3. Ordering of Service
3.1 Orders for Switched Interconnection

Rates and charges for services explained herein are contained in Part M, Section 1.3.

3.1.1	General
A.	The order related charges specified in this section are in addition to other charges applicable for specific service offerings set forth in other sections of this tariff.
B.	The CLEC shall supply all the information necessary for the Telephone Company to provide and bill for the requested service. Such information includes but is not limited to the vertical and horizontal (V&H) coordinates, the common language location identifiers (CLLIs) and the following items.
1.	The point of termination of the facilities (for the NXX)
2.	The NPA/NXX or NXX serving area location
3.	The NXX serving central office as published in the local exchange routing guide
4.	The operating company number as issued by NECA
5.	The type of interconnection being ordered
6.	The type of signaling required
7.	Point code and network information required for CCS-SS7 signaling
8.	The number of DS1 port terminations
9.	The carrier identification code associated with the arrangement being ordered
10.	Revenue accounting office information required for record exchange
C.	A CLEC may order any number of local switching line or trunk ports on a single order providing service is of the same type and between the same premises.
1.	All details of the elements on a particular order must be identical.
D.	**Optional Services—** The CLEC is responsible for properly sizing and ordering specified ports and specific trunks between specific locations.

3.1.2	Design of Services
A.	When a CLEC orders interconnection services, the CLEC is responsible to take reasonable steps to assure that sufficient services have been ordered to handle its traffic.

3. Ordering of Service
3.1 Orders for Switched Interconnection

3.1.3	Forecasts	
A.	TC forecasts must be provided to the Telephone Company. Such forecasts must include the traffic and volume required for all interconnection trunking including requirements for both new growth and volume changes for a one year period. The TC is responsible for updating the forecast annually from the date upon which the Telephone Company received the initial valid forecast.	
1.	A valid forecast provides volume information on the following types of interconnection trunks.	
a.	911	(C)
b.	Busy line verification	
c.	Choke network	
d.	Directory Assistance	
e.	Information services	
f.	Interexchange access (tandem subtending)	
g.	Local/Toll TC to Telephone Company	
h.	Local/Toll Telephone Company to TC	
i.	Operator Services	
j.	Wireless interconnection trunks	
B.	New switched interconnection service requests must be accompanied by a forecast to the Telephone Company. In the case of all other types of requests, the Telephone Company must be in receipt of a current forecast.	

3.1.4	Modification
A.	**Expedited Order**
1.	When placing an order for which standard intervals exist, a TC may request a service date that is prior to the standard interval service date. A TC may also request an earlier service date on a pending standard or negotiated interval order. If the Telephone Company agrees to provide service on an expedited basis, expedited service order charges, expedited service connection charges, expedited TC central office wiring charges, expedited dispatch charges and expedited manual surcharges as set forth in Part A, Section 3.3 apply as appropriate. No more than 5% of a TC's orders per month will be expedited.
a.	A TC may request a waiver of the 5% threshold in case of emergency circumstances or unusual occurrences not reasonably foreseen or controlled by the TC. The Telephone Company shall have discretion to apply the waiver provision. A TC may appeal to the DTE if it believes that the Telephone Company has unreasonably denied its waiver request.

3. Ordering of Service
3.1 Orders for Switched Interconnection

3.1.5	Cancellation
A.	A CLEC may cancel an order for the installation of service at any time prior to notification by the Telephone Company that service is available for the CLEC's use or prior to the service date, whichever is later. The cancellation date is the date the Telephone Company receives written or verbal notice from the CLEC that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.
B.	Regulations, rates and charges as set forth in Section 3.3 apply as appropriate.

3.1.6	Service Date Intervals
A.	To the extent service can be made available with reasonable effort, the Telephone Company will provide the service in accordance with the CLEC's requested interval, subject to the provisions herein. The Telephone Company will offer a service date based on the type and quantity of interconnection services the CLEC has requested. Intervals are subject to the availability of facilities. Collocation or comparable interconnection points and underlying DS3 facilities must be established.

