

---

 LOCAL EXCHANGE SERVICES
 

---

## SECTION 6 - ACCESS SERVICES

6.0 Ordering Options

This section sets forth the regulations and order related charges for Access Service Requests (ASR) for Switched and Special Access Service\*, as defined in this tariff. These charges are in addition to other applicable charges set forth in other sections of this tariff. Switched Access Service provides the ability to originate calls from an End User's Premises location to a Customer's Premises, and to terminate calls from a Customer designated Premises to an End User's Premises. (C)

6.0.1 Ordering Conditions

All Access Services offered under this tariff will be ordered using an ASR. The format of the ASR will be as specified in the industry Access Service Order Guidelines, unless otherwise specified herein. A Customer may order any number of services of the same type and between the same Premises on a single ASR. All details for services for a particular order must be identical.

The Customer shall provide all information necessary for the Company to provide and bill for the requesting service. When placing an order for Access Service, the Customer shall provide the following minimum information:

6.0.1.1 Customer name and Premise(s) address(es);

6.0.1.2 Billing name and address (when different from Customer name and address);

6.0.1.3 Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiating, order confirmation, interactive design, installation and billing.

The order date (Application Date) is the date on which the Company receives a firm commitment and sufficient information from the Customer to allow processing of the ASR. The Customer is advised of the critical events in the provisioning process, the Application Date, the Plant Test Date and the Service Commencement Date, at the time the company gives the Customer a Firm Order Confirmation (FOC). The FOC is forwarded to the Customer within 2 business days after the date on which all information needed to process the ASR has been received by the Company.

**\*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.** (N)  
(N)

LOCAL EXCHANGE SERVICES

---

**SECTION 6 - ACCESS SERVICES, (Cont'd)**

6.0 Ordering Options, (Cont'd)

6.0.2 Provision of Other Services

Unless otherwise specified herein, all services offered under this tariff shall be ordered with an ASR.

With the agreement of the Company, other services may subsequently be added to the ASR at any time, up to and including the service date for the Access Service.

Additional Engineering is not an ordering option, but will be applied to an ASR when the Company determines that Additional Engineering is necessary to accommodate a Customer request. Additional Engineering will be provided by the Company at the request of the Customer only when a Customer requests additional technical information after the Company has already provided the technical information included on the Design Layout Report as set forth herein. The Customer will be notified when Additional Engineering is required, 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 by the Company that Additional Engineering is required, the Customer may cancel the order and no charges will apply.

6.0.3 Access Order

An ASR is required by the Company to provide a Customer both Switched and Special Access Service\*, as described herein. An ASR will be required for each new similar service arrangement or group of common circuits. In those cases where the Customer has used Company’s Switched and Special Access Service\* without the submission of an ASR, the Customer is responsible for the payment for such services under the terms and conditions of this tariff. (C)

When a customer requests new or additional Switched Access Service, one or more ASR’s 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 either Direct Connect Service or Tandem Connect Service the Customer shall provide all standard ASR ordering information as specified in industry guidelines. The Customer will also be required to provide this information to order additional service for an existing service type. For new Customers ordering Tandem Connect Service, the Customer will only be required to complete an ASR for installation of new service.

**\*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.** (N)

LOCAL EXCHANGE SERVICES

**SECTION 6 - ACCESS SERVICES, (Cont'd)**

6.0 Ordering Options, (Cont'd)

6.0.3 Access Order, (Cont'd)

6.0.3.1 Access Service Date Intervals

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

- Standard Interval
- Negotiated Interval

The Company will specify a FOC and the Service Commencement Date contingent on the ASR being complete as received. 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

The Standard Interval for Switched and Special Access Service\* will be 10 business days from the Application Date. This interval only applies to standard service offerings for a Customer which is On-Net and at locations where there are pre-existing facilities to the Customer premises. Access Services provided under the Standard Interval will be installed during Company business hours.

(C)

B. Negotiated Interval

The Company will negotiate a Service Date Interval with the Customer when:

1. The Customer requests a Service Date before or beyond the applicable Standard Interval Service Date; or
2. There is no existing facility connecting the Customer Premises with the Company; or
3. The Customer requests a service that is not considered by the Company to be a standard service offering (for example, if Additional Engineering is required to complete the order); or
4. The Company determines that Access Service cannot be installed within the Standard Interval.

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.

