

ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.1 General

This section sets forth the regulations and order related charges for Access Orders for Switched and Special Access Services. These charges are in addition to other applicable charges as set forth in other sections of this tariff.

An Access Order is an order to provide the customer with Switched Access Service or Special Access Service or to provide changes to existing services.

5.1.1 Ordering Conditions

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall provide all information necessary for the Telephone Company to provide and bill for the requested service. In addition to the order information required in 5.2 following, the customer must also provide:

Customer name and premises address(es).

Billing name and address (when different from customer name and address).

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

5.1.2 Provision of Other Services

- (A) Testing Service, Additional Labor and Special Facilities Routing shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these services, as set forth in other sections of this tariff, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.

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5.1 General (Cont'd)

5.1.2 Provision of Other Services (Cont'd)

- (B) With the agreement of the Telephone Company, the items listed in (A) preceding may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 5.2.2(C) following will apply when an engineering review is required.
- (C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as specified in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering are as set forth in 13.1 following and are in addition to the regulations, rates and charges specified in this section.

5.1.3 Special Construction

The regulations, rates and charges for special construction are specified in the General Services Tariff for Construction Charges and are in addition to the regulations, rates and charges specified in this section.

5.2 Access Order

An Access Order is used by the Telephone Company to provide a Customer Access Service as follows.

Switched Access Services as specified in Section 6 following, Special Access Services as specified in Section 7 following, Public Data Network Services as specified in Section 14 following, and Other Services as specified in 5.1.2 preceding.

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5.2 Access Order (Cont'd)

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

When placing an order for service, the customer shall specify, at a minimum, information for the Entrance Facility, as described in (A) following, Direct Trunked Transport Facility, as described in (B) following, and/or Tandem Switched Transport, as described in (C) following. This information is in addition to the basic Lineside or Trunkside Switched Access Service arrangement (BSA or FG) as described in (D) and (E) following respectively.

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

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5.2 Access Order (Cont'd)

- (D) When the customer orders FGA/Lineside Switched Access Service, the customer must have capacity available on an existing Entrance Facility and/or Direct Trunked Transport facility with compatible interfaces or request an Entrance Facility and/or Direct Trunked Transport facility as described in (A) and (B) preceding. Tandem Switched Transport is not available for FGA/Lineside Switched Access. If the Entrance Facility and/or Direct Trunked Transport facility are existing, the customer shall provide the Connecting Facility Assignment (CFA) of the facilities to be used. The customer shall also specify the number of lines and the first point of switching (i.e., dial tone office), the Switched Transport options and Local Switching options desired. In addition, the customer shall specify whether the ordered line(s) is for FX/ONAL service or MTS/WATS-type service. If the customer specifies MTS/WATS-type service, it shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines. Lineside BSA and Feature Group A service will only be provided in switch types with technical capabilities to provide terminating call screening and individualized call billing detail for both originating and terminating traffic.
- (E) When the customer orders Trunkside Switched Access Service, the customer must have capacity available on an existing Entrance Facility with a compatible interface or request an Entrance Facility as described in (A) preceding. In addition, the customer must specify if Direct Trunked Transport or Tandem Switched Transport is to be used. If Direct Trunked Transport is requested the customer must specify whether the Direct Trunked Transport facility is new or existing. If the Direct Trunked Transport facility is new, the customer may order the Direct Trunked Transport facility as described in (B) preceding. If the Direct Trunked Transport facility is existing, the customer shall provide the Circuit Identification of the facility to be used. Trunkside Switched Access using Direct Trunked Transport must be ordered in trunks as set forth in (B) preceding. If Tandem Switched Transport is requested, the customer may order Trunkside Switched Access in trunks as set forth in (C) preceding.
- (F) For Trunkside BSA - 950 Option and Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when Direct Trunked Transport routing to the end office is desired, or the access tandem switch when Tandem Switched routing is desired via an access tandem switch and Switched Transport options and Local Switching options desired. When ordering Trunkside BSA - 950 Option and FGB trunks to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements. In addition, the customer shall also specify, for terminating only access, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks. The basic traffic type must also be specified using the same categories as described in 6.1.2 following, to enable efficient provisioning and billing functions.