3.1.7	Engineering, Special Construction and Additional Labor
A.	Additional charges will be applied to an order for service when the Telephone Company determines engineering or special construction is necessary to accommodate a CLEC's request.
1.	When it is required, the CLEC will be so notified and will be furnished with a written statement setting forth the justification for the additional engineering and/or special construction as well as an estimate of the charges in conjunction with the terms and conditions specified in appropriate Telephone Company tariffs.
B.	A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.1	General
A.	The Telephone Company provides non-discriminatory access to UNEs, where deployed and to the extent technically feasible.
B.	A single service order is an order comprised of services which are ordered for the same due date and at the same central office location. In addition, when a single service order contains as one of its service components, a request for the link unbundled network element, the links so ordered must be for installation at the same physical customer premises.
C.	The TC may order unbundled links and switch ports on the same service order. Both of the NRCs which separately apply for the installation of the link and installation of the port will apply.

3.2.2	Service and Installation Intervals
A.	To the extent service can be made available with reasonable effort, the Telephone Company will provide the service in accordance with the CLEC's requested interval, subject to the provisions herein. The Telephone Company will offer a service date based on the type and quantity of services the CLEC has requested. Intervals are subject to the availability of facilities.
1.	**Standard Intervals**
a.	Unbundled network elements will be provided in a standard interval during normally scheduled Telephone Company work hours. If a CLEC requests that installation be done outside of normal scheduled work hours, and the Telephone Company agrees to this request, expedited charges will apply.
b.	The Standard Interval will be calculated from the date of receipt of a complete and accurate service order. Changes in ordering information may result in renegotiation of the due date. Intervals are subject to availability of facilities (e.g., collocation or comparable interconnection point must already be established, interoffice transmission facilities and switch terminations must be available). A current forecast must be received.
2.	**Negotiated Interval—** The Telephone Company will negotiate a service date interval under the following circumstances.
a.	When there is no Standard Interval for the service.
b.	When the quantity of unbundled network elements ordered exceeds the quantities specified in the standard interval.
c.	When the CLEC requests a service date beyond the applicable standard interval service date. The Telephone Company will offer a service date based on the type and quantity of unbundled network elements the CLEC has requested.

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.3	Service and Installation Intervals–Unbundled Network Elements–Links	
A.	The following installation intervals apply to link requests that can be accommodated by the Telephone Company with existing facilities. Where facilities do not exist, the installation interval will be a negotiated interval.	
1.	**Analog Two Wire Links—** Appointment per SMARTS. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.	
2.	**Digital (ISDN Capable) Two Wire Links—** Appointment Per SMARTS. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.	
3.	**Digital (including ADSL, HDSL, SDSL and IDSL qualified) Two Wire Links—** After pre-qualification is completed, the interval for 1–5 links is 6 business days and the interval for 6–9 links is 12 business days, subject to facilities availability. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.	
4.	**Analog Four Wire Links—** 7 Business Days or SMARTS whichever is greater. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.	
5.	**56 kbps Digital (KD) Links—** The interval for 1–4 links is 12 business days; the interval for 5–8 links is 17 business days; the interval for 9–12 links is 21 business days. Quantities of 13 or greater will be provided on a negotiated interval subject to facilities availability.	
6.	**Digital (including HDSL qualified) Four Wire Links—** After pre-qualification is completed, the interval for 1–5 links is 6 business days and the interval for 6–9 links is 12 business days, subject to facilities availability. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.	
7.	**Digital Designed Links—** Upon completion of link qualification process and receipt of completed work order for digital designed link, 15 business days for construction work, plus normal interval for underlying ADSL-, HDSL-, SDSL-, IDSL-qualified or ISDN-capable digital two wire link. This interval may be extended in cases of extraordinary spikes in demand, unforecasted demand or extraordinary construction delays.	
8.	**Manual Loop Qualification—** 3 business days except in cases of extraordinary spikes in demand or unforecasted demand.	
9.	**Engineering Query—** 3 business days except in cases of extraordinary spikes in demand or unforecasted demand.	
10.	**Digital High Capacity**	
	1.5 Mbps— 9 Business Days. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.	(C)

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.3	Service and Installation Intervals–Unbundled Network Elements–Links	
A.10.	(Continued)	
b.	**45 Mbps—** The interval for 1–9 links is 18 days where facilities exist. Quantities of 10+or more links will be provided on a negotiated interval subject to facilities availability. Where facilities do not exist, the interval will be based on the facilities availability date plus the standard interval.	(C)
11.	**Links Associated with Number Portability (Hot Cut)—** Analog two wire links–5 business days.	
B.	SMARTS is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available force works both maintenance and installation. Network element orders are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and, in most cases, less than five days.	