**\*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.**

(N)  
(N)

LOCAL EXCHANGE SERVICES

---

**SECTION 6 - ACCESS SERVICES, (Cont'd)**

6.0 Ordering Options, (Cont'd)

6.0.3 Access Order, (Cont'd)

6.0.3.2 Access Service Request Modifications

The Customer may request a modification of its ASR prior to the Service Commencement Date. All modifications must be in writing using the industry ASR process. The Company, in its sole discretion, may accept a verbal modification from the Customer. The 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. Charges for access service order modification will apply as set forth below, on a per occurrence basis.

Any increase in the number of Special Access\* Service Channels, Switched Access Service lines, trunks, transport facilities, Out of Band Signaling connections or any change in engineering or functionality of a service will be treated as a new ASR with a new Service Date Interval. (C)

A. Service Commencement Date Changes

ASR service dates for the installation of new services or rearrangement of existing services may be changed, but the new service date may not exceed the original Service Commencement 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 Change Charge will apply. In addition, when the Customer submits a request for a Service Date Change that is less than five business days from the date of notification by the Customer, a Service Date Charge and an Expedite Charge will apply. No Expedite Charge will apply if the Customer requests a Service Date Change that is more than 5 business days from the date of request by the Customer but earlier than the original requested Service Commencement Date.

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 on the 31st day. Appropriate cancellation charges will be applied. If the Customer still requires the service, the Customer must place a new ASR with the Company. The Service Date Change Charge will apply as an ICB for each service date changed.

**\*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.** (N)  
(N)

---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES, (Cont'd)**6.0 Ordering Options, (Cont'd)6.0.3 Access Order, (Cont'd)6.0.3.2 Access Service Request Modifications, (Cont'd)B. Design Change Charge

The Customer may request a Design Change to the service ordered. A Design Change is any change to an ASR which requires Engineering Review. An Engineering Review is a review by Company personnel of the service ordered and the requested changes to determine what change(s) in the design, if any, are necessary to meet the Customer's request. Design Changes include such changes as the addition or deletion of optional features or functions, a change in the type of Transport Termination (Switched Access only) or type of Channel interface. Any other changes are not considered Design Changes for purpose of this subsection and will require issuance of a new ASR and the cancellation of the original ASR with appropriate cancellation charges applied.

The Design Change Charge will apply as an ICB, for each order requiring a Design Change.

C. Expedited Order Charge

When placing an Access Order for service(s) for which a Standard Interval exists, a Customer may request a Service Commencement date that is earlier than the Standard Interval Service Date, in which case an Expedite Charge will apply as an ICB. The Expedite Charge will not apply if the new Service Commencement Date is more than five days from the date of the request to the Company of the expedited order request. The request for an earlier service date may be received from the Customer prior to the service date. The Company has the exclusive right to accept or deny the Expedite Order request. However if, upon reviewing availability of equipment and scheduled work load, the Company agrees to provide service on an expedited basis and the Customer accepts the Company's proposal, an Expedite Charge will apply. If the Company is subsequently unable to meet an agreed upon expedited service date, then the Expedite Charge will not apply.

In the event the Company provides service on a expedited basis on the Customer's request, and the Customer delays service or is not ready for delivery of service at the time of installation, a Service Date Change Charge will apply in addition to the Expedite Charge.

In the event that the Customer cancels an expedite request, the Expedite Charge will be added to any applicable Cancellation Charge specified herein.

LOCAL EXCHANGE SERVICES

SECTION 6 - ACCESS SERVICES, (Cont'd)

6.0 Ordering Options, (Cont'd)

6.0.3 Access Order, (Cont'd)

6.0.3.2 Access Service Request Modifications, (Cont'd)

C. Expedited Order Charge, (Cont'd)

In the event that the Customer requests a Service Date Change after the Company has received the original expedite request, the Expedite Charge will still apply. An Expedite Charge will not be applied to orders expedited for Company reasons.

If costs other than additional administrative expenses are to be incurred when the Access Order is expedited, the regulations and charges for Special Construction as set forth in this tariff will apply.

6.0.3.3 Cancellation of an Access Service Request

A Customer may cancel an ASR for the installation of Switching Access Service at any time prior to notification by the Company that service is available for the Customer's use. 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. A Customer may negotiate an extension of the service date of an ASR for installation of new services or rearrangement of existing service, in which case a Service Date Change Charge will apply. However, the new service date cannot exceed the originally established service date by more than 30 calendar days. On the 31st day beyond the original service date, the ASR will be canceled and the appropriate Cancellation Charge will be applied.

