. Copies of all Tariffs as filed with this Commission.
2. For each exchange served by the business office, maps showing the exchange, base rate area, zone and wire center (if applicable) boundaries in sufficient size and detail from which all customer locations can be determined and mileage and zone charges measured from these boundaries can be quoted.
3. Publicly announced information about the present and intended future availability of specific classes of service at the location of a potential customer.
4. Publicly announced information concerning plans for major service changes in the area served by the business office.
5. Information pertaining to services and rates as proposed in pending tariff or rate change filings.

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2. GENERAL REGULATIONS

2.3 RELATIONS BETWEEN CUSTOMERS AND THE COMPANY

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2.3.4 PUBLIC INFORMATION

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C. Directory Assistance and Intercept

1. The Company shall list its basic local exchange customers (except those customers requesting otherwise) with the directory assistance operators within 72 hours of service connection in order that they may provide the requested telephone numbers based on the customers' names and addresses when those requests are made.
2. In the event of an error in the listed number or name of any customer by the Company and until a new directory is published, the Company shall make whatever special arrangements are necessary and reasonable at no charge to ensure that calling parties are able to reach the customer whose listed number or name is in error.
3. In the event of an error in the number, name or address listing of any customer, the customer's correct name, address and telephone number shall be in the files of the directory assistance and intercept operators within 72 hours of confirmation of the error by the Company and furnished any caller upon request.
4. Whenever any customer's telephone number is changed at the request of the customer after a directory is published and until a new directory is issued, the Company shall intercept all calls to the former number for a reasonable period, but not fewer than 60 days. If the change is due to the initiative of the Company, intercept service for the former number shall be provided for the greater of 60 days or the remaining life of the current directory at no charge. The correct number shall be in the files of the information operator within 72 hours of the number change. The Company shall provide the caller with information on how to obtain the new number with the intercept recording.

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

The telecommunications plant of the Company shall be constructed, installed, maintained and operated in accordance with good engineering practice in the telecommunications industry to assure, as far as reasonably possible, uniformity in the quality of service furnished and the safety of person and property.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

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2.4.1 CONSTRUCTION AND MAINTENANCE PRACTICES

A. Minimum Construction Standard

1. The Company shall use as a minimum standard of accepted good engineering practice the 1993 edition of the National Electrical Safety Code, dated August 3, 1992, published by the Institute of Electrical and Electronics Engineers, Inc. (IEEE), and endorsed by the American National Standards Institute (ANSI), which is incorporated by reference for all new construction or major rebuild of telecommunication plant begun on or after August 3, 1992.
2. For telecommunication plant constructed or installed prior to August 3, 1992, the minimum standard of accepted good engineering practice shall be the edition of the National Electrical Safety Code in effect at the time of beginning construction or installations of the telecommunications plant.
3. Any telecommunications plant of the Company that is constructed, installed, maintained or operated in accordance with the National Electrical Safety Code in effect at the time of its construction or installation shall be presumed to comply with accepted good engineering practice in the telecommunications industry and the provisions of 2.4.1.A. of this Tariff. However, all direct buried cables connecting the standard network interface at the customer's premises to the network facilities of the Company shall be permanently buried, as practical, at least 12 inches below the final surface grade as known at time of installation. All other direct buried communication cable shall at least be buried at depths required for supply cable of similar voltage as specified in the National Electrical Safety Code.
4. The Company shall use as a minimum standard of safe practice, the current edition of Part 68 of Title 47 of the Federal Code of Regulations for the interconnection of new or existing telecommunications plant of the Company with terminal equipment of a customer.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

2.4.1 CONSTRUCTION AND MAINTENANCE PRACTICES

A. Minimum Construction Standard (Cont'd)

5. The Company will coordinate with other entities concerning construction work initiated by itself, or other entities, that may affect its facilities used for serving the public. For example, the Company shall:
 - a. Economically minimize construction expenditure by coordination with other entities such as the joint use of trenches for cable where joint construction is safe, cost effective and in the best interests of the Company.
 - b. Take reasonable action such as identifying for other entities the location of underground facilities which may be affected by construction work, to protect service to the public. To accomplish this result, the Company shall maintain a data base or some other form of quickly accessible information at its facilities sufficient to allow facility location coordination and participation in a program on a statewide basis to minimize service interruptions caused by accidental cutting of cables in accordance with A.R.S. 40-360.21 et al.
 - d. Engage in coordination with electric power utilities in the area prior to constructing new plant or a major rebuild of existing plant which may be impacted by inductive interference from the electric power systems.
6. The Company shall adopt a program of periodic tests, inspections and preventative maintenance aimed at achieving efficient operation of its system to permit at all times the rendering of safe, adequate and continuous service as recognized by general practices within the telecommunication industry. The presence of inductive interference, cut-offs, intelligible cross-talk and excessive noise generation by communication system facilities during the provision of telecommunications services by the Company are symptomatic of inadequate service, and a maintenance program should be designed to minimize or prevent those occurrences. The Company shall maintain its system to meet the applicable service adequacy standards defined in this Tariff (2.5.1 through 2.5.6).
7. Records of various tests and inspections necessary to meet service standards of the industry in general or those contained in this Tariff (2.5.1 through 2.5.6) shall be kept on file in the office of the Company for review by this Commission. These records shall show the nature of the equipment tested, the reason for the test, the general conditions under which the test was made, the general result of the test and the corrections made.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT (Cont'd)