3.2.4	Service and Installation Intervals–Unbundled Network Elements–Unbundled Local Switching
A.	**Line Ports—** Translation activation after establishment of switch and wiring:
1.	**Analog Line Port**
a.	1–19 line ports per order–The interval is 2 business days
b.	20–100 line ports per order–The interval is 10 business days

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.4	Service and Installation Intervals–Unbundled Network Elements–Unbundled Local Switching	
A. 1.	(Continued)	
c.	101 or more line ports per order–Negotiated interval	
2.	**Wiring to Bay or Hot Cut—** The interval is 5 business days	
a.	1–12 line ports per order–The interval is 8 business days	
b.	13 or more line ports per order–Negotiated interval	
a.	1–3 ports per order–The interval is 20 business days	
b.	4 or more ports per order–Negotiated interval	
		(D)
		(D)
3.	**Integrated Digital Loop Carrier—** Negotiated Interval	(T)
4.	**Electronic Key Telephone Port—** Negotiated Interval	
5.	**Coin Telephone Port**	(T)
a.	1–19 line ports per order–The interval is 2 business days	
b.	20–100 line ports per order–The interval is 10 business days	
c.	101 or more line ports per order–Negotiated interval	
6.	**Public Access Line Port**	(T)
a.	1–19 line ports per order–The interval is 2 business days	
b.	20–100 line ports per order–The interval is 10 business days	
c.	101 or more line ports per order–Negotiated interval	
7.	**Features Change to Line Port**	(T)
a.	Basic feature additions (call waiting, call forwarding, three-way calling) if order received by 3PM (EST)–Same business day interval	
b.	Basic feature additions (call waiting, call forwarding, three-way calling) if order received after 3PM (EST)–Next business day interval	
c.	Caller ID–The interval is 4 business days	
d.	Suspend, block or restore–Same business day interval if order received by 3PM (EST). Next business day interval if order received after 3PM (EST).	

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.4	Service and Installation Intervals–Unbundled Network Elements–Unbundled Local Switching
A.	(Continued)
e.	Disconnect-translation change/no dispatch–Same business day interval if order received by 3PM (EST). Next business day interval if order received after 3PM (EST).
B.	**Trunk Ports**
1.	For new trunk groups 1–240 trunks (1–10 DS1s)–The interval is 60 business days.
2.	For additions to existing trunk groups 1–96 trunks (1–4 DS1s)–The interval is 30 business days.
3.	Trunks in excess of the preceding quantities–Negotiated interval.

3.2.5	Service and Installation Intervals–Unbundled Network Elements–Unbundled Interoffice Transmission Facilities	
A.	**Dedicated IOF Transport**	
1.	**DS1, DS3 and STS-1—** Subject to availability, for quantities of eight or less, the interval is 15 business days. For quantities more than eight, the interval is negotiated.	(C)
2.	**OC-3 and OC-12—** The interval is 60 business days.	(C)
B.	**Dedicated Multiplexer**	
1.	**3/1 and 1/0 High Speed Channel—** Subject to availability, for quantities of 8 or less, the interval is 15 business days. For quantities more than eight, the interval is negotiated.	
2.	**3/1 and 1/0 Low Speed Channel on an Existing Multiplexer—** Subject to availability, for quantities of eight or less, the interval is 15 business days. For quantities more than eight, the interval is negotiated.	

3.2.6	Service and Installation Intervals–Unbundled Network Elements–Network Interface Device and House and Riser Cable
A.	**NID**
1.	Subject to available facilities, for quantities of 1–9 pairs—Appointment per SMARTS.
2.	For quantities of ten pairs or more or where facilities do not exist—Negotiated interval.
B.	**House and Riser Cable**
1.	Subject to available facilities, for quantities of 1–9 pairs—Appointment per SMARTS.
2.	Quantities of ten pairs or more or where facilities do not exist—Negotiated interval.