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5.2 Access Order (Cont'd)

When placing an order for Access Service, the customers shall provide, at a minimum, the following information. (Cont'd)

For Directory Assistance Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer's premises to the Directory Assistance location. If the Directory Assistance Service is to be associated with a Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option, Feature Group B or D Switched Access Service, the customer shall also specify which Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option, Feature Group B or D Switched Access Service trunk group is to be associated with the Directory Assistance Service. This information is used to determine the number of transmission paths as specified in 9.2(E) (3) following. The customer then specifies the Directory Transport options.

For all Special Access Services, the customer must specify the customer premises or hubs involved, the type of service, e.g. Video, Voice Grade, High Capacity, etc., the channel interface technical specification package and options desired. For multipoint services, the channel interface at each premises may, at the request of the customer, be different but all such interfaces shall be compatible.

For all Public Data Network Service, the customer must specify the customer designated premises and access concentrator or packet switch locations involved, the type of service to be provided through Special Access Service, e.g., voice grade or Digital Data Service, the channel interface, technical specification package and options desired, the billing options and optional features.

The BHMC may be determined by the customer in the following manner. For each day, 8:00 AM to 11:00 PM, Monday through Friday, excluding national holidays, the customer shall determine the highest number of minutes of use for a single hour, e.g., 55 minutes in the 10-11 AM hour. The customer shall, for the same hour period, i.e. busy hour, for each of 20 consecutive business days, pick the 20 consecutive business days in a calendar year which add up to the largest number of minutes of use.

For Dedicated Network Access Links, (DNALs), the customer must specify the customer premises involved, the type of DNAL (e.g., Metallic or Voice Grade), the channel interface, technical specifications package and options desired, and the Percent Interstate Usage (PIU) (DNAL PIU must be the same as the Lineside BSA PIU which utilizes the DNAL), in accordance with Section 2.3.14 preceding.

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5.2 Access Order (Cont'd)

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in Section 3 preceding, the customer shall furnish with the order the certification as set forth in Section 3, preceding.

Toll Free Data Base Access Service as well as vertical features may be ordered via direct access to the centralized data base system [i.e., the Service Management System (SMS)] or via a Responsible Organization (RESP ORG) that has access to the SMS*. Access to the SMS may be via dial-up terminal access, dedicated terminal access, or mechanized generic interface access.

5.2.1 Access Order Service Date Intervals

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

Standard Interval
Negotiated Interval

To the extent the Access Service can be made available with reasonable effort, the Telephone Company will provide the Access Service in accordance with the customer's requested interval, subject to the following conditions:

(A) Standard Interval

Access Services provided in a Standard Interval will be installed during Telephone Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 13.2.6(A) following.

* The Service Management System is the main operations support system of WATS Toll Free Data Base Service. It is used to create and update subscriber WATS Toll Free records that are then downloaded to SCPs for handling subscriber's WATS Toll Free calls. The system is also used to reserve and assign WATS Toll Free numbers.

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5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date Intervals (Cont'd)

(B) Negotiated Interval

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

- (1) There is no Standard Interval for the service or
- (2) The customer requests a service date before or beyond the applicable Standard Interval service date.

The Telephone Company will offer a service date based on the type and quantity of access services the customer has requested. The Negotiated Interval may not exceed by more than six months the Standard Interval Service date, or, when there is no Standard Interval, the Telephone Company-offered service date.

All part-time Television services are provided with a Negotiated Interval. Each service is subject to a service inquiry. A service inquiry is a request to the Telephone Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer. (C)

5.2.2 Access Order Modifications

The customer may request a modification of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification cannot be made with the normal work force during normal business hours, the Telephone Company will notify the customer. If the customer still desires the Access Order modification, the Telephone Company will schedule a new service date. All charges for Access Order modifications will apply on a per-occurrence basis.

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5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks, busy hour minutes of capacity or out of band signaling connections will be treated as a new Access Order (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

(A) Service Date Change Charge

Access Order service dates may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. If the customer requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied. If the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers a new service date may be established that is prior to the original standard or negotiated interval service date.

