

ACCESS SERVICE

5. Ordering Options for Access Service5.1 General

This Section sets forth the regulations and order related charges for Access Orders for Switched Access Service. These charges are in addition to other applicable charges as set forth in other Sections of this Tariff and the Product Guide or Tariff for Special Access Services.

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 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 and 5.3 following, the customer must also provide:

- 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.

5.1.2 Provision of Other Services

- (A) Testing Service, Additional Labor, Restoration Priority and Special Facilities Routing shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these services, as set forth in other Sections of this Tariff and the Product Guide or Tariff for Special Access Services, 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.

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

- (B) With the agreement of the Telephone Company, the items listed in (A) preceding may subsequently be added to the 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 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.

5.1.3 Special Construction

The regulations, rates and charges for Special Construction of 100% interstate services are set forth in the Verizon Pennsylvania LLC's SPECIAL CONSTRUCTION TARIFF F.C.C. NO. 42 with Verizon Delaware LLC as a concurring carrier. The regulations, rates and charges for Special Construction of 100% intrastate services are set forth in 14. following.

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

Where mixed (i.e., interstate and intrastate) services are being ordered, a quotation charge as set forth in 14. following will apply for the intrastate portion of the cost estimates provided.

When Special Construction is required, the customer will be so notified prior to establishing a firm order. If the customer agrees to the special construction, a firm order will be established. If the customer does not want the service or facilities after being notified that special construction is required, the order will be withdrawn and no charges will apply.

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5. Ordering Options for 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 the Product Guide or Tariff for Special Access Services,
- Other Services as set forth in 5.1.2 preceding.

When a customer requests new or additional Switched Access Services, more than one access order may be required. The number of orders required is dependent on the type of services and/or facilities being requested.

When placing an order for service, the customer shall specify, at a minimum, information for the Entrance Facility, as described following, Direct-Trunked Transport Facility, as described following, and/or Tandem Switched Transport, as described following. This information is in addition to the basic FGA, FGB or FGD Switched Access Service arrangement as described following.

- When the customer orders an Entrance Facility for Switched Access Service (as described in 6.1.2 following), the customer must specify the customer-designated premises and the type of facility, DS3, DS1, or Voice Grade, being requested between the customer's premises and the serving wire center (SWC) of that premises. The customer shall specify their facility terminating interface and the appropriate multiplexing options if desired at the SWC.
- When the customer orders Direct-Trunked Transport (as described in Section 6.1.2 following) for FGA, FGB or FGD the customer must specify whether the Entrance Facility that interfaces with the Direct-Trunked Transport facility is new or existing. If the Entrance Facility is new, the customer shall order the Entrance Facility as described preceding. If the Entrance Facility is existing, the customer shall provide the Connecting Facility Assignment (CFA) of the existing facilities that will be used for the Direct-Trunked Transport. The Entrance Facility capacity must be the same capacity as the Direct-Trunked Transport or higher. The customer shall specify the type of Direct-Trunked Transport facility, DS3, DS1, or Voice Grade, being requested between the SWC of the customer's premises and the end office switch and any multiplexing options desired at the end office. In addition, the customer must order FGA, FGB or FGD at the same time as described following.

