
SWITCHED ACCESS SERVICES

Section 5 -- ACCESS SERVICE ORDER

5.1 General

An Access Service Order is used by the Company to provide a Customer Access Service. 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 for those for multipoint service.

When placing an order for Access Service, the Customer shall provide to the Company the order information required in Section 5.2 in addition to the following:

- Customer name and premises 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.

5.2 Ordering Requirements

When ordering Switched Access service, the Customer must specify whether the service is to be provided as:

- (1) Direct Trunked Transport to the end office,
- (2) Direct Trunked Transport to a tandem which connects with Tandem Transport from the tandem to the end office or
- (3) Tandem Transport to the end office.

When all or a portion of service is ordered as Direct Trunked Transport, the Customer must specify the type and quantity of Direct Trunked Transport Facility (i.e., High Capacity DS1).

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5.2 Ordering Requirements (cont'd.)

The Customer must also specify the type of Entrance Facility to be used for Switched Access. For High Capacity Entrance Facilities, the Customer must specify the facility assignment and the channel assignment for each trunk.

- (A) For Feature Group B Switched Access Service, the Customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and the Local Transport and Local Switching options desired. When ordering FGB trunks to an access tandem, the Customer must also provide the Company an estimate of the amount of traffic to be generated to and/or from each end office subtending the access tandem to assist the Company in the effort to project further facility requirements.

In addition, the Customer shall also specify for terminating only access, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks.

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- (B) 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 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 or the access tandem switch when routing is desired via an access tandem switch and the Local Transport and Local Switching options desired. When ordering by trunk quantities rather than BHMC quantities to an access tandem, 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 the access tandem to assist the Company in its own efforts to project further facility requirements.

In addition, for Feature Group D with the SS7 signaling option, the Customer shall specify the switching point codes and trunk circuit identification codes for trunks with the SS7 signaling option, and the STP point codes, signaling link codes and link type for each Signaling Transfer Point (STP) connection ordered.

When a Customer orders FGD in trunks, the Customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic.

- (C) For Toll Free 800 Series 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 Toll Free 800 Series Data Base Service, the Customer shall so specify on the order for service.

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5.2 Ordering Requirements (cont'd.)

(D) When a Customer orders collocation in an end office and/or access tandem with Company provided Switched Access Service(s), the Customer must specify the collocated fiber optic facilities or microwave interconnection location involved. The Customer must also specify the particular end office or access tandem location involved, which must be the end office in which the Switched Access Service(s) originate or terminate, or an Access Tandem in which such service(s) are switched.

5.3 ACCESS Order Service Date Intervals

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

- Standard Interval
- Negotiated Interval
- Advance Order 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 Access Services is as follows:

<u>Feature Groups B and D</u>	<u>Standard Interval</u>
1 to 4 Trunks	28 Days
5 to 8 Trunks	30 Days

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5.3 Access Order Service Date Intervals (cont'd.)

(A) Standard Interval (cont'd.)

If a Customer requests that installation be done outside of normal scheduled work hours, and the Company agrees to this request, the Customer will be subject to applicable Additional Labor Charges as set forth in Section 9 following.

A Service Date Change Order as set forth in Section 9 following will apply for the change in service date on a pending Standard Interval Access Order.

(B) Negotiated Interval

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

- (1) There is no Standard Interval for the service, or;
- (2) The quantity of Access Service orders exceeds the quantities specified in the Standard Intervals, or;
- (3) The Customer requests a service date beyond the applicable Standard Interval service date except as set forth in (C) following.

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.

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5.3 Access Order Service Date Intervals (cont'd.)

(B) Negotiated Interval (cont'd.)

Common Channel Signaling Access (CCSA) links will be provided on a Negotiated Interval. New or existing FGD trunks ordered with the SS7 signaling option will be provided on a Negotiated Interval.

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.

Maximum Interval

Initial establishment of service where Customer is:

- | | |
|--|----------|
| - Not yet provided with any FGB or FGD service in the LATA | 6 Months |
| - Provided FGB or FGD service in the LATA | 90 Days |

(C) Advance Order Interval

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:

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5.3 Access Order Service Date Intervals (cont'd.)

(C) Advance Order Interval (cont'd.)

- 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.

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

A nonrefundable Advance Payment will be calculated as follows:

Advance Payment (Nonrefundable) the minimum (Nonrefundable) monthly charge for the minimum period plus the applicable Nonrecurring Charges for the services ordered.

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.

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5.3 Access Order Service Date Intervals (cont'd.)

(C) Advance Order Interval (cont'd.)

(1) Advance Payment (cont'd.)

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.

5.4 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 or prior to the service date, whichever is later.

Any increase in the number of Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a new Access Order (for the increased amount only).

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5.4 Access Order Modifications (cont'd.)

(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 will be canceled by the Company and reissued with the appropriate cancellation charges applied.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is as set forth in Section 9 following.

(B) Partial Cancellation Charge

Any decrease in the number of ordered Switch 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 5.5(B)(1) following will apply. Partial cancellation charges do not apply to Advance Order Interval Access Orders.

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Section 5 -- ACCESS SERVICE ORDER (Cont'd.)5.4 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. 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.

The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge is set forth in Section 9 following in addition to Additional Engineering as set forth in Section 9 following. If a change of service date is required, the Service Date Change Charge will also apply.

(D) Expedited Order Charge

A Customer may request a service date that is prior to an applicable service date when placing an access order, or may request an earlier service date on a pending access order. If the Company determines that extraordinary costs or additional labor is required to meet the requested date, the Company will notify the Customer and provide an estimate of the charges including Service Date Change charges. With Customer agreement, all charges will be billed at actual costs, not to exceed 10 percent over the estimated charges. (See Additional Labor Charges, Section 9 following.)

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5.5 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 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:

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

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.

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Section 5 -- ACCESS SERVICE ORDER (Cont'd.)

5.5 Cancellation of an Access Order (cont'd.)

- (B) 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.

5.6 Minimum Period

- (A) The minimum period for which Access Service is provided and for which charges are applicable, is one month.
- (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.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which 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 STP Link.
- (6) A change in STP Port.
- (7) Change in Company-provided Switched Access Service to a Collocated Interconnection arrangement or vice versa.
- (8) Change to an existing Feature Group D Service to include the provision of 64 kbps Clear Channel Capability.

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5.6 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.

The Minimum Period Charge for monthly billed services will be determined as follows:

For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity.

All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.