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.7	Service and Installation Intervals–Unbundled Network Elements–Expanded Extended Link (EEL)	
A.	The following installation intervals apply to EEL requests that can be accommodated by the Telephone Company with existing facilities. Where facilities do not exist, a negotiated interval will apply.	
1.	**Analog and Digital Two Wire Links**	
a.	**1–5 Links With Existing DS1 or DS3 Interoffice Transport—** 6 business days.	(C)
b.	**6 or More Links With Existing DS1 or DS3 Interoffice Transport—** Negotiated interval.	(C)
c.	**1–5 Links and 1–8 New DS1 or DS3 Interoffice Transport—** 21 business days (6 for loop and 15 for IOF).	(C)
d.	**6 or More Links and 1–8 New DS1 or DS3 Interoffice Transport—** Negotiated interval.	(C)
e.	**1 or More Links and 9 or More New DS1 or DS3 InterofficeTransport—** Negotiated interval.	
f.	**1–5 Links With Voice Grade/DS0 EEL Transport—** 6 business days.	(C)
g.	**6 or More Links With Voice Grade/DS0 EEL Transport—** Negotiated interval.	(C)
2..	**Analog Four Wire Links**	
a.	**1–5 Links With Existing DS1 or DS3 Interoffice Transport—** 7 business days.	(C)
b.	**6 or More Links With Existing DS1 or DS3 Interoffice Transport—** Negotiated interval.	(C)
c.	**1–5 Links and 1–8 New DS1 or DS3 Interoffice Transport—** 22 business days (7 for loop and 15 for IOF).	(C)
d.	**6 or More Links and 1–8 New DS1 or DS3 Interoffice Transport—** Negotiated interval.	(C)
e.	**1 or More Links and 9 or More DS1 or DS3 Interoffice Transport—** Negotiated interval.	
f.	**1–5 Links With Voice Grade/DS0 EEL Transport—** 7 business days.	(C)
g.	**6 or More Links With Voice Grade/DS0 EEL Transport—** Negotiated interval.	(C)
3.	**56 Kbps Digital (KD) Links**	
a.	**1–4 Links With Voice Grade/DS0 EEL Transport—** 12 business days.	
b.	**5–8 Links With Voice Grade/DS0 EEL Transport—** 17 business days.	
c.	**9–12 Links With Voice Grade/DS0 EEL Transport—** 21 business days.	
d.	**13 or More Links With Voice Grade/DS0 EEL Transport—** Negotiated interval.	
e.	**1–4 Links With Existing DS1 or DS3 Interoffice Transport—** 12 business days.	

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.7	Service and Installation Intervals–Unbundled Network Elements–Expanded Extended Link (EEL)	
A. 3.	(Continued)	
f.	**5–8 Links With Existing DS1 or DS3 Interoffice Transport—** 17 business days.	
g.	**9–12 Links With Existing DS1 or DS3 Interoffice Transport—** 21 business days.	
h.	**13 or More Links With Existing DS1 or DS3 Interoffice Transport—** Negotiated interval.	
i.	**1–4 Links and 1–8 New DS1 or DS3 Interoffice Transport—** 27 business days (12 for loop and 15 for IOF).	
j.	**5–8 Links and 1–8 New DS1 or DS3 Interoffice Transport—** 32 business days (17 for loop and 15 for IOF).	
k.	**9–12 Links and 1–8 New DS1 or DS3 Interoffice Transport—** 36 business days (21 for loop and 15 for IOF).	
l.	**13 or More Links and 1–8 New DS1 or DS3 Interoffice Transport—** Negotiated interval.	
m.	**1 or More Links and 9 or More New DS1 or DS3 Interoffice Transport—** Negotiated interval.	
4.	**Digital High Capacity 1.5 Mbps**	
a.	**1–9 Links and 1–8 Existing or New DS1 Interoffice Transport—** 15 business days.	
b.	**10 or More Links and 1–8 Existing or New DS1 Interoffice Transport—** Negotiated interval.	
c.	**1 or More Links and 9 or More Existing or New DS1 Interoffice Transport—** Negotiated Interval.	
d.	**1–9 Links With Existing DS3 Interoffice Transport—** 18 business days.	
e.	**10 or More Links With Existing DS3 Interoffice Transport—** Negotiated interval.	
f.	**1–9 Links and 1–8 New DS3 Interoffice Transport—** 33 business days (18 for loop and 15 for IOF)	
g.	**10 or More Links and 1–8 New DS3 Interoffice Transport—** Negotiated interval.	
h.	**1 or More Links and 9 or More New DS3 Interoffice Transport—** Negotiated interval.	
5.	**Digital High Capacity 45 Mbps**	(T)
a.	**1–4 Links and 1–8 Existing or New DS3 Interoffice Transport—** 17 business days.	
b.	**5 or More Links and 1–8 Existing or New DS3 Interoffice Transport—** Negotiated interval.	

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.7	Service and Installation Intervals–Unbundled Network Elements–Expanded Extended Link (EEL)
A. 5	(Continued)
c.	**1 or More Links and 9 or More Existing or New DS3 Interoffice Transport—** Negotiated interval.
6.	**Conversion of Special Access Service to EEL—** 30 business days.

