

3 – ORDERING SERVICE

3.1 ACCESS SERVICES

- A. Switched Access Service, which is available to customers for their use in furnishing their services to end users, provides a two-point communications path between a customer's premises (or a collocated interconnection location) and an end user's premises. It provides for the use of common terminating, switching and trunking facilities. Switched Access Service provides for the ability to originate calls from an end user's premises to a customer's premises (or a collocated interconnection location), and to terminate calls from a customer's premises (or a collocated interconnection location) to an end user's premises in the LATA where it is provided. Switched Access Service must be ordered separately for each LATA in which the Customer desires to originate or terminate calls.
- B. Switched Access Service is provided in one service category of standard and optional features called Feature Group D. The Company provides Feature Group D originating and terminating equal access.
 - 1. FGD Access, which is available to all customers, provides trunk side access to Company end office switches with an associated uniform 10XXX access code for the customer's use in originating and terminating communications.

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3.2 ACCESS SERVICE ORDER

3.2.1. ORDERING ACCESS SERVICE TYPES

- A. An Access Service Order is used by the Company to provide a customer Access Service. When placing an order for Access Service, the customer shall provide, at a minimum, the following information:
1. For Feature Group D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer's premises to the end office by Feature Group and by traffic type. This information is used to determine the number of transmission paths. The customer shall also specify the Local Transport and Local Switching options. Customers may, at their option, order FGD by specifying the number of trunks and the end office when direct routing to the end office is desired and the Local Transport and Local Switching options desired. When ordering by trunk quantities rather than BHMC quantities to an end office, the customer must also provide the Company an estimate of the amount of traffic it will generate to and/or from each end office subtending an access tandem operated from another Exchange Telephone Company to assist the Company in its own efforts to project further facility requirements.
 2. In addition, for Feature Group D with the Out of Band Signaling/SS7 signaling option, the customer shall specify the switching point codes and trunk circuit identification codes for trunks with the Out of Band Signaling/SS7 signaling option, and the STP point codes, signaling link codes and link type for each Common Channel Signaling Access (CCSA) connection ordered.
 3. When a customer orders FGD in trunks, the customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic.
 4. For 800 Data Base Access Service, the customer shall order the service in accordance with the preceding provisions set forth for Feature Group D. If the customer desires any of the optional features available with 800 Data Base Service, the customer shall so specify on the order for service.
 5. When a customer orders collocation in an end office with Company provided Switched Access Service(s), the customer must specify the collocated fiber optic facilities. The customer must also specify the particular end office location involved, which must be the end office in which the Switched Access Service(s) originate or terminate.

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3.2 ACCESS SERVICE ORDER (CONT'D)

3.2.2 ACCESS SERVICE ORDER INTERVALS

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

- Standard Interval
- Negotiated Interval
- Advance Order Interval

B. Standard Interval

A schedule of Standard Intervals applicable for Switched Access Services is as follows:

Feature Group D	Standard Interval
1 to 4 Trunks	28 days
5 to 24 Trunks	30 days

C. Negotiated Interval

1. The Company will negotiate a service date interval with the customer when:
 - (a.) There is no Standard Interval for the service, or;
 - (b.) The quantity of Access Services orders exceeds the quantities specified in the Standard Intervals, or;
 - (c.) The customer requests a service date beyond the applicable Standard Interval service date except as set forth in 3.2.5 following.
2. 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 services for which rates are applied on an individual case basis are provided with a Negotiated Interval.
3. New or existing FGD trunks ordered with the SS7 signaling option will be provided on a Negotiated Interval.
4. The addition and/or deletion of an 800 Access Service six digit customer identification NXX is provided with a Negotiated Interval. The addition of an 800 Access Service ten digit customer identification record to the 800 Access Service data base or the deletion of an 800 Access Service ten digit customer identification record from the 800 Access Service data base is provided with a Negotiated Interval.

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3.2 ACCESS SERVICE ORDER (CONT'D)

3.2.2.C (Cont'd)

5. The initial establishment of service where customer is:

	<u>Maximum Interval</u>
Not yet provided with any FGD service in the LATA	6 months
Provided FGD service in the LATA	90 Days

3.2.3 ADVANCE ORDER INTERVAL

- A. When placing an Access Order, a customer may request an Advance Order Interval for a service date of 12 to 24 months from the Application Date for the following services:
- B. A minimum of 24 voice grade equivalent Switched Access Service lines or trunks or 720 BHMCs. Orders for less than the minimum quantities will be accommodated under Standard or Negotiated Interval provisions.
- C. Advance Order Interval Access Orders are subject to all ordering conditions of Standard and Negotiated Interval Access Orders except for the following:
1. Advance Payment for Special Assemblies
 - (a.) A nonrefundable Advance Payment will be calculated as follows:
 - I. The applicable Nonrecurring Charges for the services ordered.
 - II. This Advance Payment is due 10 working days from the date the Company confirms acceptance of the order, or on the Application Date, whichever date is the later date. If the Advance Payment is not received by such payment date, the order will be canceled.
 - III. When the Access Services are connected on the service date, the Advance Payment will be applied, as a credit, to the customer's billed service charges. When there has been a decrease in the number of services originally ordered, as set forth in 2 following, only the portion of the Advance Payment for services actually installed will be credited.
 2. Cancellation or Partial Cancellation of an Advance Order Interval Access Order

When the customer cancels an Access Order, the order will be withdrawn. The Advance Payment will not be credited or refunded. Any decrease in the number of ordered Access Services will be treated as a partial cancellation, and the portion of the Advance Payment for the services canceled will not be credited or refunded.

