

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service5.1 General

This section sets forth the regulations and order related charges for Access Orders for Switched and Special Access Services. These charges are in addition to other applicable charges as set forth in other sections of this tariff.

An Access Order is an order to provide the customer with Switched Access Service or Special Access Service or to provide changes to existing services.

5.1.1 Ordering Conditions

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except multipoint service. All details for multipoint services for a particular order must be identical.

The customer shall provide all information necessary for the Company to provide and bill for the requested service. In addition to the order information required in 5.2 following, the customer must also provide:

- Customer name and premise address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

The order date, which is known as the Application Date, is the date on which the Company receives a firm commitment and sufficient information from the customer to allow processing of the Access Order. The customer is advised of the Application Date at the time the Company gives the customer a firm order confirmation.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.1 General (Cont'd)5.1.2 Provision of Other Services

- (A) In addition to Switched and Special Access Services, other services offered under the provisions of this tariff shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these other services, as set forth in other sections of this tariff, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.
- (B) With the agreement of the Company, other services set forth in (A) preceding may subsequently be added to an Access Order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 5.2.2(C) following will apply when an engineering review is required.
- (C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering are as set forth in 13.1 following and are in addition to the regulations, rates and charges specified in this section.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order

An Access Order is used by the Company to provide a customer Access Service as follows:

- Switched Access Services as set forth in 6. following,
- Special Access Services as set forth in 7. following, and
- Other Services as set forth in 5.1.2 preceding.

When placing an order for Access Service, the customer shall provide, at a minimum, the following information:

For Feature Group D Switched Access Service, the customer shall specify Entrance Facilities and Direct-Trunked Transport Facilities, by channel assignment, e.g., voice grade, or DS1 or DS3 high capacity, and facility assignment between the customer premises and the end office when direct routing to the end office is desired. When routing is desired via a Company Facilities access tandem switch, the customer shall specify Entrance Facilities and Direct-Trunked Transport Facilities (if desired), by channel assignment, e.g., voice grade or, DS1 or DS3 high capacity, and the facility assignment between their premises and the access tandem switch. The customer shall also specify the Switched Transport and Local Switching options desired.

When ordering by trunk quantities to an access tandem, the customer must also provide the Company, when requested, an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Company in its own efforts to project facility requirements.

When routing is desired via a TSP's access tandem switch, the TSP customer shall specify Entrance Facilities and Direct-Trunked Transport Facilities by channel assignment, e.g., voice grade or DS1 or DS3 high capacity between the TSP customer premises and end office. Additionally, when signaling for Tandem Switching is ordered, the customer must specify the traffic which will be riding those facilities by carrier identification code (CIC), by trunk group, by end office.

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In addition to the preceding information, the customer shall specify for Feature Group D with CCSAC signaling option a reference to an existing signaling link or reference to a related CCSAC Signaling link order. Specification of the level of diversity in its network, as defined in Technical Reference TR-TSV-000905, will be required for CSAC Signaling links and STP Port Terminations. Diversity will be provided as mutually agreed upon by the Company and customer based upon availability from the customer's SPOI to the Company STPs. The customer shall also specify the CCSAC Local Switching options, if any, desired. STP point codes and location identifier codes, trunk circuit identification codes and switch type are required for all interconnecting CCSAC trunks regardless of ordering method. The scheduling of CCSAC trunk conversion orders will be negotiated between the Company and the customer.

The customer shall work cooperatively with the Company to determine the number of CCSAC Signaling links and STP Port Terminations ordered with the Feature Group D CCSAC option, required to handle its signaling traffic.

When a customer orders Switched Access Service in trunks, the customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic.

For all Special Access Services, the customer must specify the customer designated premises or Hubs involved, the channel type, e.g., High Capacity, the channel interface technical specifications package and options desired. For multipoint services, the channel interface at each premises may, at the request of the customer, be different but all such interfaces shall be compatible.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals

Access Service is provided with one of the following Service Date Intervals:

- Standard Interval
- Negotiated Interval

To the extent the Access Service can be made available with reasonable effort, the Company will provide the Access Service in accordance with the customer's requested interval, subject to the following conditions:

(A) Standard Interval

A schedule of Standard Intervals applicable for Switched and Special Access Services will be provided to customers. The schedule specifies the services and quantities that can be provided within Standard Intervals.

Access Services provided in a Standard Interval will be installed during Company business days. If a customer requests that installation be done outside of normally scheduled working hours, and the Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 13.2.6 following

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(B) Negotiated Interval

The Company will negotiate a service date interval with the customer when:

- (1) There is no Standard Interval for the service,
- (2) The quantity of Access Services ordered exceeds the quantities specified in the Schedule of Standard Intervals, or
- (3) The customer requests a service date beyond the applicable Standard Interval service date.
- (4) The access service is jointly provided by one or more Local Exchange Carriers within the same LATA.

The Company will offer a service date based on the type and quantity of Access Services the customer has requested. The Negotiated Interval may not exceed by more than six months the Standard Interval Service date, or, when there is no Standard Interval, the Company offered service date.