If the cancellation occurs prior to the Company's receiving the ASR, no charges shall apply.

A Customer may cancel an ASR for the installation of Special Access Service\* without incurring a charge at any time prior to the acceptance of a Negotiated Interval Service Date by the Customer. Cancellation Charges will apply for Special Access Service\* if the Customer cancels more than 48 hours after the Application Date. Cancellation Charges for Expedited Orders will be applied for any order canceled from the Application Date forward. (C)

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 Company shall not be liable for such delay and the Customer may cancel the ASR without incurring cancellation charges. (C)

**\*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.** (N)

LOCAL EXCHANGE SERVICES

SECTION 6 - ACCESS SERVICES, (Cont'd)

6.0 Ordering Options, (Cont'd)

6.0.3 Access Order, (Cont'd)

6.0.3.4 Minimum Period of Service

The minimum period for which DS-0 or DS-1 Access Service is provided and for which charges are applicable is one month. The minimum period for which DS-3 or greater Access Service is provided and for which charges are applicable is at least one year.

A. The following changes will be treated as a discontinuance of the existing service and a request for installation of a new service. All associated Nonrecurring Charges will apply for the new service, and a new minimum period will be established:

- 1. A change in the identity of the Customer of record;
- 2. A move by the Customer to a different building;
- 3. A change in type of service;
- 4. A change in Switched Access Service Interface (i.e., DS1 or DS3);
- 5. A change in Switched Access Service Traffic Type;
- 6. A change in type of Special Access Service\* Channel Termination;
- 7. A change from 2-point to multipoint Special Access Service\*.

(C)  
(C)

B. 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 the applicable minimum monthly charge for the capacity made available to the Customer.

For Special Access Service\* facilities, the charge for a month or fraction thereof is the applicable monthly charge for the service as set forth in this tariff. All applicable Nonrecurring Charges for the service will be billed in addition to the Minimum Period Charge.

(C)

**\*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.**

(N)  
(N)

LOCAL EXCHANGE SERVICES

SECTION 6 - ACCESS SERVICES

6.1 Billing of Access Minutes

When recording originating calls over Feature Group D (FGD), usage measurement begins when the first supervisory signal (i.e. ground, wink, loop) is forwarded from the Customer’s facilities. The measurement of originating call usage over FGD ends when the originating FGD entry switch receives disconnect supervision from either the originating End User’s Local Switching Center (indicating that the originating End User has disconnected), or the Customer’s facilities, whichever is recognized first by the entry switch.

For terminating calls over FGD with multi-frequency address signaling, the measurement of access minutes begins when a seizure signal is received from the Carrier’s Trunk group at the Point of Presence within the LATA. The measurement of terminating call usage over FGD ends when a disconnect signal is received, indicating that either the originating or terminating user has disconnected.

When recording originating calls over FGD with SS7 signaling, usage measurement begins with the transmission of the initial address message by the switch for direct trunk groups and with the receipt of an exit message by the switch for tandem Trunk groups. The measurement of originating FGD usage ends when the entry switch receives or sends a release message, whichever occurs first.

Trunk groups and with the receipt of an exit message by the switch for tandem Trunk groups. The measurement of originating FGD usage ends when the entry switch receives or sends a release message, whichever occurs first.

For terminating calls over FGD with SS7 signaling, the measurement of access minutes begins when the terminating recording switch receives the initial address message from the terminating End User. On directly routed Trunk groups or on tandem routed Trunk groups, the Company switch receives the initial address message and sends the indication to the Customer in the form of an answer message. The measurement of termination FGD call usage ends when the entry switch receives or sends a release message, whichever occurs first.