3.2.8	Service and Installation Intervals–Unbundled Network Elements–Unbundled Dark Fiber
A.	**Unbundled Dark Fiber**
1.	**Cable Records Review—** The interval is 15 business days, except in cases of voluminous requests or large, complex projects.
2.	**Fiber Layout Map—** Negotiated interval.
3.	**Field Survey—** Negotiated interval.
4.	**Dark Fiber—** Negotiated interval.

3.2.9	Service and Installation Intervals–Unbundled Network Elements–Unbundled Sub-Loop Arrangement
A.	**Unbundled Sub-Loop Arrangement (USLA)**
1.	**USLA—** Negotiated interval.

3.2.10	Service and Installation Intervals–Unbundled Network Elements–Line Sharing	
A.	Line Sharing	
1.	**1–9 Links—** After pre-qualification is completed, the installation is 3 business days. When a pair swap is performed, the interval may be negotiated but in no event shall it be less than 5 business days.	(C)
2.	**10 or More Links—** Negotiated interval.	

3.2.11	Service and Installation Intervals–Unbundled Network Elements–Access to Feeder Sub-Loops
A.	**Access to Feeder Sub-Loops**
1.	**Access to Feeder Sub-Loops—** Negotiated interval.

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.12	Service and Installation Intervals–Unbundled Network Elements–Access to Unbundled Sub-Loop Arrangements–Other
A.	**Access to USLA—Other**
1.	**Access to USLA–Other—** Negotiated interval.

3.2.13	Service and Installation Intervals—Unbundled Network Elements—Line Splitting
A.	Line Splitting
1.	**1--9 Links**—After pre-qualification is completed, the installation is 3 business days. When a pair swap is performed, the interval may be negotiated but in no event shall it be less than 5 business days.
2.	**10 or More Links**—Negotiated interval

3.2.14	Modification	(T)
A.	**Expedited Order**	
1.	When placing an order for which standard intervals exist, a TC may request a service date that is prior to the standard interval service date. A TC may also request an earlier service date on a pending standard or negotiated interval order. If the Telephone Company agrees to provide service on an expedited basis, expedited service order charges, expedited service connection-central office wiring, expedited service connection-other, expedited dispatch charges (if applicable) and expedited manual intervention surcharges as set forth in Part A, Section 3.3 apply as appropriate. No more than 5% of a TC's orders per month will be expedited.	
a.	A TC may request a waiver of the 5% threshold in case of emergency circumstances or unusual occurrences not reasonably foreseen or controlled by the TC. The Telephone Company shall have discretion to apply the waiver provision. A TC may appeal to the DTE if it believes that the Telephone Company has unreasonably denied its waiver request.	

3.2.15	Cancellation	(T)
A.	A TC may cancel an order for the installation of service at any time prior to notification by the Telephone Company that service is available for the TC's use or prior to the service date, whichever is later. The cancellation date is the date the Telephone Company receives written or verbal notice from the TC that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.	
B.	Regulations, rates and charges as set forth in Section 3.3 apply as appropriate.	

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.1	General
A.	NRCs are designed to recover the one-time expense incurred by the Telephone Company in provisioning its services. The application of NRCs are contained in each tariff section wherein the specific services are identified.
B.	Service orders must comply with the service order provisions contained in Part A, Section 3.1.1 and Section 3.2.1 of this tariff.

3.3.2	Description	
A.	Unless otherwise stated in the individual tariff section wherein the specific services are identified, the NRCs which commonly apply to services are as set forth herein. In addition to the following NRCs, other NRCs may apply.	
1.	**Service Order Charge—** Applies for each order for service that is submitted to the Telephone Company. Expedited order charges apply in accordance with the provisions contained in Section 3.2.6.	
2.	**Manual Intervention Surcharges—** Apply when the electronic ordering system is not used to place an order for services. Charges apply in addition to the service order and service connection-other charges. Expedited order charges apply in accordance with the provisions contained in Section 3.2.6.	
3.	**Service Connection-Central Office Wiring—** This charge which recovers the cost of performing the central office wiring, applies for each service installed. Expedited charges apply in accordance with the provisions contained in Section 3.2.6.	
4.	**Service Connection-Other—** This charge, which recovers the cost of provisioning the service order (other than the central office wiring costs), applies for each service installed. Expedited charges apply in accordance with the provisions contained in Section 3.2.6.	
5.	**Dispatch Out of Hours—** An out of hours dispatch charge will apply per hour when a technician is dispatched during hours not sequential to that technician's normal scheduled tour of duty. This charge has a four hour minimum and any charges thereafter are based on thirty minute increments.	
6.	**Installation Dispatch Out—** Applies when a technician is dispatched at the specific request of a TC to perform work outside of the normal routine work associated with service installation and maintenance, either for tagging of NIDs, or for circuit identification at a demarcation point. This charge applies per location dispatched per occasion. Expedited charges apply in accordance with the provisions contained in Section 3.2.13.	(C) (C)
7.	**Customer Not Ready-In Charge—** Applies when Telephone Company personnel are deployed to work with a customer on a service request at a Telephone Company location according to a pre-negotiated schedule and the customer is not available or ready for the scheduled appointment.	
8.	**Customer Not Ready-Out Charge—** Applies when a Telephone Company technician is deployed to a non-Telephone Company premises and either the technician cannot gain access to the premises, the TC is not ready, or a reported trouble is not with the Telephone Company's service.	(T)