All part-time Video and Program Audio services are provided with a Negotiated Interval. Each service is subject to a service inquiry. A service inquiry is a request to the Telephone Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

All services for which rates are applied on an individual case basis are provided with a Negotiated Interval.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications

The customer may request a modification of its Access Order at any time prior to notification by the Company that service is available for the customer's use. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the Access Order modification, the Company will schedule a new service date. All charges for Access Order modifications will apply on a per occurrence basis.

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks, channels, or CCSAC Signaling links or STP Port Terminations will be treated as a new Access Order (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

(A) Service Date Change Charge

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 30 calendar days, and the Company accordingly delays the start of service, a Service Date Change Charge will apply. If the customer requested service date is more than 30 calendar days after the original service date, the order may be canceled by the Company and reissued with the appropriate cancellation charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.3 (A) following.

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5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(A) Service Date Change Charge (Cont'd)

A new service date may be established that is prior to the original Standard or Negotiated Interval service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges as set forth in (D) following will apply. Such charges will apply in addition to the Service Date Change Charge.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is:

| | | |
|--|-------------|---------|
| | <u>USOC</u> | |
| Service Date Change Charge, per order | OMC | \$67.22 |

(B) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines, trunks, channels, CCSAC Signaling links or STP Port Terminations will be treated as a partial cancellation and the charges as set forth in 5.2.3(B) following will apply.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer premises, end user premises, end office switch, Feature Group type or Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Company will review the requested change, notify the customer whether the change is a design change, if it can be accommodated and if a new service date is required. If the customer authorizes the Company to proceed with the design change, a Design Change Charge will apply. The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge is:

USOC

| | | |
|------------------------------------|-----|---------|
| Design Change Charge, per order | H28 | \$67.22 |
|------------------------------------|-----|---------|

If a change of service date is required, the Service Date Change Charge as set forth in (A) preceding will also apply.

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5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge

When placing an Access Order for service(s) for which standard intervals exist, a customer may request a service date that is prior to the standard interval service date. A customer may also request an earlier service date on a pending standard or negotiated interval Access Order. If the Company agrees to provide service on an expedited basis, subject to limitations of personnel and material, an Expedited Order Charge will apply.

If the Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply unless the missed service date was caused by the customer.

For DS1, DS3 and OCn Order Expedited intervals, the charge will be per Order as follows: (N)

| | <u>USOC</u> | <u>Rate</u> | |
|-------------------------|-------------|---------------|-----|
| DS1 Expedite, per Order | CX4CX | \$1,200.00(I) | |
| DS3 Expedite, per Order | CX4DX | \$1,740.00 | |
| OCn Expedite, per Order | CX4NX | \$2,100.00 | (N) |

For services other than DS1, DS3 and OCn services, to Calculate the additional labor charges, the Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in 13.2.6(A) following. (N)

When the request for expediting occurs subsequent to the application date of the Access Order, a Service Date Change Charge as set forth in (A) preceding also applies.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Company that service is available for the customer's use, subject to charges specified in (B) following. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original customer requested service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in (B) following will apply, or
- Billing for the service will commence.

In any event, the cancellation date or the date billing is to commence (depending on which option is selected by the customer) shall be the 31st day beyond the original service date of the Access Order.

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (1) Installation of Switched or Special Access Service facilities is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

- (2) When the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.
- (3) When installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
 - (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such charge is determined as detailed in (4) following.
 - (b) The charge for the minimum period of Switched or Special Access Service ordered by the customer.
 - (4) Charges applicable as specified in (3)(a) preceding include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 Selection Of Facilities For Access Orders

- (A) When a customer places an Access Order, it may choose to utilize facilities it previously purchased as a facility to a Hub. If the customer has a high capacity interface for use with Switched Access Service Interface Groups 6 and 9, or has a Switched Transport or Special Access Service facility purchased to a Hub, the customer must request that specific channels be used to implement the Access Order.

5.2.5 Minimum Period

- (A) Except as set forth in (C), 7.3.7 and 9 following, the minimum period for which Access Service is provided and for which charges are applicable, is one month.
- (B) Service Rearrangements as set forth in 6.5.1(C)(2) and 7.3.1(B)(3) following for Switched and Special Access Services respectively, may be made without a change in minimum period requirements.
- (C) The minimum period for part-time Video and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.).

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period is to be established.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.5 Minimum Period (Cont'd)

(D) Changes other than those identified in 6.5.1(C)(2) or 7.3.1(B)(3) following will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also remain responsible for all outstanding minimum period obligations associated with the disconnected service.

- (1) A change of customer of record (i.e., Access Service is provided to and billed to a different entity)
- (2) A move to a different building as set forth in 6.5.4 or 7.3.3 following.
- (3) A change in the type of Special Access Service Channel Termination or Switched Access Service Entrance Facility
- (4) A change in Switched Access Service
- (5) Change in Switched Access Service traffic type
- (6) Change from two-point to multipoint Special Access Service or from multipoint to two-point Special Access Service.

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