

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE

2.1 Access Service Order

An Access Service Order is used by the Company to provide a Customer Access Service. In those cases where the Customer has used Company's Switched and Special Access Service* without the submission of an Access Service Order, the Customer is responsible for the payment for such services under the terms and conditions of this tariff.

(A) Order Placement

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

(1) For Feature Group B Switched Access Service:

When direct routing to an end office is desired, the Customer shall specify:

- the number of trunks,
- the end office and
- the Direct Connect and Tandem Connect options desired. **(C)**

When end office routing via an access tandem switch operated by another Exchange Telephone Company is desired, the Customer shall specify:

- the number of trunks,
- the access tandem switch,
- the Direct Connect and Tandem Connect options desired, and **(C)**
- an estimate of the amount of traffic to be generated to and/or from each Company end office subtending another Exchange Telephone Company's access tandem.

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.

***Effective May 8, 2020, Special Access Services are no longer available to new customers. Moves, additions, or changes will no longer be permitted for existing customers.**

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(A) Order Placement, (cont'd.)

- (2) 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. When FGD is ordered by specifying the number of trunks and direct routing to an end office is desired, the Customer shall specify:

- the end office and
- the Direct Connect and Tandem Connect options desired. (C)

When FGD is ordered by specifying the number of trunks and end office routing via an access tandem operated by another Exchange Telephone Company is desired, the Customer shall specify:

- the access tandem,
- the Direct Connect and Tandem Connect options desired, and (C)
- an estimate of the amount of traffic to be generated to and/or from each Company end office subtending another Exchange Telephone Company's access tandem.

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 Common Channel Signaling Access (CCSA) connection ordered.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(A) Order Placement, (cont'd.)

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

- (3) 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.

(B) Access Order Service Date Intervals

Access Service is provided with one of the following Service Date Intervals: (1) Standard, (2) Negotiated, or (3) Advance Order.

(1) Standard Interval

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

Trunk Groups	Standard Interval
1 to 4 Trunks	28 Days
5 to 24 Trunks	30 Days

(2) Negotiated Interval

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) following.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(B) Access Order Service Date Intervals, (cont'd.)

(2) Negotiated Interval, (continued)

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.

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.

Initial establishment of service where Customer is: Maximum Interval

- Not yet provided with any Trunk Group service in the LATA 6 months
- Provided Trunk Group service in the LATA 90 Days

(3) 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:

- A minimum of 24 voice grade equivalent Switched Access Service lines or trunks or 720 BHMCs

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(B) Access Order Service Date Intervals, (cont'd.)

(3) Advance Order Interval, (continued)

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:

(a) Advance Payment

A nonrefundable Advance Payment will be calculated as follows:

Advance Payment (Nonrefundable)

The minimum 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 cancelled. 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.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(B) Access Order Service Date Intervals, (cont'd.)

(3) Advance Order Interval, (continued)

(b) 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 cancelled will not be credited or refunded.

(C) 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 or CCSA signaling connections will be treated as a new Access Order (for the increased amount only).

(1) 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 cancelled by the Company and reissued with the appropriate cancellation charges applied.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(C) Access Order Modifications, (cont'd.)

(1) Service Date Change Charge, (continued)

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 Cal. PUC Schedule CLC3-T, Section 6.

(2) Partial Cancellation Charge

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 2.1(D)(2) following will apply. Partial cancellation charges do not apply to Advance Order Interval Access Orders.

(3) 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 found in Cal. PUC Schedule CLC3-T, Section 6.

If a change of service date is required, the Service Date Change Charge will also apply.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(C) Access Order Modifications, (cont'd.)

(4) Expedited Order Charge

When placing an Access Order for service(s) for which Standard Intervals exist, a Customer may request a service date that is prior to the Standard Interval service date. A Customer may also request an earlier service date on a pending Standard, Negotiated or Advance Order Interval Access Order. If the Company agrees to provide service on an expedited basis, an Expedited Order Charge will apply.

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.

(D) Cancellation of an Access Order

(1) Cancellation

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 cancelled. The verbal notice must be followed by written confirmation within 10 days. If a Customer or a Customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the Customer has the choice of the following options:

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.1 Access Service Order, (Cont'd.)

(D) Cancellation of an Access Order

-- The Access Order shall be cancelled 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.

(2) Cancellation Charge

When a Customer cancels a Standard or Negotiated Interval Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (a)** 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.
- (b)** 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.

(E) CIC Access Service Order Charge

Company will assess an Access Service Order Charge of \$100.00 each time a Customer requests a Carrier Identification Code to be added to a Company switch. The Customer would initiate this request with a submission of an Access Service Order to the Company.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.2 Miscellaneous Service Orders

(A) Presubscription

No procedures other than those specified in Miscellaneous Services, (A).

(B) Billing and Collection Services

(1) Recording Service

(a) Special Order

The Customer shall order Recording Service under a Special Order. The Customer shall order Recording Service at least one month prior to the date when the Customer message detail is to be recorded, unless Customer's request requires that Recording Service be provided by end office and type of call, then the ordering interval will be determined on an individual case basis.

(b) Cancellation of a Special Order

A Customer may cancel a Special Order for Recording Service on any date prior to the service date. The cancellation date is the date the Company receives written or verbal notice from the Customer that the Special Order is to be cancelled. Their verbal notice must be followed by written confirmation within ten (10) days. The service date for Recording Service is the date the Customer requests the recording to start. When a Customer cancels a Special Order for Recording Service after the order date but prior to the start of service, a Special Order charge and the minimum monthly charges will apply.

COMPETITIVE LOCAL CARRIER TARIFF

SECTION 2 - APPLICATION FOR SERVICE, (CONT'D.)

2.2 Miscellaneous Service Orders, (Cont'd.)

(B) Billing and Collection Services

(1) Recording Service

(c) Changes to Special Orders

When a Customer requests material changes to a pending Special Order for Recording Service, the pending Special Order will be cancelled and the requested changes will be undertaken if they can be accommodated by the Telephone Company under a new Special Order. All cancellation charges as set forth in subsection (b) preceding will apply for the cancelled Special Order.

(2) Automatic Number Identification

No procedures other than those specified in Miscellaneous Services, Section 1.2(B)(2).

(3) Billing Name and Address Service

No procedures other than those specified in Miscellaneous Services, Section 1.2(B)(3).