



Regulatory Department

SBC Long Distance  
5850 W. Las Positas Blvd.  
Pleasanton, CA 94588

July 19, 2005

Commonwealth of Kentucky  
Public Service Commission  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615

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JUL 20 2005

PUBLIC SERVICE  
COMMISSION

In re: Case No. 2005-00186

Enclosed please find five copies of the response to the information request from SBC Long Distance, L.L.C. (d.b.a. SBC Long Distance) in the above case.

Please contact me with any questions.

Thank you,

A handwritten signature in cursive script that reads 'Joann Rice'.

Joann Rice  
Associate Director, Regulatory  
SBC Long Distance, L.L.C.  
Phone: (925) 468-6006  
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PUBLIC SERVICE  
COMMISSION

APPENDIX

APPENDIX TO AN ORDER OF THE  
KENTUCKY PUBLIC SERVICE COMMISSION IN  
ADMINISTRATIVE CASE NO. 2005-00186 DATED June 22, 2005.

Responses of SBC Long Distance, L.L.C. ("SBC Long Distance") July 22, 2005.

1. Does the utility offer a plan that is described, named, or marketed as "unlimited"? If yes, identify and describe the plan and provide copies of the tariff sheets on which the plans can be found.

Yes. SBC Long Distance has unlimited plans filed in Kentucky. See sections 3.7.48, Business Unlimited Long Distance Plans, and Section 3.4.3.X, National Connections, National Connections Plus, National Connections II, National Connections Preferred, attached with the appropriate rates Sections of SBC Long Distance's tariff pages. However, SBC Long Distance does not currently actively market any of these plans in the State of Kentucky.

2. If the utility has an "unlimited" plan, are there use restrictions or other limitations on the plan? If yes, describe these restrictions and reference the utility's tariff.

SBC LD Business Unlimited Long Distance Plan contains specific terms and conditions for subscriber eligibility pertaining to various access lines applications, as follows: auto dialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX/PABX/EABX services, nonsquare electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. The plan is also limited to customers with less than 11 access lines, all on one BTN, per service location, and requires a 1 year term commitment.

Restrictions and qualifications for enrollment are cited in Sections 3.4.3.X.2 and .3, and in Section 3.7.48.B, .D, .I, .J and .K.

3. How and when are customers or potential customers notified of the limitations on the unlimited plan? Describe the notification.

There are no SBC Long Distance customers on the unlimited plans currently in the State of Kentucky, however, if there were, they would be informed at the time of sale, or under any contract, verbally or in writing, by the sales representative, and in the confirmation letter for the order, of the terms and conditions of the plan the customer selected.

4. If third parties (agents, telemarketers, consignees, etc.) market, advertise, or otherwise offer end-users the utility's unlimited plan, explain how those "marketers" are required to verify compliance with the notice requirements.

SBC Long Distance does not currently market these plans in the State of Kentucky.

5. Assuming a customer has subscribed to an "unlimited" plan that has use limitations, is the customer notified when the limitations are exceeded? If yes, how is the customer notified?

Notification of infractions of the conditions of a plan is by letter. An 800 toll free number is provided for the customer to contact SBC Long Distance regarding that notification.

6. How and when are customers notified that changes have been made to the plan?

Customers are notified via a bill message or post card. These notifications are made when changes to the terms and conditions of the plan or a rate increase will be taking place. The messages go out in the customer's bill cycle one month prior to the change. Post cards are sent in time to comply with the State's customer notification rules.

7. Are customers able to check the number of minutes they have used in order to determine if they will exceed the plan's limitations?

The unlimited plans offered by SBC Long Distance do not have minutes per use limitations.

8. Explain why the utility markets, names, or describes a plan as "unlimited" when limits on the plan exist.

SBC Long Distance's feel the use of the term "unlimited" is appropriate as there are no limitations on the actual minutes of use. There are eligibility requirements to enroll in the plans.

9. Explain how the utility ensures that the unlimited plan is offered and the rates, terms, and conditions of service are applied without discrimination as required by KRS 278.170(1).