6.1.1 Direct Connect Charges

	Per Access Minute of Non-8YY <u>Originating Use</u>	Per Access Minute of 8YY <u>Originating Use</u>	Per Access Minute <u>Terminating Use</u>
Zone 1:*	Note 1*	Note 1*	Note 1*
Zone 2:*	Note 1*	Note 1*	Note 1*

6.1.2 Tandem Connect Charges

A. Tandem Connect Without Tandem Switching

	Per Access Minute of Non-8YY <u>Originating Use</u>	Per Access Minute of 8YY <u>Originating Use</u>	Per Access Minute <u>Terminating Use</u>
Zone 1:*	Note 1*	Note 1*	Note 1*
Zone 2:*	Note 1*	Note 1*	Note 1*

B. Tandem Connect With Tandem Switching

	Per Access Minute of Non-8YY <u>Originating Use</u>	Per Access Minute of 8YY <u>Originating Use</u>	Per Access Minute <u>Terminating Use</u>
Zone 1:*	Note 1*	Note 1*	Note 1*
Zone 2:*	Note 1*	Note 1*	Note 1*

\*Note 1 – Non-8YY Originating Usage, 8YY Originating Usage, and Terminating switched access rates are billed at Company’s tariffed interstate rates found in XO Communications Services, LLC FCC Tariff No. 1 Section 6.3.3 which may be viewed at [www.verizon.com/tariffs](http://www.verizon.com/tariffs).

\*Rate Zones are defined in Section 1

Issued Under Authority of PA 235 of 2005 and Commission’s February 24, 2005 Order in Case No. U-14376

Issued: May 27, 2022

Effective: July 1, 2022

Kelly Faul – Senior Manager, Government Relations  
 22001 Loudoun County Pkwy (T)  
 Ashburn, VA 20147 (T)  
 kelly.faul@verizon.com

(T)



---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES****6.2 Billing Disputes**

- 6.2.1 Customers must dispute bills or rates charges within thirty (30) days of invoice. If a Customer does not give the Company written notice of a billing or rate dispute within thirty (30) days from the date that the Company rendered the invoice, such invoice and the charges levied shall be deemed to be reasonable, correct, and binding. In the event that the Customer disputes any billing or rates, Customer shall do so as set forth below, and shall nevertheless pay eighty percent (80%) of the disputed invoiced charges and all undisputed charges within the thirty (30) day period specified above. Payment shall not prejudice Customer's right to dispute charges, as long as they are disputed in the manner and within the thirty (30) days specified in this Section 6.2.1. The Customer may not proceed with additional action regarding the dispute until and unless the Customer first complies with this Section 6.2.1 and in any event more than ninety (90) days after the Company renders the bill.
- 6.2.2 If the Customer disputes a bill, the Customer must document its claim to the Company in writing. For purposes of this tariff, the dispute date is the date on which the Customer presents sufficient documentation to support a claim.

---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)****6.2 Billing Disputes (Cont'd)**

6.2.3 Sufficient documentation consists of, but is not limited to, the following information, where such information is relevant to the dispute and available to the Customer:

- (a) the nature of the dispute (i.e. alleged incorrect rate, alleged incorrect minutes of use, etc.), including the basis for the Customer's belief that the bill is incorrect;
- (b) the type of usage (i.e. originating or terminating);
- (c) the Company end office where the minutes of use originated or terminated (if applicable);
- (d) the number of minutes in dispute;
- (e) the billing account number(s) (BANs) assigned by the Company;
- (f) the dollar amount in dispute;
- (g) the date of the bill(s) in question;
- (h) the circuit number or complete system identification and DS3 system identification if the dispute concerns a Connecting facility Assignment (CFA) on a DS1. The Customer should also provide line number, trunk number, and Two Six Code (TSC);
- (i) Purchase Order Number (PON) and dates involved (due date or as-of date) for disputes involving order activity and what the Customer believes is incorrect (e.g. non-recurring charges, mileage, circuit identification) and why the Customer believes it to be incorrect (not received, not ordered, incorrect rate, etc.). For order activity disputes, Customer's documentation should include traffic reports, billing cycle, and, whether or not the Customer shares the service, including both main and shared service BANs. The Customer must also provide the line number, trunk number, and two Six Code as well as end-office identification and;
- (j) any other information necessary to facilitate dispute resolution.

---

LOCAL EXCHANGE SERVICES

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)**

6.2 Billing Disputes (Cont'd)

- 6.2.4 If the Company needs additional information from the Customer to assist in resolving the dispute, the Company may request that the Customer provide this information. This data may include, but is not limited to, summarized usage by time of day. The request for such additional information shall not affect the dispute date established by this section.
- 6.2.5 The date of resolution shall be the date on which the Company completes its investigation of the dispute, notifies the Customer of the disposition of the complaint.