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

- When the customer orders Tandem Switched Transport, as described in 6.1.2, for FGB and FGD Access, the customer must specify whether the Entrance Facility that interfaces with the Tandem Switched Transport is new or existing. If the Entrance Facility is new, the customer shall order the Entrance Facility as described preceding. If the Entrance Facility is existing, the customer shall provide the Connecting Facility Assignment (CFA) of the facilities to be used. Tandem Switched Transport is only available with Switched Access and must be ordered in trunks as set forth following.
- When the customer orders FGA Switched Access Service, the customer must have capacity available on an existing Entrance Facility and/or Direct-Trunked Transport facility with compatible interfaces or request an Entrance Facility and/or Direct-Trunked Transport facility as described preceding. Tandem Switched Transport is not available for FGA. If the Entrance Facility and/or Direct-Trunked Transport facility are existing, the customer shall provide the Connecting Facility Assignment (CFA) of the facilities to be used. The customer shall also specify the number of lines and the first point of switching (i.e., dial tone office), the Switched Transport options and Local Switching options desired. In addition, the customer shall specify whether the ordered line(s) is for FX/ONAL service or MTS/WATS-type service. If the customer specifies MTS/WATS-type service, it shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines. Feature Group A service will only be provided in switch types with technical capabilities to provide terminating call screening and individualized call billing detail for both originating and terminating traffic.
- When the customer orders FGB and FGD Switched Access Service, the customer must have capacity available on an existing Entrance Facility with a compatible interface or request an Entrance Facility as described preceding. In addition, the customer must specify if Direct-Trunked Transport or Tandem Switched Transport is to be used. If Direct-Trunked Transport is requested, the customer must specify whether the Direct-Trunked Transport facility is new or existing. If the Direct-Trunked Transport facility is new, the customer may order the Direct-Trunked Transport facility as described preceding. If the Direct-Trunked Transport facility is existing, the customer shall provide the Circuit Identification of the facility to be used. FGB and FGD Switched Access using Direct-Trunked Transport must be ordered in trunks as set forth preceding. If Tandem Switched Transport is requested, the customer may order FGB and FGD Switched Access in trunks as set forth preceding.

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

- For Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when Direct-Trunked Transport routing to the end office is desired, or the access tandem switch when Tandem Switched routing is desired via an access tandem switch and Switched Transport options and Local Switching options desired. When ordering FGB trunks to an access tandem, the customer must also provide the Telephone 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 Telephone Company in its own efforts 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. The basic traffic type must also be specified using the same categories as described in 6.1.2 following, to enable efficient provisioning and billing functions.

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

- For Feature Group D Switched Access Service, the customer shall specify the number of trunks from the customer's premises to the end office by Feature Group. When the office to which the customer is ordering service is a remote switching system (RSS) or remote switching module (RSM), the customer must also specify the end office that serves as the host switch for the RSS or RSM. This information is used to determine the number of transmission paths as set forth in 6.5.5 following. The customer shall also specify the Switched Transport and Local Switching options.
- Customers may, at their option, order FGD by specifying the number of trunks desired between their premises and an entry switch. When ordering by trunk quantities to an access tandem, the customer must also provide the Telephone 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 Telephone Company in its own efforts to project future facility requirements. The basic traffic type must also be specified using the same categories as described in 6.1.2 following, to enable efficient provisioning and billing functions.
- For Feature Group D Switched Access Service with the Out of Band Signaling Ordering Option, in addition to information listed in 5.2 preceding, the customer shall specify a reference to existing out of band signaling connections or reference to a related signaling connection order in 6.8.1 following. The customer must also provide any out of band signaling Local Switching options. When ordering trunks with out of band signaling, the customer shall provide STP point codes and location identifier codes, circuit identification codes and switch type. In addition, the customer shall also specify, for out of band signaling connections the level of diversity in its network as defined in Verizon Supplement Common Channel Signaling (CCS) Network Interface Specification, Issue #1, December 1990, and in Technical Reference TR-TSV-000905, Issued July 1989.
- For Feature Group D ordered with the out of band signaling Ordering Option, the customer shall work cooperatively with the Telephone Company to determine the number of out of band signaling connections required to handle its signaling traffic.

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

- When the office to which the customer is ordering service is a remote switching system (RSS) or remote switching module (RSM), the customer must also specify the end office that serves as the host switch for the RSS or RSM.
- Toll Free Data Base Access Service, as well as vertical features, may be ordered via direct access to the centralized data base system, i.e., the Service Management System (SMS), or via a Responsible Organization (RESP ORG) that has access to the SMS. Access to the SMS may be via dial-up terminal access, dedicated terminal access, or mechanized generic interface access. Access to the SMS is provided for under a separate tariff filing, i.e., the Toll Free Number Administration Service Center/Service Management System (NASC/SMS) Functions Tariff, and may be arranged through the Toll Free Number Administration Service Center (Toll Free NASC).
- For Toll Free Data Base Access Service, when the customer desires a separate trunk group for conventional signaling between the equal access tandem and the customer serving wire center, the trunk group is ordered by specifying the number of trunks to the equal access tandem.
- 900 Access Service may be ordered on a direct basis (only to equal access end offices with six digit translation capability), or via an access tandem, at the option of the customer.