SBC Long Distance complies with all rules, regulations, and conditions as required by KRS 278.170(1) and does not discriminate in the application of its tariffed services. Any customer who qualifies for the service and is in an area where SBC Long Distance has the appropriate facilities may receive the service.

10. Provide summary records of all complaints received by the utility regarding any unlimited plans offered in Kentucky since January 1, 2001. Include the date that the complaint was opened, customer class, description of complaint, description of complaint resolution, and date that the complaint was closed.

SBC Long Distance has not received any complaints in the State of Kentucky since January 1, 2001.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Connections Services (continued)

.4 Rate Options

The Customer may choose from the following rate options:

.a National Connections

For a monthly recurring charge, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. Intrastate National Connections is provided in conjunction with interstate National Connections and is available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at [www.sbc.com](http://www.sbc.com). Intrastate National Connections is not available on a stand-alone basis.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Connections Services (continued)

.4 Rate Options

.b Reserved for future use

.c National Connections Plus

For a monthly recurring charge, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. Intrastate National Connections is provided in conjunction with interstate National Connections and is available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at [www.sbc.com](http://www.sbc.com). Intrastate National Connections is not available on a stand-alone basis.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Connections Services (continued)

.4 Rate Options

.d National Connections II

For a monthly recurring charge, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. Intrastate National Connections II is provided in conjunction with interstate National Connections II and is available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at [www.sbc.com](http://www.sbc.com). Intrastate National Connections II is not available on a stand-alone basis. Intrastate rates are listed in Section 4 of this tariff.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(X) Connections Services (continued)

.4 Rate Options (continued)

.e National Connections Preferred

For a monthly recurring charge, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use. Intrastate National Connections Preferred is provided in conjunction with interstate National Connections Preferred and is available only to Customers who subscribe to the interstate service provided in the Company's Voice Product Reference and Pricing Guide which may be found at [www.sbc.com](http://www.sbc.com). Intrastate National Connections Preferred is not available on a stand-alone basis. Intrastate rates are listed in Section 4 of this tariff.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup>

- .1 JustCall<sup>SM</sup> Unlimited Weekends is an outbound only long distance optional pricing plan for calls that both originate and terminate within the State.
- .2 This optional calling plan is available to new residential Applicants, existing Residential Customers, and Residential Customers that previously subscribed to one of the Company's long distance Service offerings and cancelled Service that:
  - (1) use Switched Access to reach the long distance network;
  - (2) subscribe to this optional calling plan for the provision of (a) interstate and intrastate InterLATA calling or (b) interstate, intrastate InterLATA, and intrastate IntraLATA calling;

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.



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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup> (continued)

.2 (continued)

- (3) demonstrate to the satisfaction of the Company at the time of subscribing to this optional calling plan that the Applicant or Customer also subscribes to an access line service of an Affiliated LEC or Affiliated CLEC;
- (4) maintain an access lines service of an Affiliated LEC or Affiliated CLEC;
- (5) provide the Company the same billing name and address for all services required to subscribe to this optional calling plan;

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup>

.2 (continued)

- (6) limit the use of Service to that which is of a standard, domestic, residential nature;
- (7) bill the access line service to the same BTN as this optional calling plan; and
- (8) request to be provisioned under this optional pricing plan.

- .3 This optional pricing plan is established at the BTN level. If a Customer selects a different optional calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup>

- .4 For a MRC, Customers subscribing to this optional calling plan receive an unlimited block of weekend MOU (off-peak rate period). The off-peak rate period is from 12:00 a.m. Saturday to but not including 12:00 a.m. on Monday. The peak rate period applies all other times, and calls are billed a Flat Rate per minute. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup>

- .5 Customers who cancel or discontinue the Company's Service or the access line of an Affiliated LEC or Affiliated CLEC or whose Service is refused, cancelled or discontinued by the Company or the Affiliated LEC or Affiliated CLEC shall forfeit eligibility for rates under this optional calling plan. Customers continuing to presubscribe to the Company will be moved to FallBack unless the Customer selects an alternative optional calling plan for which the Customer is eligible.