LOCAL EXCHANGE SERVICES

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)**

6.3 Toll Free Data Base Access Service

Toll Free Data Base Access Service is a service offering utilizing originating Trunk side Switched Access Service. When an toll free call is originated by an End User, the Company will perform Customer Identification based on screening of the full ten-digits of the Toll Free number to determine the Customer location to which the call is routed.

The Toll Free Data Base charge, which consists of a single, fixed rate element, applies on a per query basis.

6.3.1 Rates

Toll Free Data Base Access Service Basic Query

	<u>Per Query</u>
Zone 1:*	Note 1*
Zone 2:*	Note 1*

\* Note 1 – Toll Free Data Base Access Service switched access rates are billed at the Company’s tariffed interstate rates found in XO Communications Services, LLC FCC Tariff No. 1 Section 6.3.3 which may be viewed at [www.verizon.com/tariffs/](http://www.verizon.com/tariffs/).

(T)

\* Rate Zones are defined in Section 1

---

LOCAL EXCHANGE SERVICES

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)**

6.4 Billing Name and Address (BNA) Service

Company will upon request, provide Billing Name and Address (“BNA”) Service to Customers, or authorized billing agents and collection agents acting on behalf of the Customer. Customers include interexchange carriers, operator service providers, enhanced service providers and any other provider of intrastate telecommunications services. BNA provides the billing name and address when calling partydials 1010-XXXX or authorizes collect and/or third party calls to pay for telecommunication services. BNA Service enables telecommunications service providers and authorized billing and collection agents to seek payment of their service directly from the calling party.

In no case shall Customer or authorized agents of the Customer disclose the billing name and address information of any subscriber to any third party, except that a Customer may disclose BNA. This service is offered to Customers or its authorized agents for the following limited purposes and may not be resold or used for any other purpose:

-Billing customers for using telecommunications service of that service provider and collecting amounts due.

-Verification of service orders of new customers, identification of customers who have moved to a new address, fraud prevention, and similar non-marketing purposes.

6.4.1 Obligations of the Customer

The Company will accept BNA Service orders via email or fax only. With each order for BNA Service, the Customer must provide the name of the authorized individual(s) as well as the email address or fax number to which the BNA information should be sent.

6.4.2 Rates and Charges

Billing Name and Address, per batch request	\$30.00
Billing Name and Address Found, each	\$0.30
Billing Name and Address Not Found, each	\$0.30

LOCAL EXCHANGE SERVICES

**SECTION 6 - ACCESS SERVICES, (CONT'D.)**

6.5 Service Order Changes

6.5.1 Service Order Change Charge

Customer will be assessed a non-recurring charge when it initiates a modification of a Service Order after its acceptance by XO. If a Service Order is modified after its acceptance by XO, per-Circuit change charges will apply as follows: \$50 for any change requested by Customer within five (5) days of Service Order acceptance; \$200 for any change requested by Customer between five (5) days of Service Order acceptance and five (5) days of the projected Start of Service Date; and \$400 for any change requested by Customer within five (5) days of the projected Start of Service Date. In addition, Customer must pay all third party charges imposed as a result of the change.

6.5.2 Service Order Cancellations

Customer will be assessed a non-recurring charge for each Circuit cancelled between the date of its acceptance by XO and the projected Start of Service Date. The cancellation charges will be as follows:

Circuit Type	Cancellation Charge – Per Circuit
DS1	\$750.00, plus one month's MRC
DS3	\$1,500.00, plus one month's MRC
All other Circuit types	One month's MRC and applicable installation charges

In addition to these charges, Customer must pay all third party charges imposed as a result of the cancellation.

6.6 Intra-Building Moves

Customers will be assessed a non-recurring charge for requesting an existing circuit to be moved to a new end point termination within the same building as the current termination. . Moves of three or fewer floors will be charges as shown below. The customer will retain all services, terms, and pricing for the moved circuit once the move has been completed. The non-recurring charges below apply to DS1 and DS3 services that do not include additional infrastructure, cabling, electronics, or other materials.

Requests for moves of more than three floors will be charged an ICB rate.

Circuit	Non-Recurring Charges	
	Initial Circuit	Each Additional Circuit
DS1	\$550.00	\$275.00
DS3	\$550.00	\$275.00

---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)****6.7 Switched Access IP Direct Connect**

**6.7.1** The Company will provide Switched Access IP Direct Connect Service, between the Customer's equipment and the Company's Local Switching Center switch(es). Customer is responsible for purchasing an IP Interconnection service to access the Company's SWA IP Direct Connect Service. The application of rates for SWA IP Direct Connect Service is described in Section 6.7.8.