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.2	Description	
A.	(Continued)	
9.	**Customer Misdirect-In Charge—** Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the TC. This charge will apply when the technician is dispatched to the central office. This charge provides for costs associated with the coordination bureau and work performed on the central office frame.	
10.	**Customer Misdirect-Out Charge—** Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the TC. This charge will apply when the technician is dispatched to the customer's premises. This charge provides for costs associated with the coordination bureau and the costs associated with field repair, including technician travel and work time.	
11.	**Line and Station Transfer/Pair Swap—** Applies whenever the Telephone Company performs a pair swap or otherwise moves a customer's service from one existing loop facility onto another existing loop facility serving the same location.	(T)
12.	**Joint Meet Testing Charge—** When the parties perform a joint meet test as referred to in Part B, Section 19.1.5E, the Telephone Company may assess a charge for a misdirected dispatch only if the error or trouble is determined to be one that the TC should reasonably have been able to isolate and diagnose through other means.	
13.	**Engineering Query Charge—** Applies when a Telephone Company engineer supplies information to the TC, such as information regarding the type of network modification required to make a facility available.	(N)
14.	**Engineering Work Order Charge—** Applies when the TC's order requires network modifications and the Telephone Company is required to verify facilities availability, design the service, write the work order, and prepare the special bill generated as a result of construction.	
15.	**Clear Defective Pair Charge—** Applies when a technician is physically dispatched to open splices or cable sheathes to locate and repair a trouble in order to make a pair available for a new service installation. Applies where feasible.	
16.	**Reassignment of Non-Working Cable Pair Charge—** Applies when a technician is physically dispatched to disconnect and move a previously dedicated cable pair to use the pair for a new service location.	
17.	**Binder Group Rearrangement Charge—**Applies when a technician is physically dispatched to transfer a service to a different binder group to eliminate spectral interference.	
18.	**Repeater Installation Charge—** Applies when a technician is physically dispatched for the installation of a repeater, repeater shelf, and doubler to provide stronger transmission signals on a circuit.	
19.	**Apparatus Case Installation Charge—** Applies when a technician is physically dispatched for the installation of an apparatus case and includes the testing, turn up, and equipment costs for a DS0 and DS1 circuit.	(N)