For 900 Access Service, when the customer requires a separate trunk group for conventional signaling between the equal access tandem and the customer serving wire center, 900 Access Service traffic will be delivered via a separate 900 trunk or trunk group. In cases where the customer has an Toll Free Data Base Access Service trunk or trunk group in service, 900 traffic will be delivered over a 900 Access Service trunk or trunk group.

900 Access Service is ordered on a statewide basis. Calls originating in a State in which the customer has not ordered 900 Access Service NXX codes activated will be blocked.

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

- For Directory Assistance Service, the customer shall specify the number of trunks from the customer's premises to the Directory Assistance location. If the Directory Assistance Service is to be combined with a Feature Group B or D Switched Access Service, the customer shall also specify which Feature Group B or D Switched Access Service trunk group is to be associated with the Directory Assistance Service. This information is used to determine the number of transmission paths as set forth in Section 35 of the Guide for Detariffed Services - Competitive. The customer then specifies the Directory Transport options.
- For all Special Access Services, the customer must specify the customer premises or Hubs involved, the type of service (e.g. Video, Voice Grade, High Capacity, etc.), the channel interface, technical specification package and options desired, and the Percent Interstate Usage (PIU) as greater than or less than 10%, in accordance with Section 2.3.12, preceding. 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. For multiplexed High Capacity DS1 or higher systems ordered to Facility Hubs, the customer must specify channel and assignment data. For voice grade (C) services which are ordered with compatible digital interfaces and without channel and assignment data, this will be provisioned, where facilities permit, on telephone company DS1 facilities inventory.
- For the WATS Access Connection (WAC), used for the provision of WATS Access Line Service which provides transmission of intrastate traffic the customer shall specify the premises at which the WAC terminates, the type of line (i.e., Two-Wire or Four-Wire), the type of calling, (i.e., originating or terminating), the Network Channel Interface, The Technical Specifications Package, and any other service options. Certain end offices, i.e., DMS 10 and #5ESS, do not have the WATS capability. The Telephone Company will use the nearest equipped office to provide the service. The customer will be notified of the change and order modification charges will not apply.
- For the Operator Transfer Service option ordered in conjunction with FGD as specified in 6.2.3(A)(8) following, the customer must specify the number of trunks desired between their premises and the Telephone Company designated Operator Services Access Point. Operator Transfer trunks are used to carry only originating 0 minus traffic, i.e., the customer dials only the 0 digit with no additional digits. Trunks ordered with Operator Transfer Service may be arranged for originating only traffic.

* Effective January 19, 2014, Telegraph Grade Service formerly contained in this (N)
section, is hereby canceled and withdrawn and no longer available. (N)

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

When ordering Operator Transfer Service trunks as specified preceding, the customer must also specify the type of signalling desired. Operator Transfer Service trunks may be equipped with either Exchange Access Signalling or Operator Services Signalling as specified in TR-NPL-00258, issued October 1, 1985.

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5. Ordering Options for 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 Telephone Company will provide the Access Service in accordance with the customer's requested interval, subject to the following conditions:

(A) Standard Interval

The Telephone Company shall publish, and make available to all customers a schedule of Standard Intervals applicable for Switched and Special Access Services. The schedule specifies the services and the quantities of services that can be provided within the standard intervals.

Access Services provided in a Standard Interval will be installed during normally scheduled Telephone Company work hours. If a customer requests that installation be done outside of scheduled work 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.

(B) Negotiated Interval

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

- (1) There is no Standard Interval for service, or
- (2) The customer requests a service date before or beyond the applicable Standard Interval service date, or
- (3) The quantity of Access Services ordered exceeds the quantities specified in the Standard Intervals.

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

The Telephone 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 Telephone Company offered service date.

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

5.2.2 Access Order Modifications

The customer may request a modification of its Access Order prior to the service date. 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 occurrence basis.

