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

3.1.1	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.

3.1.2	Modification
A.	**Expedited Order**
1.	When placing an order for which standard intervals exist, a CLEC may request a service date that is prior to the standard interval service date. A CLEC 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, and expedited manual intervention surcharges as set forth in Part A, Section 3.2 apply as appropriate. No more than 5% of a CLEC's orders per month will be expedited.
a.	A CLEC may request a waiver of the 5% threshold in case of emergency circumstances or unusual occurrences not reasonably foreseen or controlled by the CLEC. The Telephone Company shall have discretion to apply the waiver provision. A CLEC may appeal to the DTE if it believes that the Telephone Company has unreasonably denied its waiver request.

3.1.3	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 3.2 apply as appropriate.

3. Ordering of Service
3.2 Nonrecurring Charges (NRCs)

3.2.1	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 of this tariff.

3.2.2	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 3.2.3.
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 3.2.3.
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 3.2.3.
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 3.2.3.
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 to install a UNE. This charge applies per location dispatched per occasion.
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 CLEC is not ready, or a reported trouble is not with the Telephone Company's service.

3. Ordering of Service
3.2 Nonrecurring Charges (NRCs)

3.2.2	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 CLEC. 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. Expedited order charges apply in accordance with the provisions contained in Section 3.2.3.
10.	**Customer Misdirect-Out Charge—** Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the CLEC. 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. Expedited order charges apply in accordance with the provisions contained in Section 3.2.3.
11.	**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.
12.	**Joint Meet Testing Charge—** When the parties perform a joint meet test as referred to in Part B, Section 12 .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.

3.2.3	Modification of Service Intervals
A.	**Expedited Order**
1.	When placing an order for an unbundled network element for which standard intervals exist, a CLEC may request a service date that is prior to the standard interval service date. A CLEC 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 CLEC 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 and service connection-other 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 CLEC, the CLEC's customer, his agent or patron in which case the expedited charges would still apply.

3. Ordering of Service
3.2 Nonrecurring Charges (NRCs)

3.2.3	Modification of Service Intervals
A.	(Continued)
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.
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.

3.2.4	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. Ordering of Service
3.2 Nonrecurring Charges (NRCs)

3.2.5	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.
2.	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.

3. Ordering of Service
3.2 Nonrecurring Charges (NRCs)

3.2.5	Modification
D.	**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 PUC RI. No. 20), 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.
E.	**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
F.	**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.