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.2	Description	
A.	(Continued)	
20.	**Range Extenders-DS0 Installation Charge—** Applies when a Range Extender is installed in the central office on a copper facility that serves a DS0 circuit where the circuit exceeds acceptable line loss limits.	(N)
21.	**Range Extenders-DS1 Installation Charge—** Applies when a Range Extender is installed in the central office on repeaterless DS1 facilities and enhances the DS1 signal from inside the central office to extend the facility beyond normal distance limitations.	
22.	**Channel Unit to Universal/Cotted DLC System (Existing) Charge—** Applies when a technician is physically dispatched to place, program and test a line card that activates a channel in a carrier system.	
23.	**Serving Terminal-Installation/Upgrade Charge—** Applies to the addition of capacity or upgrade of functionality to an existing carrier system or customer serving terminal.	
24.	**Activate Dead Copper Charge—** Applies when a cable splicer is physically dispatched to open splice cases and connect cable pairs that previously had been disconnected from working plant facilities.	
25.	**Multiplexer – 1/0 – Installation Charge—** Applies to the installation and provisioning of a digital multiplexer that converts a DS1 channel to 24 DS0 channels.	
26.	**Multiplexer – 1/0 – Reconfiguration Charge—** Applies to the manual or remote reconfiguration of the setup or design of a digital multiplexer that converts a DS1 channel to 24 DS0 channels.	
27.	**Multiplexer – 3/1 – Installation Charge—** Applies to the installation and provisioning of a digital multiplexer that combines 28 DS1 channels to a single DS3 channel.	
28.	**Multiplexer – 3/1 – Reconfiguration Charge—** Applies to the manual or remote reconfiguration of the setup or design of a digital multiplexer that combines 28 DS1 channels to a single DS3 channel.	
29.	**Multiplexer – Other – Installation Charge—** Applies on a time and materials basis to the installation and provisioning of a digital multiplexer other than a 1/0 or 3/1 digital multiplexer.	
30.	**Move Drop Charge—** Applies where a technician is physically dispatched to an end user location to move the service drop to the end user's Network Interface Device (NID).	
31.	**Cross Connection – Existing Fiber Facility Charge—** Applies where a technician is physically dispatched for purposes of fiber splicing at a fiber case to complete the circuit to the end user location, and includes the running of a fiber jumper in an existing cabinet or shelf.	
32.	**Line Card-Installation Charge—** Applies to the installation and provisioning of a DS1 equipment line card within an existing apparatus case or shelf.	
33.	**Copper Rearrangement Charge—** Applies where there are insufficient copper cable pairs at a specific location and involves rearrangement of large groups of pairs (multiple customers or inactive pairs) along a cable route.	(N)

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.2	Description	
A.	(Continued)	
34.	**Central Office Terminal Installation Charge—** Applies to the installation and provisioning of a Central Office Terminal (COT), including assembly/mounting of shelves, slotting of cards, cabling (fiber, transmission, power), barcoding, and labeling.	(N)
35.	**IDLC Only Condition Charge—** Applies to the installation of a digital loop carrier or other serving arrangement when IDLC only condition exits.	
36.	**Other Required Modifications—** Applies on time and materials basis when required network modification is outside the scope of other enumerated network modification charges.	
37.	**Removal of Bridged Tap Charge—** Applies when the TC requests that the Telephone Company remove bridged tap from a loop that is less than 18,000 feet that meets Resistance Design criteria as defined in national standards. Applies on a single and multiple occurrence basis.	
38.	**Removal of Load Coils Charge—** Applies when the TC requests that the Telephone Company remove load coils from a loop that is greater than 18,000 feet that meets Resistance Design criteria as defined in national standards and the TC requests to surpass Resistance Design criteria. This NRC covers the physical maintenance work involved in removing load coils (both initial and additional occurrences), as requested by the TC, from a loop.	
39.	**Commingling Arrangement Charge—** Applies for each commingling arrangement that is leased by the TC.	
40.	**Conversion – Service Order—** Applies for each order for a conversion of a wholesale special access service to an unbundled network element that is submitted to the Telephone Company.	
41.	**Conversion – Provisioning—** Applies for each circuit converted from wholesale special access service to an unbundled network element.	
42.	**Circuit Retag —** Applies when a technician attaches a circuit identification tag at the serving terminal on the cable pair with the requested circuit identification number.	(N)

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.3	Modification of Service Intervals	(X)
A.	**Expedited Order**	
1.	When placing an order for an unbundled network element for which standard intervals exist, a TC may request a service date that is prior to the standard interval service date. A TC may also request an earlier service date on a pending standard or negotiated interval service order. If the Telephone Company agrees to provide service on an expedited basis, expedited order charges will apply. If the TC requests an installation outside of normally scheduled work hours and the Telephone Company agrees to this request, expedite charges will apply.	
a.	Where expedite charges exist, the expedite charges will apply in lieu of the normal service order, manual intervention surcharge, service connection-central office wiring, service connection-other charges and Dispatch Out charges which would otherwise apply. Where expedite charges do not exist, standard charges apply.	
2.	If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, then the standard charges will apply unless the missed service date was caused by the TC, the TC's customer, his agent or patron in which case the expedited charges would still apply.	
3.	If additional costs other than any applicable additional labor are to be incurred when a service date on an unbundled network element order is expedited, the Telephone Company will develop and quote such costs to the CLEC, obtain CLEC authorization and bill the CLEC.	
4.	The request for an earlier service date may be received from the CLEC prior to the issuance of an UNE order, or after the UNE order has been issued but prior to the service date.	
5.	In the event that the Telephone Company provides service on an expedited basis by CLEC request and the CLEC delays service, an additional service date change charge will be applied.	(X)

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.3	Modification of Service Intervals
A.	(Continued)
6.	In the event that the CLEC cancels an expedite request, the expedited order charges will form the basis of determining cancellation charges.
7.	Expedited order charges will not be applied to orders expedited for Telephone Company reasons.
8.	The Telephone Company maintains the exclusive right to accept or deny the request to expedite. If upon reviewing availability of equipment and scheduled work load, the Telephone Company agrees to provide service on an expedited basis and the CLEC accepts this proposal, expedite charges will apply. No more than 5% of a CLEC's orders per month will be expedited.