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks, or Out of Band Signaling Connections (OBSC) 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.

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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 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 Telephone 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, or if the customer or the customer's end user is unable to accept Access Service within 30 calendar days of the original service date, the order will be cancelled by the Telephone Company on the 31st day with the appropriate Cancellation Charge as set forth in 5.2.3 following applied. If the customer still requires the service, the customer must place a new Access Order with the Telephone Company.

A new service date may be established that is prior to the original standard or negotiated interval service date if the Telephone 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 Telephone Company that a Special Handling Charge 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:

Charge

Service Date Change Charge, per order	\$55.94
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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 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 5.2.3 following will apply.

A customer may cancel any number of Special Access Services.

(C) Design Change Charges

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 of 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 Services 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 Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Design Change Charges (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. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>
Design Change Charge, per order	H28	\$67.93

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

(D) Special Handling Charge

A Special Handling Charge will apply when a customer requests a service date that is earlier than the Standard Interval service date for the Access Service ordered. A customer may also request an earlier service date on negotiated interval Access orders.

The request for an earlier service date may be received from the customer prior to the issuance of an Access Order, or after the Access Order has been issued but prior to the service date. When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in 5.2.2(A) preceding also applies.

The Telephone Company maintains exclusive right to accept or deny the request to expedite. If, upon reviewing availability of equipment and scheduled workload, the Telephone Company agrees to provide service on an expedited basis and the customer accepts this proposal, a Special Handling Charge will apply.

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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Special Handling Charge (Cont'd)

If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, then the Special Handling Charge will not apply.

In the event that the Telephone Company provides service on an expedited basis by customer request and the customer then delays service, an additional Service Date Change Charge beyond that specified in 5.2.2(A) preceding will be applied.

In the event that the customer cancels an expedite request, the Special Handling Charge will be added to the Cancellation Charge specified above.

A Special Handling Charge will not be applied to orders expedited for Telephone Company reasons.

If costs other than additional administrative expenses are to be incurred when an Access Order is expedited, the Telephone Company will develop, determine, and bill such costs in accordance with terms and conditions as set forth in applicable tariffs. Such costs include, but are not limited to, overtime charges, premium work time charges, costs to purchase non-standard materials, etc.

The nonrecurring Special Handling Charge to be applied to all Access orders processed on an expedited basis is as follows:

	<u>USOC</u>	<u>Charge</u>
Special Handling Charge, per order	EOD	\$179.82

The Special Handling Charge will be billed in addition to the normal nonrecurring Access service charge and will be applied on a per order basis.

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5. Ordering Options for 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 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 cancelled. The verbal notice must be followed by written confirmation within 10 days.

A customer may negotiate an extension of a service date of an Access Order for installation of new services or rearrangements of existing services and a Service Date Change Charge, as set forth in 5.2.2 preceding, will apply. However, if the customer requested service date is more than 30 calendar days after the original service date, or if the customer or the customer's end user is unable to accept Access Service within 30 calendar days of the original service date, the order will be cancelled on the 31st day beyond the original service date and the appropriate Cancellation Charge will be applied.

Costs incurred in conjunction with the provision of Switched or Special Access Service start on the Application Date as defined in (B) (2) following.

When the customer cancels an Access Order prior to being notified of the critical events in the Provisioning Process, as defined in (B) (2) following, no charges shall apply.

- (B) Applicable charges are based on the amount of provisioning completed by the Telephone Company at the time the order is cancelled. The charges are determined based on the following:

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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of An Access Order

(B) (Cont'd)

- (1) Certain Telephone Company critical dates are associated with an Access Order provisioning interval, whether Standard or Negotiated. These dates are used by the Telephone Company to monitor the progress of the provisioning process. At any point in the Access Order provisioning interval the Telephone Company is able to determine which critical date was last completed and can thus determine what percentage of the Telephone Company's nonrecurring charge has been incurred.
- (2) The critical dates tracked by the Telephone Company are as follows:
 - Application Date (APP): the date the customer provides a firm commitment and sufficient information as detailed in 5.1 preceding to the Telephone Company. This is also the order date.
 - Scheduled Issue Date (SID): The date that the order is to be entered in the Telephone Company's order distribution system.
 - Design Layout Report Date (DLRD): The date the Design Layout Report (DLR) is to be forwarded to the customer. In the case of "Routing/Translation only"* orders, this date occurs when all necessary network design and layout information has been passed to the Translation Writing Organization.
 - Records Issue Date (RID): The date that all design and assignment information is to be sent to the central office and installation forces.

