

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service5.1 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 or for Expanded Interconnection, between the same premises and multiplexing node or virtual collocation arrangement 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.
- Additionally, a Tandem Switching Provider who orders service on behalf of an Interexchange Customer must provide to the Telephone Company a letter of authorization and, for billing purposes, the customer name, address and contact name(s) and telephone number(s).

Orders for Feature Group A Switched Access Service shall be in lines.

Orders for Feature Group B Switched Access Service shall be in trunks.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)

The order date, which is known as the Application Date, is the date on which the Telephone Company receives complete and accurate information from the customer to allow processing of the Access Order. The customer is advised of the critical dates associated with the Access Order on the date that the order is to be entered in the Telephone Company's order distribution system. The critical dates are set forth in 5.2.3(B)(4)(b) following.

5.1.2 Provision of Other Services

- (A) In addition to Switched and Special Access Services, other services offered under the provisions of this tariff shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these other 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.
- (B) With the agreement of the Telephone Company, other services mentioned in (A) preceding may subsequently be added to an Access Order at any time, up to and including the service date for an 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 set forth in 9.1 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

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.1 General (Cont'd)5.1.2 Provision of Other Services

(C) Additional Engineering

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 9.1 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 set forth in 4. preceding and are in addition to the regulations, rates and charges specified in this and other sections of this tariff.

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 set forth in 6. following,
- Special Access Services as set forth in 7. Following, and
- Other Services as set forth in 5.1.2 preceding.

When placing an order for Access Service, the customer shall provide, at a minimum, the following information: for the Entrance Facility, Direct Trunked Transport and/or Tandem Switched Transport to be furnished for the Switched Access Service arrangement ordered.

- For Switched Access Service Entrance Facility, the customer shall specify the type of entrance facility required (i.e., DS3 or DS1) for use between the customer premises, multiplexing node or virtual collocation arrangement and the wire center serving such customer premises, multiplexing node or virtual collocation arrangement.

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5.2 Access Order (Cont'd)

For Direct Trunked Transport and the dedicated facility portion of Tandem Switched Transport, the customer shall specify the entrance facility and channel assignment of the entrance facility on which the customer desires the Direct Trunked Transport to be placed. In addition, the customer must specify the type of Direct Trunked Transport facility required, whether the Direct Trunked Transport is to be used for line side or trunk side Switched Access Services, and the end office(s) or access tandem(s) to which Direct Trunked Transport is desired.

For Feature Group A Switched Access Service, the customer shall specify the number of lines and the first point of switching (i.e., dial tone office), the directionality of the service and the Local Transport and Local Switching options desired. FGA provided over a DS1 facility to an end office or access tandem may not be combined over the same facility with trunk side switched access services. In addition, the customer shall specify whether the off-hook supervisory signaling for the ordered line(s) is to be provided by the customer's equipment or is to be forwarded by the customer's equipment when the called party answers.

For trunks with Coin sent-paid capability ordered to a TOPS tandem, the customer shall specify the TOPS tandem switch. The coin capable end office and TOPS tandem switchers are identified in the NATIONAL EXCHANGE CARRIER ASSOCIATION INC. TARIFF F.C.C. NO. 4.

Except in designated electromechanical end offices, customers may, at their option, order FGD by specifying the number of trunks and the end office or tandem when Direct Trunked Transport is desired or the access tandem switch when Tandem Switched Transport is desired. For trunks with Coin sent-paid capability ordered to a TOPS tandem, the customer shall specify the TOPS tandem switch. The coin capable end office and TOPS tandem switches are identified in the NATIONAL EXCHANGE CARRIER ASSOCIATION INC. TARIFF F.C.C. No. 4. In designated electromechanical end offices, customers may order FGD trunks only for and/or from the access tandem. When ordering FGD, customers may specify the Local Transport and Local Switching options desired. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic to be generated to and/or from each end office subtending the access and/or TOPS tandem to assist the Telephone Company in its own efforts to project further facility requirements. The basic traffic type must also be specified using the same categories as described in 6.1.1(E) following, to enable efficient provisioning and billing functions.