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3.2 ACCESS SERVICE ORDER (CONT'D)

3.2.4 ACCESS ORDER MODIFICATIONS

- A. 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 or prior to the service date, whichever is later.
- B. Any increase in the number of Switched Access Service lines, trunks or busy hour minutes of capacity or CCSA signaling connections will be treated as a new Access Order (for the increased amount only).

3.2.5 SERVICE DATE CHANGE CHARGE

- A. 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 will be canceled by the Company and reissued with the appropriate cancellation charges applied.
- B. A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is found in Section 6.1.2.

3.2.6 PARTIAL CANCELLATION CHARGE

- A. Any decrease in the number of ordered Switched Access Service lines, trunks or busy hour minutes of capacity ordered with a Standard or Negotiated Interval Access Order will be treated as a partial cancellation and the charges as set forth in Section 3.2.3.C.2 will apply. Partial cancellation charges do not apply to Advance Order Interval Access Orders.

3.2.7 DESIGN CHANGE CHARGE

- A. 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. Design changes do not include a change of customer premises, end user premises, end office switch, Feature Group type except for changes to Feature Group D. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

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3.2.7 DESIGN CHANGE CHARGE (CONT'D)

- B. The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge is found in Section 6.1.3.
- C. If a change of service date is required, the Service Date Change Charge will also apply.

3.2.8 EXPEDITED ORDER CHARGE

- A. 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, Negotiated or Advance Order Interval Access Order. If the Company agrees to provide service on an expedited basis, an Expedited Order Charge will apply.
- B. If the Company receives a request for an expedited service date at the time a Standard Interval Access Order is placed, the Expedited Order Charge is calculated by summing all the nonrecurring charges associated with the order and then dividing this total by the number of days in the Standard Interval. The charge is then applied on a per day of improvement basis, per order, but in no event shall the charge exceed fifty percent of the total nonrecurring charges associated with the Access Order.

3.2.9 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 services available for the customer's use or prior to the service date, whichever is later. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. If a customer or an end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:
 - 1. The Access Order shall be canceled and charges set forth in 3.2.9.C.1 following will apply, or
 - 2. Billing for the service will commence.

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3.2.9 CANCELLATION OF AN ACCESS ORDER (CONT'D)

- B. If no cancellation request is received within the specified 30 calendar days, billing for the service will commence. In any event, the cancellation date or the date billing is to commence, as applicable, shall be the 31st day beyond the original service date of the Access Order.
- C. When a customer cancels a Standard or Negotiated Interval Access Order for the installation of service, a Cancellation Charge will apply as follows:
 - 1. When the customer cancels an Access Order, a charge equal to the estimated provisioning costs incurred at a particular date for the service ordered by the Company shall apply.
 - 2. If the Company misses a service date for a Standard or Negotiated Interval Access Order by more than 30 days, due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the customer may cancel the Access Order without incurring cancellation charges.

3.2.10 MINIMUM PERIOD

- A. The minimum period for which Access Service is provided and for which charges are applicable, is three months.
- B. The following changes 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.
 - 1. A move to a different building.
 - 2. A change in type of service.
 - 3. A change in Switched Access Service Interface Group.
 - 4. Change in Switched Access Service traffic type.
 - 5. A change in Out of Band Signaling connection.
 - 6. Change in Company-provided Switched Access Service to a Collocated Interconnection arrangement or vice versa.
 - 7. Change to an existing Feature Group D Service to include the provision of 64 kbps Clear Channel Capability.

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3.2.10 MINIMUM PERIOD (CONT'D)

- C. When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period.
 - 1. The Minimum Period Charge for monthly billed services will be determined as follows:
 - (a.) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity.
 - 2. All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.

3.2.11 NONRECURRING CHARGES

- A. Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation or service rearrangements).

- 1. Installation of Service

Nonrecurring charges apply to each Switched Access Service installed. For Switched Services ordered on a per trunk basis, the charge is applied per trunk or out of band signaling connection. For Switched Services ordered on a busy hour minutes of capacity basis, the charge is also applied on a per trunk basis but the charge applies only when the capacity ordered requires the installation of an additional trunk(s). In addition, nonrecurring charges apply when an out of band signaling connection is installed for use with FGD.

- 2. Service Rearrangements

All changes to existing services other than changes involving administrative activities only will be treated as a discontinuance of the existing service and an installation of a new service. The nonrecurring charge described in (1) preceding will apply for this work activity. Moves that change the physical location of the point of termination are described below.

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3.2.11.A.2 (Cont'd)

(a.) Moves Within the Same Building.

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charge for the capacity affected. There will be no change in the minimum period requirements.

(b.) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new service. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.