

ACCESS SERVICE

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

This section sets forth the conditions and order related charges of 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 service guide.

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.

The rates and charges in this section apply to switched and special access customers served by the Telephone Company, except for customers in the pricing flexibility Metropolitan Statistical Areas (MSAs) listed in Section 23.3 following. The rates and charges for switched and special access customers in the pricing flexibility MSAs are set forth in Section 23.4 following.

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 for those for multipoint service.

The customer shall provide all information necessary for the Telephone 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 premises address(es).
- Billing name and address (when different from customer name and address).
- Customer's contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)

Orders for Switched Access Service must indicate whether the Switched Transport ordered is for Entrance Facilities and Direct-Trunked Transport. For Direct-Trunked Transport, the order must specify the facility Hubs involved, channel type, channel interface, and any options desired.

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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 provisions of this service guide 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 service guide, 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 Telephone Company, other services mentioned in (A) preceding may subsequently be added to an Access order at any time, up to and including the service date for an Access Service. When added subsequently, charges for a design change as set forth in 5.2.3(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 conditions, rates and charges for Additional Engineering are as set forth in 13.1 following and are in addition to the conditions, rates and charges specified in this section.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.1 General (Cont'd)5.1.3 Special Construction

The conditions, rates and charges for special construction are set forth in Section 14 following, and are in addition to the conditions, rates and charges specified in this section.

5.1.4 Discontinuance of Service

Orders for discontinuance of service must be received in writing 24 hours in advance of the customer desired disconnect date. The Telephone Company will insure that the service is disconnected on the requested date. No charges will apply after the requested disconnect date, except as defined for minimum periods in 2.4.2 preceding.

5.1.5 Reserved For Future Use

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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 Telephone 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:

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

- For all Special Access Services, the customer must specify the customer designated premises or Hubs involved, the type of service (e.g., OptiPoint, SONET OC Ring, Ethernet Transport), the channel interface, technical specification package and options desired.
- When a customer desires Switched Access Service to an end office that is a remote switching office, the customer must order to the host office which controls the remote switching office since all traffic to and/or from a remote switching office must be routed through the host office.

Where the Special Access Service is exempt from the Special Access Surcharge as set forth in 7.4.2 following, the customer shall furnish with the order the certification as set forth in that section.

Customers may place orders for access services directly or through a designated authorized agent. Prior to placing an order for service, the authorized agent must obtain a signed letter of agency from the access customer. The authorized agent must provide a copy of the letter of agency to the Telephone Company at the time the order is placed.

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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 Interval

The Telephone Company will make every effort to provide access service to customers on the date specified by the customer. In situations where the Telephone Company cannot meet the service date requested, the Telephone Company will guarantee installation by the Firm Order Commitment (FOC) date in accordance with the provisions set forth in 2.4.9 preceding.

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

- (1) Special Construction or Specialized Services or Arrangements are not requested.
- (2) Specialized equipment is not required.
- (3) Other Telephone Companies are not involved in the service installation.
- (4) Customer actions do not prevent or inhibit installation of the service (e.g., the customer's premises is inaccessible, the customer changes interface requirements, or the customer is not ready to accept the service).
- (5) Access service will be installed during the Telephone Company's business day. If a customer requests that installation be done outside of normally scheduled working hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 13.2 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 Charge

The Access Order Charge is designed to recover the costs associated with processing the customer's order, and will apply on a per order basis. This charge will be in addition to any other applicable nonrecurring charges as set forth in Sections 6, 7, and/or 13 following.

At the time the Customer places a Access Order with the Telephone Company, the Customer will be informed that if the Access Order is canceled prior to installation of access facilities, where installation of access facilities has commenced, a cancellation charge as set forth in Section 5.2.4(B) 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 Charge (Cont'd)Charge

Access Order Charge
- per order

Florida	\$20.00
Indiana#	\$20.00
Kansas	\$20.00
Minnesota	\$20.00
Missouri#	\$20.00
Nebraska	\$20.00
New Jersey	\$20.00
North Carolina	\$20.00
Ohio	\$20.00
Oregon	\$20.00
Pennsylvania	\$20.00
South Carolina	\$20.00
Tennessee	\$20.00
Texas	\$20.00
Virginia	\$20.00
Washington	\$20.00
Wyoming	\$20.00

See Section 1.3 preceding.

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

The customer may request a modification of its Access Order at any time prior to notification by the Telephone Company that service is available for the customer's use. The Telephone 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 Telephone Company will notify the customer. If the customer still desires the Access Order modification, the Telephone Company will schedule a new service date. All charges for Access Order modifications will apply on a per access order basis.

When Telephone Company personnel are dispatched to install a customer's service on the requested service date, and the customer advises the Telephone Company personnel that service cannot be accepted at that time, the customer shall be responsible for payment of additional labor charges for the time incurred by Telephone Company personnel. The additional labor charges will be applied on per half hour, per technician basis as set forth in 13.2 following.

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

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Access Order Modifications (Cont'd)(A) Service Date Change

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 120 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 120 calendar days, the Telephone Company will accordingly delay the start of service. If the customer requested service date is more than 120 calendar days after the original service date, the order will be canceled by the Telephone 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 5.2.4(A) following.

A new service date may be established that is prior to the original date specified by the customer if the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Access Order Modifications (Cont'd)(B) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines or trunks will be treated as a partial cancellation and the charges as set forth in 5.2.4(B) following will apply.