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2.4.2 PROVISION OF SERVICE DURING MAINTENANCE OR EMERGENCIES

A. Minimum Standards for Maintaining Service

1. The Company shall make reasonable provisions to meet emergencies resulting from power failures, sudden and prolonged increases in traffic, or from fire, storm, or acts of God, and shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruptions or impairment of telecommunications service.
2. Each local central office, toll switching or tandem switching office of the Company shall contain a minimum of four hours of battery reserve rated for peak traffic load requirements. In central offices with capacity for more than 10,000 access lines, or in toll or tandem switching offices, a permanent auxiliary power unit shall be installed. For central offices serving fewer than 10,000 lines, a mobile power source shall be available which normally can be delivered and connected within four hours.
3. Service interruptions for an extended time due to maintenance requirements shall be done at a time which causes minimal inconvenience to customers. Customers shall be notified in advance by the Company of extended maintenance requirements as per Commission Rule R14-2-507.D.4. Emergency service should be made available in an area that experiences a service interruption affecting 1,000 or more access lines which may last for more than four hours during the hours of 8:00 a.m. to 10:00 p.m. based upon the prior experience of the Company. If the Company cannot provide emergency service it shall file a report of the occurrence as required under 2.2.3.B.
4. The Company shall develop a general contingency plan to prevent or minimize any service interruptions due to the catastrophic loss of a central office switch that serves more than 10,000 access lines or is the toll or tandem switching office for 10,000 access lines. The plan shall describe the actions and systems installed to prevent or minimize the extent of any incurred service interruption.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT (CONT'D)

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2.4.3 AVAILABILITY OF SERVICE - ADEQUACY OF FACILITIES

The Company shall employ prudent management planning practices so that adequate equipment is in place to supply service to prospective customers in its service territory within a reasonable period of time as set forth in this section.

The timeframes specified in this section and the associated remedies for failure to meet these timeframes apply to requests for basic local exchange service, unless otherwise stated.

A. Construction Charge Estimate

Where construction charges apply, the Company shall provide to the customer a good faith written cost estimate of the amount of the construction charge, within thirty (30) calendar days from the date of a customer's request for such estimate. Agreement by the customer with such estimate, as evidenced by a signed construction agreement, shall be notice to the Company that the customer desires service and the signature date on the construction agreement shall be considered the application date. The good faith written cost estimate shall inform the customer that receipt of a signed construction agreement is required before the customer's request will be considered an "application for service". This Tariff shall in no way extend the customer's in service date beyond the six (6) months referred to in 4.1.K. in the Exchange and Network Services Price Cap Tariff, i.e., the time period between when the customer's initial request for an estimate and the date service is actually provided, shall not exceed six (6) months, unless so requested by the customer or, unless the customer requests longer than thirty (30) days to return the signed construction agreement as previously agreed to by the Company. In no event will the customer have less than thirty (30) days to accept and return the signed construction agreement.

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B. Timely Provision of Basic Local Exchange Service

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1. Potential Facility Unavailability

The Company shall inform prospective customers of the potential of future facility unavailability when the Company is experiencing or is forecasting potential facility unavailability in specific areas. The Company shall allow customers to reserve basic local exchange service by the subscription to the appropriate tariff rate (i.e., vacation service).

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE

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2.5.1 ADEQUACY OF SERVICE

A. General Requirements

1. The Company shall employ prudent management and engineering practices so that sufficient equipment and adequate personnel are available at all times. To meet this objective, the Company shall conduct traffic studies, employ reasonable procedures for forecasting future service demand and maintain the records necessary to demonstrate to this Commission that sufficient equipment is in use and that an adequate operating force is provided.
2. The criteria for quality of service established within this Tariff defines a minimal acceptable standard for the most basic elements of telecommunications service. This Tariff does not attempt to define all criteria for all service applications nor the most desirable service level for any basic element, except for the minimal acceptable standard. In the event a specific service element is not covered by this Tariff, the Company will be expected to meet generally accepted industry standards for that element and the total service. Organizations which are recognized for establishing standards that may be appropriate for telecommunications services include the IEEE, ANSI, Bellcore and the Federal Communications Commission (FCC).
3. The Company shall make regular periodic measurements to determine the level of service for each item included in 2.5.2 through 2.5.6, following. These records shall be available for review by this Commission upon request.
4. The standards within this Tariff establish the minimum acceptable quality of service under normal operating conditions. They do not establish a level of performance to be achieved during periods of emergency, catastrophe, natural disaster, or other events affecting large numbers of customers nor shall they apply to extraordinary or abnormal conditions of operation, such as those resulting from work stoppage, civil unrest, or other Force Majeure events for which the Company may not have been expected to accommodate.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE (Cont'd)