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.4 Outbound Services-Switched Access (continued)

3.4.3 Consumer Outbound Services (continued)

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup>

- .6 If the Customer uses this Service for non-standard residential or non residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections, and autodialing; the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidential use of Service, the Company may move the Customer to the FallBack plan unless the Customer selects an alternative optional calling plan for which the Customer is eligible. If the Customer is moved to FallBack, the rates and charges in Section 4.4.3 (AG) of the Tariff apply. If the Customer is moved off this optional calling plan because of the previously described reason, the Customer may be ineligible to resubscribe to this optional calling plan.

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans

(A) Business Unlimited Long Distance Plans are custom combination switched TFS, outbound, and calling card optional pricing plans. For a monthly recurring charge, the Customer receives unlimited intrastate and/or interstate one plus (1+) Direct-Dialed MOU. Switched TFS calls and calls billed to a calling card are billed on a usage sensitive basis. For rates and charges, see Section 4.7.48 of this Tariff.

(B) Business Unlimited Long Distance Plans are available to new and existing Business Customers that:

- .1 request to be provisioned under this optional pricing plan;
- .2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for TFS;
- .3 subscribe to and maintain or currently subscribe to and maintain at least one but not more than ten (10) business access lines of an SBC Affiliate that are associated with the qualifying BTN;

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans (continued)

(B) (continued)

- .4 subscribe to and maintain or currently subscribe to and maintain a business access line with a SBC Affiliate.
- .5 subscribe to and maintain Service for the provision of (1) interstate and intrastate InterLATA Service or (2) intrastate IntraLATA Service or (3) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate service.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans (continued)

(B) (continued)

.6 commit to a 1-year term plan for the Business Unlimited Long Distance Plan. If the Customer discontinues Service prior to the expiration of the Business Unlimited Long Distance term plan agreement, the early termination fee applies pursuant to Section 2.26 of this Tariff. The Customer may upgrade, or downgrade, to another Business Unlimited Long Distance Plan; and the Company will waive the early termination fee associated with the change in plans if the Customer commits to another 1-year term and the number of business access lines match the Business Unlimited Long Distance Plan described in Section 3.7.48 (I) of this Tariff.

(C) Except for Customers subscribing to one of the Company's High Volume Calling Plans, the Company will waive the early termination fee for existing Business Customers cancelling their existing term plan agreement and committing to a 1-Year term plan for Business Unlimited Long Distance Plans.



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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans (continued)

(D) Business Unlimited Long Distance Plans are only available for a single BTN. A Customer as a single business entity with more than one BTN at that business entity's service location is not eligible for Business Unlimited Long Distance Plans. Exceptions to this requirements are:

- .1 when subscription to an additional BTN is required for technical reasons by the SBC Affiliated LEC or Affiliated CLEC for DSL provisioning. The DSL service billed under the second BTN must be physically located at the same business premises as the original local service.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans (continued)

- (E) The Customer may subscribe to Business Unlimited Long Distance Plans for outbound Service only or for both outbound and TFS for a single BTN. Business Customers subscribing to the Business Unlimited Long Distance Plans may also subscribe to the Calling Card - Option 2 at the rates described in Section 4.7.48 of this Tariff.
- (F) Customers may subscribe to the Business Unlimited Long Distance Plans for the provision of interstate and intrastate InterLATA service; interstate, intrastate InterLATA, and intrastate IntraLATA service; or intrastate IntraLATA service only.
- (G) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Tariff for optional features, rules and regulations, and general information regarding TFS.
- (H) For switched TFS calls and calls billed to the Calling Card - Option 2, calls are billed in increments of six (6) second subject to a minimum connect time (initial period) of thirty (30) seconds.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans (continued)

- (I) Customers with more than ten (10) business access lines are not eligible for this plan. All business access lines under a participating BTN must be provisioned on this plan.