(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 Telephone 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 channel interface or technical specification package. Design changes do not include a change of customer premises, end user premises, end office switch, 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.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Access Order Modifications (Cont'd)(C) Design Change Charge (Cont'd)

The Telephone 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 Telephone 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.

If, as a result of the change, the original service date cannot be met without the Telephone Company incurring additional labor, and the Customer provides authorization to the Telephone Company to proceed, then charges as set forth in Section 13 will apply. If the customer is unwilling to pay such costs, the service date must be changed in accordance with (A) preceding as a result of the design change.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Access Order Modifications (Cont'd)(C) Design Change Charge (Cont'd)

	<u>Charge</u>
Design Change Charge, Per Order	
Florida	\$30.50
Indiana#	\$16.10
Kansas	\$24.60
Minnesota	\$24.60
Missouri#	\$24.60
Nebraska	\$24.60
New Jersey	\$25.00
North Carolina	\$27.00
Ohio	\$13.90
Oregon	\$41.00
Pennsylvania	\$25.00
South Carolina	\$41.50
Tennessee	\$41.50
Texas	\$24.60
Virginia	\$41.50
Washington	\$41.00
Wyoming	\$24.60

See Section 1.3 preceding.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 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 Telephone Company that service is available for the customer's use. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be canceled. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days of the latest agreed upon service date (i.e. firm order confirmation 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.

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 latest agreed upon service date (i.e. firm order confirmation date) of the Access Order.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 Cancellation of an Access Order (Cont'd)

- (B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:
- (1) Costs incurred in conjunction with the provision of Switched or Special Access Service start on the Firm Order Confirmation date.
 - (2) When the customer cancels an Access Order or portion thereof prior to the Firm Order Confirmation date, no charges shall apply.
 - (3) When the customer cancels an Access Order on or after the Firm Order Confirmation date, a Cancellation Charge will apply.
 - (4) Calculation of the Cancellation Charge is as follows:
 - (a) If the customer has requested a Service Date Change beyond the original service date, the resulting additional installation days are included in the service interval.
 - (b) When counting the number of days in the service interval or the number of days from the Firm Order Confirmation date through the Access Order Cancellation Date, the Firm Order Confirmation date will count as day one.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

- (c) Except as set forth in (d) following, the Cancellation Charge will be a percentage of all nonrecurring charges associated with the access order, or that part of the order being canceled. This percentage is calculated by dividing the number of days from the Firm Order Confirmation date through the Cancellation Date by the number of days in the agreed to service interval. The Cancellation Charge is then developed by multiplying the nonrecurring charges associated with installation of the canceled service by the calculated percentage.
- (d) The cancellation charge for OC3, OC12, OC48 or OC192 services (e.g., OptiPoint Service, SONET OC Ring) will be calculated as a percentage of the Optical Service Charge set forth in 6.8.1 and 7.5.1 following for each node associated with the cancelled order. This percentage is calculated as specified in (c) preceding.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone 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)5.2.5 Selection Of Facilities For Access Orders

- (A) When a customer places an Access Order, it may choose to utilize facilities previously purchased as a facility to a Hub. If the customer has a Special Access Service facility purchased to a Hub, the customer must request that specific channels be used to implement the Access Order. If a facility assignment is not specified by the customer, the Telephone Company will provide the service from available inventory as discussed in 5.3 following.
- (B) For all other Access Orders, the option to request a specific transmission path or channel is not provided except as provided for under Special Facilities Routing as set forth in 11. following.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.6 Minimum Period

- (A) Except as set forth in 13.1.10 following, the minimum period for which Access Service is provided and for which charges are applicable, is one month.
- (B) Reserved
- (C) Reserved
- (D) Service Rearrangements as set forth in 6.7.1(C)(3), 7.4.1(C)(3) and 8.3.4(C) following for Switched, Special and Frame Relay Access Services respectively, may be made without a change in minimum period requirements.
- (E) Changes other than those identified in 6.7.1(C)(3), 7.4.1(C)(3) or 8.3.4(C) following will be treated as a discontinuance 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.

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.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.6 Minimum Period (Cont'd)

(E) (Cont'd)

- (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 6.7.5(B) or 7.4.5(B) following.
- (3) A change in type of service (i.e., Switched Access to Special Access, one type of Special Access to another).
- (4) A change in the type of Special Access Service Channel Termination.
- (5) Reserved
- (6) Reserved
- (7) Change from two-point to multipoint Special Access Service or from multipoint to two-point Special Access Service.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.7 Minimum Period Charges

When Access Service is disconnected at the customer's request prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period.

The Minimum Period Charge for services provided with a one month minimum period will be determined as follows:

- (A) Reserved
- (B) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the service as set forth in 7.5 following.

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

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.8 Shared Use Facilities

Shared Use (i.e., Switched and Special Access Services provided over the same analog or digital high capacity facilities) is allowed. Shared use facilities to a Hub will be ordered and provided as Special Access Service. While shared use is allowed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

5.3 Available Inventory

Available inventory is limited and does not include facilities previously ordered. The Telephone Company will make every reasonable effort to maintain sufficient available inventory to provide Access Service in accordance with customers' requested service date intervals. To the extent that service can be provided, Access Orders will be satisfied from available inventory.

5.4 Reserved For Future Use