- A.** The SWA IP Direct Connect Service is provided to Customers for which Company has installed a gateway or gateways (the "Gateway") that will allow IP traffic to terminate to the Company's switched network.
- B.** The SWA IP Direct Connect Service includes connectivity from the Gateway to Company's private IP network, via a dedicated connection purchased from the Company.
- C.** The SWA IP Direct Connect Service allows voice and call set-up signaling to be carried from the Gateway to the Company's switched network for termination by Company's local switches.
- D.** The SWA IP Direct Connect Service may be used to terminate traffic to all valid Company NPA-NXXs. Calls will not be completed to 950-XXXX access codes, local operator assistance (0- and 0+), Directory Assistance (411), service codes 611, 911, and 101XXXX access codes or NPA NXXs not assigned to Company.
- E.** There are two types of rates and charges that apply to SWA IP Direct Connect Service. These are Usage Rates and Non-Recurring Charges.

Usage Rates: Usage rates are rates that are applied on a per access minute or per query basis. Usage rates are accumulated over a monthly period.

Non-Recurring Charges: Non-Recurring charges are one time charges that apply for a specific work activity (i.e., installation of new service or change to an existing service). Non-Recurring Charges apply to each SWA IP Direct Connect Service installed. The charge is applied per line or trunk.

---

LOCAL EXCHANGE SERVICES

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)**

**6.7 Switched Access IP Direct Connect, (Cont'd.)**

**6.7.2 Eligibility:** In order to be eligible to subscribe to this SWA IP Direct Connect Service, the following conditions must be met:

- A.** Customers must have purchased from Company and had installed a gateway or gateways, pursuant to a separate non-tariff agreement, that will allow IP traffic to terminate to the Company's switched network;
- B.** Customers must purchase from Company and have Company install the IP Direct Connect Trunk Group on the Gateway prior to commencement of SWA IP Direct Connect Service;
- C.** The Customer must have in place a private IP dedicated connection to the Gateway(s) of sufficient capacity to handle the traffic exchanged between the Customer and the Company; and
- D.** Not more than eighty-nine percent (89%) of the Customer's traffic routed to Company over the previous three (3) months via the SWA IP Direct Connect Service must be jurisdictionally intrastate.

**6.7.3 Expiration Date:** Company shall have the right to cease offering SWA IP Direct Connect Service upon cancellation of this Section 6.7. Notwithstanding the forgoing, Company shall continue to provide service to current Customers purchasing SWA IP Direct Connect Service for three months following cancellation of Section 6.7.

**6.7.4 Billing of SWA IP Direct Connect Service Minutes:** When the Customer uses IP signaling, it will transmit the telephone number of the calling party or, if different from the telephone number, the billing number of the calling party.



---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)****6.7 Switched Access IP Direct Connect, (Cont'd.)****6.7.5 General Regulations**

- A.** In order to subscribe to this offering, a Letter of Agreement for Firm Order Commitment provided by the Company must be executed with the Customer's signature and acknowledged by a Company representative's signature. The Letter of Agreement shall contain the starting date of the Customer's term and the Access Customer Name Abbreviations (ACNAs).
- B.** When placing an order for SWA IP Direct Connect Service, the Customer shall provide completed and executed order forms as required by the Company.
- C.** Customer agrees to purchase SWA IP Direct Connect Service for a period of no less than two years unless the Company cancels this Section 6.7, in which case Section 6.7.5 shall govern.
- D.** Failure by Customer to provide required signaling information -- including, but not limited to, Calling Party Number and Automatic Number Information -- such that Company can properly determine the jurisdiction of traffic shall be grounds for Company to terminate this offering to the Customer.
- E.** In order to maintain the quality of the SWA IP Direct Connect Service, the Company reserves the right to perform preventive maintenance of software updates to the network. This could result in the SWA IP Direct Connect Service being unavailable during the time period between 12:00 A.M. and 4:00 A.M. Eastern Time on any given Wednesday or Sunday. However, the Company only expects to utilize this maintenance window for any given switch on the average of once a quarter. In addition, the Company will make every reasonable effort to provide advance notice to those Customers likely to be severely affected by such maintenance work. This maintenance window may be adjusted by the Company upon written notice to the Customer.