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2.5.2 BASIC TELEPHONE SERVICE STANDARD

A. Basic Service Standard

As part of its obligation to provide adequate basic telephone service, the Company shall construct and maintain its telecommunications network so that the instrumentalities, equipment, and facilities within the network shall be adequate, efficient, just and reasonable in all respects in order to provide each customer within its service area with the following services or capabilities:

1. Individual line service on the local access line where facilities permit;
2. Dual Tone Multifrequency signaling capability on the local access line;
3. Facsimile and data transmission capability of at least 2,400 bits per second on analog access lines served from the public switched network where the customer uses modulation/demodulation devices rated for such capability;
4. A local calling area that reflects the community of interest of the area in which the customer is located;
5. Access to toll services;
6. Customer billing, public information assistance, directory listing, directory assistance and intercept.

B. Universal Service Availability Standard

In order to maintain a reasonable uniformity between all localities in the Company's service area for adequate basic telephone service in the ordinary course of its business, the Company shall construct and maintain its telecommunications network so as to provide for universal (i.e. ubiquitous) availability of the following services or capabilities when requested by a customer within its serving area:

1. The basic service standard defined in 2.5.2.A.1. through 6.

C. Local Calling Area Standards

Local calling areas as established in the Company's Exchange and Network Services Price Cap Tariff (Section 5) shall be considered by the Commission to meet the community of interest standard as of the date of the Tariff.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE (Cont'd)

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2.5.3 CUSTOMER ACCESS LINES

The Company shall construct and maintain all local access lines used for individual line service so that the transmission loss, as measured at the interface with the Company's network at the customer's location and including any losses in central office equipment, does not exceed 8.5 dB at 1000 + or - 20 Hertz (Hz). All local access lines used for party line service shall be maintained so that the transmission loss under the previously described condition does not exceed 10 dB.

In addition, local access lines used for individual line service of less than 30,000 feet in length shall be constructed and maintained so that a measure of the circuit noise from the network interface at the customer's premises to and including the central office termination shall not exceed 25 dBmC. All other access lines shall be maintained so that the measured circuit noise does not exceed 30 dBmC.

All local access lines shall receive a minimum of 20 milliamperes of line current into an assumed station resistance of 430 ohms. Total line resistance excluding station equipment (CPE), shall not exceed the basic range of the central office. Range extension equipment shall be applied to subscriber lines which are longer (i.e., having more resistance) than the basic working range of the central office.

2.5.4 INTEROFFICE TRUNKING

Local and extended area service interoffice trunk facilities shall have a minimum engineering design standard of B.01 (P.01) level of service. Toll and toll tandem facilities shall have a minimum engineering design standard of B.005 (P.005) level of service.

A. Digital Services

The Company shall conform to the following digital circuit performance standards:

1. For end-to-end connections through the network the Bit Error Ratio (BER) shall be less than 10^{-7} on at least 95 percent of the connections. The BER is the fraction of errored bits relative to total bits received in the transmitted digital stream. A digital transmission channel is considered unavailable, or in outage condition, when its BER in each second is worse than 10^{-6} for a period of ten consecutive seconds.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE

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2.5.4 INTEROFFICE TRUNKING

A. Digital Services (Cont'd)

2. Error free performance for digital circuits, expressed in terms of a percentage of time in seconds when the circuit is available, shall be no less than 98.75% error free seconds. An error free second is any 1-second interval that does not contain any bit errors.
3. Circuit availability for digital circuits, expressed as a percentage of total calendar month minutes, shall be no less than 99.7%.

The standards listed above are minimum standards, actual network performance will depend on the type of facility utilized (i.e., copper or fiber) and the utilization of self healing and alternate route protection services.

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2.7 WAIVER CLAUSE

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2.7.1 PROCEDURE FOR WAIVER OF THIS TARIFF

The Company may seek permission to waive all or part of this Tariff, subject to the following limitations:

- A. A request by the Company for a blanket waiver shall not be granted. Only waivers for individual customers or individual developments or areas shall be considered.
- B. A waiver may be granted only if the Company can demonstrate a good faith effort to comply with the provisions of this Tariff and the Commission finds that the public interest requires the granting of the waiver.

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[1] This page cancels the following pages: Pages 19-20, Release 2, Pages 21-24, Release 1, Pages 25, 26, Release 2, Pages 27, 28, Release 1, Pages 29-30, Release 2.

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(M) Material moved from Page 23.

(M1) Material moved from Page 30.