Customers who cancel or discontinue any of the qualifying products, services or features or whose Service is refused, cancelled or discontinued by the Company or those companies listed in Section 3.4.48 (B) .4 or .5 shall forfeit eligibility for rates under this Service. Customers continuing to presubscribe to the Company will be moved to Long Distance for Business.

- (J) Every WTN within the participating BTN must be provisioned on this Service. Customers found in violation shall forfeit eligibility for rates under this plan and will be moved to Long Distance for Business unless an alternative plan is selected by the Customer. Early termination charges may apply as described in Section 2.26 of this Tariff. If the Customer is moved to an alternative Service and the Customer's term plan commitment is equal to or greater than the term plan commitment under Business Unlimited Long Distance Plans, the Company will credit the Customer's account for the amount of any early termination charges as described in Section 2.26 of this Tariff.

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SECTION 3 - DESCRIPTION OF SWITCHED SERVICES

3.7 Custom Business Services (continued)

3.7.48 Business Unlimited Long Distance Plans (continued)

- (K) Certain restrictions apply. Business Unlimited Long Distance Plans may not be used in conjunction with the following: auto dialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Long Distance for Business unless an alternative plan is selected by the Customer.

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SECTION 4 - SWITCHED SERVICES RATES AND CHARGES

4.4 Outbound Services-Switched Access (continued)

4.4.3 Consumer Outbound Services (continued)

(X) Connections Services

.1 National Connections

The monthly recurring charge is \$20.00 for unlimited interstate and intrastate MOU as defined in Section 3.4.3 (X).4.a of this Tariff.

.2 Reserved for future use

.3 National Connections Plus

The monthly recurring charge is \$20.00 for unlimited interstate and intrastate MOU as defined in Section 3.4.3 (X).4.c of this Tariff.

.4 National Connections II

The monthly recurring charge is \$30.00 for unlimited interstate and intrastate MOU as defined in Section 3.4.3 (X).4.d of this Tariff.

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SECTION 4 - SWITCHED SERVICES RATES AND CHARGES

4.4 Outbound Services-Switched Access (continued)

4.4.3 Consumer Outbound Services (continued)

(X) Connections Services (continued)

.5 National Connections Preferred

The monthly recurring charge is \$20.00 for unlimited interstate and intrastate MOU, as defined in Section 3.4.3 (X).4.e of this Tariff. Every third bill cycle after the first full bill cycle, the Customer will receive a \$5.00 credit for the first 24 months the customer continuously subscribes to this calling plan.

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SECTION 4 - SWITCHED SERVICES RATES AND CHARGES

4.4 Outbound Services-Switched Access (continued)

4.4.3 Consumer Outbound Services (continued)

(AC) Simply Talk<sup>SM</sup> 5 Cents

The usage rate is \$0.05 per minute. For the interstate MRC, see Section 4.4.3 (AC) of the Company's interstate Voice Product Reference and Pricing Guide which may be found at [www.sbc.com](http://www.sbc.com).

(AD) JustCall<sup>SM</sup> Unlimited Weekends<sup>1</sup>

The usage rate for peak rate period MOU is \$0.07 per minute. The MRC is \$14.95 for an unlimited block of interstate and intrastate off-peak period MOU as defined in Section 3.4.3 (AD).4 of this Tariff.

<sup>1</sup> This Service is not longer available to new Customers or to existing Customers at new locations effective July 21, 2004.

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SECTION 4 - SWITCHED SERVICES RATES AND CHARGES

4.7 Custom Business Services (continued)

4.7.48 Business Unlimited Long Distance Plans

Business Unlimited Long Distance Plans

The per minute usage rate for switched TFS is as follows:

	Rate Per Minute
Switched TFS	\$0.0800

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card - Option 2, the usage rate is \$0.1400 per minute. The per call charge may be found in Section 4.1.1 (B).2.a, Section 4.1.2 (B), and Section 4.1.2 (C) of this Tariff.

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Date of Issue: May 5, 2005

Effective Date: May 9, 2005

Issued By: Joann Rice - Associate Director Regulatory

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