If the service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in (D) following apply. Such charges will apply in addition to the Service Date Change Charge.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is:

	<u>Charge</u>	<u>USOC</u>
Service Date Change Charge, per order.....	\$61.78	OMC

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5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(B) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels, Switched Access Service Switched Transport facilities, lines, trunks, busy hour minutes of capacity or out of band signaling connections ordered will be treated as a partial cancellation and the charges as set forth in 5.2.3(C) following will apply.

(C) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what change in the design, if any, are necessary to meet the service changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer premises, end user premises, end office switch, Basic Service Arrangement and Feature Group type, Special Access Service channel type or Switched Transport facilities channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if it can be accommodated and if a new service date is required. If the customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge will apply. The Design Change Charge will apply on a per-order, per-occurrence basis for each order requiring a design change. The applicable charge is:

	<u>Charge</u>	<u>USOC</u>
Design Change Charge, per order.....	\$74.68	H28

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

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5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge

When placing an Access Order, a customer may request a service date that is prior to the standard interval service date. A customer may also request an earlier service date on a pending standard or negotiated interval Access Order. If the Telephone Company determines that service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in 13.2.6(A) following. To develop, determine and bill the customer the extraordinary costs which may be involved, Construction Charges as specified in the General Services Tariff will apply.

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in (A) preceding also applies.

5.2.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

A customer may negotiate an extension of a service date of an Access Order for installation of new services or rearrangements of existing services and a Service Date Change Charge as set forth in 5.2.2 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 Access Order will be canceled and an appropriate Cancellation Charge will be applied.

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

ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(A) (Cont'd)

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

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

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

ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(2) The critical dates tracked by the Telephone Company are as follows: (Cont'd)

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

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

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

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>
FGA	0%	9%	19%	37%	100%	100%
FGB	0%	8%	17%	32%	100%	100%
FGD	0%	7%	18%	32%	100%	100%
CCSAS	0%	7%	18%	32%	100%	100%

* Trunk Routing/Switch Translation (R/T) installation orders are those that require translations software changes only.

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5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(3) (Cont'd)

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

* Trunk Routing/Switch Translation installation orders are those that require translations software changes only.

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5.2 Access Order (Cont'd)

5.2.4 Selection of Facilities For Access Orders

- (A) When there are analog or digital high capacity facilities to a Hub on order or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Switched or Special Access Service requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate the customer's request.
- (B) For all other Access Orders, the option to request a specific transmission path or channel is not provided except as provided for under Special Facilities Routing as set forth in Section 11 following.

5.2.5 Minimum Period

- (A) Except as specified in and 9.4(A) following, the minimum period for which Access Service is provided and for which charges are applicable, is one month.
- (B) The minimum period for part-time Television Special Access Service is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.).
- (C)

5.2.6 Minimum Period Charges

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:

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity as specified in Section 6.9 of this tariff.
- (B) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the service as specified in Section 7.5 of this tariff.
- (C) For Public Data Network Service, the charge for a month or fraction thereof is the applicable monthly rates for the services as specified in Section 14.3 of this tariff.

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ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.2 Access Order (Cont'd)

5.2.6 Minimum Period Charges (Cont'd)

The Minimum Period Charge for part-time Television Service is the applicable daily rate for the service as specified in Section 7.5 of this tariff.

5.2.7 Shared Use Facilities

Shared Use (i.e., Switched Access Services provided over an analog or digital High Capacity Special Access facility through a common interface) is allowed. The regulations governing the provision of Shared Use Facilities are set forth in Section 7.4.7 following. (C)

Shared use of Switched Access facilities (i.e., Special Access Services provided over Switched Access facilities) is not allowed. (N)

5.2.8 Switched 56-kilobit Service

When the Switched 56-kilobit Service option, described in Section 6 of this tariff, is ordered for use with Trunkside BSA-101XXXX Option and Feature Group D service, the customer must specify the office where the Switched 56-kilobit Service function is to be provided. Switched 56-kilobit Service is available only in Telephone Company-designated end offices. Trunkside BSA-101XXXX Option and Feature Group D trunks used for Switched 56-kilobit Service are dedicated to carrying only Switched 56-kilobit Service traffic and are ordered directly to the Switched 56-kilobit Service end office. Switched 56-kilobit Service trunks may be originating-only, terminating-only, or two-way. (N)