3.3.4	Cancellation
A.	The full NRCs for the service apply in connection with all cancelled CLEC orders.
B.	If the Telephone Company misses a service date for a standard or negotiated interval order by more than thirty days, due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the CLEC may cancel the service order without incurring cancellation charges.
C.	The cancel date is the date the Telephone Company receives notice (either written, or verbal and written), from the TC that the order is to be cancelled. Verbal notice must be followed by written confirmation within ten days.

3.3.5	Modification
A.	An order may be modified by the CLEC at any time prior to notification by the Telephone Company that service is available for the CLEC's use or prior to the service date, whichever is later. When modifications are undertaken, the Telephone Company shall specify if, in order to complete the requested modifications with the normal work force assigned to complete such an order in normal work hours, the service date will be changed. Charges are applicable for order modifications and will apply on a per occurrence basis (unless otherwise stated herein).
B.	**Service Date Change**
1.	Service dates for the installation of new service or rearrangements of existing service 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 CLEC 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 CLEC is unwilling to accept completion of an order for network elements within 30 days of the original service date, the order will be cancelled as of day 31 and cancellation charges will apply.

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.5	Modification
B.	(Continued)
2.	For switched interconnection service and directory assistance, if the CLEC indicates that service still cannot be accepted on the revised service date, the CLEC must extend the service date for a period not to exceed 30 calendar days from the revised service date or cancel the order. In no case shall the total delay in the start of service exceed 60 calendar days from the original service date, or the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied.
3.	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 CLEC's request without delaying service dates for orders of other CLECs. If the service date is changed to an earlier date, the CLEC will be notified by the Telephone Company that expedited order charges will apply in addition to the service date change charge.
C.	**Design Change**
1.	The CLEC may request a design change to the service ordered. A design change is any change to an order which requires engineering review. Design changes do not include a change of customer premises, end user premises, or end office switch. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.
2.	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 CLEC.
3.	Design changes include such things as the addition or deletion of optional features or functions or a change in the type of transport termination.
4.	The Telephone Company will review the requested change and notify the CLEC whether the change is a design change, whether it can be accommodated and whether a new service date is required. If the CLEC authorizes the Telephone Company to proceed with the design change, a design change charge will apply. If a change of service date is required, the service date change charge will also apply. The design change charge will apply on a per order per occurrence basis, for each order requiring a design change.
D.	**Service Rearrangements** are changes to existing services installed which do not result in a change in the physical location of the point of termination at the customer's premises. Such changes are treated as discontinuances of existing service and installations of new service. Application of service rearrangement charges are specified in Part C, Section 1.

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.5	Modification
E.	**Moves—** A move involves a change in the physical location of the point of interface at the CLEC's premises where the CLEC purchases direct trunked transport from the Telephone Company (under DTE MA. No. 15), or a change in the CLEC's point of termination. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.
F.	**Record Changes—** The Record Change Charge, Loop Information Request Charge, Design Change Charge, and Data Entry Search Charge apply to certain transactions which could be conducted through the automated interfaces described in this section, but which the TC chooses to conduct in some other way. The Record Change Charge applies to TC requests for changes in their own customer records, such as the following changes.
1.	Change of agency authorization
2.	Change of carrier name
3.	Change of carrier location address when the change of address is not a result of a physical relocation of equipment
4.	Change in billing data (name, address, contact name or telephone number)
5.	Change of carrier circuit identification
6.	Change of billing account number
7.	Similar changes to the carrier's billing and service records.
a.	One Record Change Charge is applied for each request for such a change. Only one such charge will be imposed if multiple record changes (e.g., a TC name change and an address change) are requested at one time.
8.	Change of CLEC test line number
G.	**Data Entry Search—** A charge applies where a TC requests the Telephone Company to enter certain data that could have been entered by the TC through the interfaces described in this section. The charge is computed per fifteen minute interval of time required for implementation of the request.