* Trunk Routing/Switch Translation (R/T) installation orders are those that require translations software changes only. Routing/Translation software installation includes, but is not limited to, 900 NNX code changes.

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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of An Access Order

(B) (Cont'd)

(2) (Cont'd)

- **Wired and Office Tested Date (WOT):** The date by which all intraoffice wiring is to be completed, all plug-ins optioned, aligned, and frame continuity established, and the interoffice facilities, if applicable, tested. In addition, switching equipment is to be installed and tested and all translations loaded and checked.
- **Plant Test Date (PTD):** The date on which overall testing of the service is to be started. In the case of "Routing/Translation only"* orders, this date is when all individual office tests of the translations are completed.
- **Service Date (DD):** The date on which service is to be made available to the customer. This is sometimes referred to as the Due Date.

- (3) The amount of the total provisioning completed by the Telephone Company at a particular critical date varies by the type of service shown as following.

When a customer cancels an Access Order, or part of an Access order, before the service date, the Telephone Company will apply cancellation charges to the order, unless the order is canceled because the Telephone Company missed the service date, by multiplying all the nonrecurring charges associated with the order, or that part of the order being canceled, by the percentage shown following for the critical date last completed on the order:

* Trunk Routing/Switch Translation (R/T) installation orders are those that require translations software changes only. Routing/Translation software installation includes, but is not limited to, 900 NNX code changes.

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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of An Access Order (Cont'd)

(B) (Cont'd)

(3) (Cont'd)

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>
FGA	0%	9%	19%	37%	100%	100%
FGB	0%	8%	17%	32%	100%	100%
FGD	0%	7%	18%	32%	100%	100%
CCSAS	0%	7%	18%	32%	100%	100%
OTS	0%	7%	18%	32%	100%	100%
SNA	0%	7%	18%	32%	100%	100%
R/T*	0%	20%	50%	75%	90%	100%
MT	0%	22%	39%	39%	68%	100%
S56	0%	7%	18%	32%	100%	100%
TG	0%	12%	23%	23%	66%	100%
VG	0%	8%	17%	17%	74%	100%
WAC	0%	7%	18%	32%	100%	100%
AP	0%	10%	24%	24%	70%	100%
TV	0%	7%	26%	26%	69%	100%
WA	0%	7%	26%	26%	69%	100%
WD	0%	7%	26%	26%	69%	100%
DA	0%	10%	21%	21%	70%	100%
HC	0%	6%	21%	21%	74%	100%
IC	0%	6%	21%	21%	4%	100%

* Trunk Routing/Switch Translation (R/T) installation orders are those that require translations software changes only. Routing/Translation software installation includes, but is not limited to, 900 NNX code changes.

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

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

- (C) If the Telephone Company misses the scheduled service date, the cancellation charge will not be applied.

When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

If the customer cancels an order on or after the date in which the service is made available to the customer, the minimum period charges are applicable.

When a customer cancels an order which the Telephone Company is handling on an expedited basis according to the customer's request, the Special Handling Charge, as specified in 5.2.2 preceding, will be added to the Cancellation Charge.

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

5.2 Access Order (Cont'd)

5.2.4 Selection of Facilities for Access Orders

- (A) When there are analog or digital high capacity facilities to a Hub on order or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Switched or Special Access Services requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate the customer request.
- (B) For all other Access Orders, the option to request a specific transmission path or channel is not provided.

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5. Ordering Options for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.5 Discontinuance of Access Service

A customer may request disconnect of an access service, in writing, at any time after the service has been established. Billing for the service involved will cease no later than 2 business days following receipt of the written notice by the Telephone Company or on the customer's requested date, whichever is later.

5.2.6 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 facility assignment for each service ordered.