---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)****6.7 Switched Access IP Direct Connect, (Cont'd.)****6.7.6 Obligations of Company**

In addition to the obligations of the Company set forth in other sections of this tariff, the Company has certain other obligations concerning the provision of SWA IP Direct Connect Service. These obligations are as follows:

**A. Network Management**

The Company will administer its Network to ensure the provision of acceptable service levels to all telecommunications users of the Company's Network Services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with little or no delay encountered within the Company Network. The Company reserves the right to apply protective controls, (*i.e.*, those actions, such as call gapping, which selectively cancel the completion of traffic), over any traffic carried over its Network, including that associated with a Customer's SWA IP Direct Connect Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands. The Customer will notify the Company of anticipated peaked services as stated below. Based on the information provided, the Company will work cooperatively with the Customer to determine the appropriate level of control. In the event that the protective controls applied by the Company result in the complete loss of service by the Customer, the Customer will be granted a credit allowance for service interruption as set forth in 2.6.

---

**LOCAL EXCHANGE SERVICES**

---

**SECTION 6 - ACCESS SERVICES, (CONT'D.)****6.7 Switched Access IP Direct Connect, (Cont'd.)****6.7.7 Obligations of the Customer**

In addition to obligations specified elsewhere in this tariff, the Customer has certain specific obligations pertaining to the use of SWA IP Direct Connect Service, as follows:

**A. Report Requirements:**

When a Customer orders SWA IP Direct Connect Service for both interstate and intrastate use, the Customer is responsible for providing Jurisdictional. Charges will be apportioned in accordance with those reports.

**B. Supervisory Signaling:**

The Customer's premises equipment shall provide the necessary On-Hook, Off-Hook answer and disconnect supervision.

**C. Design of SWA IP Direct Connect Services:**

It is the Customer's responsibility to assure that sufficient SWA IP Direct Connect Service has been ordered to handle its traffic.

**D. Network Management**

When a Customer uses the Company's facilities to offer services for which a substantial call volume or peaked service is expected during a short period of time, the Customer must notify the Company at least 24 hours in advance of each peak period. For events scheduled during weekends or holidays, the Company must be notified no later than 5:00 p.m. local time the prior business day. Notification should include the nature, time, duration, and frequency of the event, an estimated call volume, and the NPA NXX and line number(s) to be used. On the basis of the information provided, the Company may invoke network management controls if required to reduce the probability of excessive Network congestion. The Company will work cooperatively with the Customer to determine the appropriate level of such control. Failure to provide prescribed notification may result in Customer caused Network congestion, which could result in discontinuance of service under Section 2.5.5.

LOCAL EXCHANGE SERVICES

SECTION 6 - ACCESS SERVICES, (CONT'D.)

6.7 **Switched Access IP Direct Connect, (Cont'd.)**

6.7.8 **Rates and Charges**

(A) **Direct Connect Charges**

	Per Access Minute of Non-8YY <u>Originating Use</u>	Per Access Minute of 8YY <u>Originating Use</u>	Per Access Minute <u>Terminating Use</u>
Zone 1:*	Note 1*	Note 1*	Note 1*
Zone 2:*	Note 1*	Note 1*	Note 1*

(B) **Tandem Connect Charges**

(1) **Tandem Connect Without Tandem Switching**

	Per Access Minute of Non-8YY <u>Originating Use</u>	Per Access Minute of 8YY <u>Originating Use</u>	Per Access Minute <u>Terminating Use</u>
Zone 1:*	Note 1*	Note 1*	Note 1*
Zone 2:*	Note 1*	Note 1*	Note 1*

(2) **Tandem Connect With Tandem Switching**

	Per Access Minute of Non-8YY <u>Originating Use</u>	Per Access Minute of 8YY <u>Originating Use</u>	Per Access Minute <u>Terminating Use</u>
Zone 1:*	Note 1*	Note 1*	Note 1*
Zone 2:*	Note 1*	Note 1*	Note 1*

\*Note 1 – Non-8YY Originating Usage, 8YY Originating Usage, and Terminating switched access rates are billed at Company’s tariffed interstate rates found in XO Services Communications, LLC FCC Tariff No. 1 which may be viewed at [www.verizon.com/tariffs](http://www.verizon.com/tariffs).

\* Rate Zones are defined in Section 1

(T)