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5 Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

- For Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when Direct Trunked Transport to the end office or tandem is desired, or the access tandem switch when Tandem Switched Transport, and the Local Transport and Local Switching options desired. When ordering FGB trunks to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic to be generated to and/or from each end office subtending the access tandem to assist the Telephone Company in the efforts to project further facility requirements. The Telephone Company will work cooperatively with the customer to help develop this data. The basic traffic type must also be specified using the same categories as described in 6.1.1(E) following, to enable efficient provisioning and billing functions.
- For Feature Group D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer's premises to the end office by traffic type. This information is used to determine the number of transmission paths as set forth in 6.4.5 following. The customer shall also specify the Local Transport and Local Switching options desired.
- In addition, for Feature Group D with the SS7 signaling option the customer shall specify the switching point codes and trunk circuit identification codes for trunks with the SS7 signaling option, and the STP point codes, signaling link codes and link type for each Common Channel Signaling Access (CCSA) connection ordered.

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5 Ordering Options for Switched and Special Access Service (Cont'd)
5.2 Access Order (Cont'd)

For FGB Switched Access Service, the customer shall specify the number of trunks and the end office or tandem when Direct Trunked Transport to the end office or tandem is desired or, the FGB access tandem switch when Tandem Switched Transport is desired and the Local Transport and Local Switching options desired. When ordering FGB trunks to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic to be generated 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. The basic traffic type must also be specified using the same categories as described in 6.1.1(E) following, to enable efficient provisioning and billing functions.

For Feature Group D, Switched Access Service, the customer shall specify either the number of busy hour minutes of capacity (BHMC) or the number of trunks required to the tandem by Switched Access Service Arrangement and traffic type when Tandem Switched Transport is desired. This information is used to determine the number of transmission paths as set forth in 6.5.5 following. The customer shall also specify the Local Transport and Local Switching options desired.

For originating Feature Group D with the Local Transport Tandem Signaling Option, the Tandem Switching Provider shall specify the Carrier Identification Codes to be delivered to the Tandem Switching Provider's location.

In addition, for FGD with the SS7 signaling option, the customer shall specify the switching point codes and trunk circuit identification codes for trunks with the SS7 signaling option, and the STP point codes, signaling link codes and link type for each CCSA connection ordered.

When a customer orders FGD in trunks, the customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic. When a customer orders in BHMC quantities for Tandem Switched Transport, the Telephone Company will determine the facilities required to meet the customer's BHMC requirement. Since only one party can carry out the requisite engineering, a customer cannot order some FGD in BHMCs and other FGD in trunks to the same tandem. If a customer wishes to convert its ordering basis for a particular Access tandem from trunks to BHMCs or BHMCs to trunks, the Telephone Company will work cooperatively with the customer to make the conversion. There will be no charge for this conversion activity.

For FGD ordered with the SS7 signaling option, the Telephone Company will work cooperatively with the customer, prior to the initiation of a request for service, to determine the number of CCSA signaling connections required to handle its signaling, and to exchange signaling network information necessary for efficient provisioning of the service.

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5 Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

For 800 Data Base Access Service, the customer shall order the service in accordance with the preceding provisions set forth for Feature Group D with the following exception. 800 traffic carried over direct end office routed trunks is available only at end offices equipped with 800 Access Service Switching Point (SSP) functionality. 888 traffic carried over direct end office routed trunks is available only at end offices equipped with 888 or 877 Access Service SSP functionality. All such traffic originating from end offices not equipped with the SSP function must be routed via an access tandem at which the function is available and the 800 Data Base Access Service must be ordered accordingly. SSP locations are identified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. Tariff F.C.C. No. 4.

If the customer desires any of the optional features available with 800 Data base Service, the customer shall so specify on the order for service.

The customer shall also specify the Local Transport and Local Switching options desired.

For 900 Access Service, the customer shall order the service in accordance with preceding provisions as determined by the manner in which the service is to be provisioned (i.e., Feature Group B, D) except that direct routing to the end office is available only to end offices equipped with equal access and six digit translation capabilities. The customer shall specify whether 900 NXX codes should be arranged for 1+ dialing only or for both 1+ and 0+ dialing. All 900 NXX(s) provided to a customer will be arranged for 1+ dialing only or when technically feasible, for both 1+ and 0+ dialing within a LATA. Additionally, when new 900 Access Service NXX(s) are to be opened up in the LATA, or when such existing NXX(s) are to be deleted, coincident with the provision of 900 Access Service, the customer shall provide such information when placing the order for 900 Access Service. For additions and/or deletions of 900 Access Service NXX(s) at any other time, the customer shall place an order for such additions and/or deletions. All NXX assignment and administration shall be in accordance with the North American Numbering Plan (NANP). Assignment(s) will be made by the NANP Coordinator.

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5 Ordering Options for Switched and Special Access Service (Cont'd)
5.2 Access Order (Cont'd)

For Advanced Access Screening Capability, the customer shall order the service in accordance with the preceding provisions as determined by the manner in which the service is to be provisioned (i.e., Feature Group D). Direct end office routed trunks are available only at end offices equipped with Service Switching Point (SSP) functionality for Advanced Access Screening Capability. All 500 traffic originating from end offices not equipped with the SSP function must be routed via an Access Tandem at which the function is available and the Advanced Access Screening Capability must be ordered accordingly. SSP locations are identified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. Tariff F.C.C. No. 4.

In addition, the customer shall specify whether 500 NXX codes should be arranged for 1+ dialing only or for both 1+ and 0+ dialing. All 500 NXX(s) provided to a customer will be arranged for 1+ and, at the option of the customer, 0+ dialing. When new Access Service NXX(s) are to be opened up, or when existing NXX(s) are to be deleted, coincident with the provision of Advanced Access Screening Capability, the customer shall provide such information when placing the order for Advanced Access Screening Capability. For additions and/or deletions of Advanced Access Screening Capability NXX(s) at any other time, the customer shall place an order for such additions and/or deletions. All NXX assignment and administration shall be in accordance with the North American Numbering Plan (NANP). Assignment(s) will be made by the NANP Coordinator.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

When Switched Access Service is ordered in BHMCs, the BHMCs for Tandem Switched Transport may be determined by the customer in the following manner. For each day, 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), pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. When Switched Access Service is ordered in trunks, the trunks may be determined by the customer in the following manner. For each day the customer shall determine the highest number of trunks in use for a single hour. The customer shall, for the same hour period (i.e., busy hour), pick the twenty consecutive business days in a calendar year which add up to the largest number of trunks in use. The customer shall then determine the average busy hour trunks by dividing the largest number of trunks in use figure, for the same hour period, for the consecutive twenty business day period by 20. This computation shall be performed for each end office and/or access tandem the customer wishes to serve.

- When a customer desires Switched Access Service to an end office that is a remote switching office, the customer must order to the Host office which controls the remote switching office since all traffic to and/or from a remote switching office must be routed through the Host office. The Telephone Company will work cooperatively with the customer to provide the required Host office and/or remote switching office information. In addition, the customer must provide information to the Telephone Company which includes the traffic distribution to the remote office controlled by the host office.

For Directory Assistance Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) (Tandem Switched Transport only) or the number of trunks required from the serving wire center of the customer's premises or multiplexing node to the Directory Assistance location. If the Directory Assistance Service is to be combined with a Feature Group B or D Switched Access Service, the customer shall also specify which 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 set forth in 12.2.5(C) following. The customer then specifies the Directory Transport options.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

For Operator Services, the customer shall specify the number of Feature Group D trunks desired from the serving wire center of the customer's premises or multiplexing node to the desired Telephone Company Traffic Operator Position Systems (TOPS) office(s). At the option of the customer, the customer's Operator Services traffic may be combined on the same Feature Group D trunk group between the serving wire center of the customer's premises or multiplexing node and the Telephone Company TOPS office.

In addition to the preceding provisions, if a provides operator services or handles 1+ coin tariffs for its own or another customer's end users for calls originating from a particular LATA, the customer shall specify as follows:

- For Feature Group D Switched Access Service, the number of busy hour minutes of capacity from the customer's premises or multiplexing node to the Telephone Company's Traffic Operator Position Systems (TOPS) offices; or
- For Feature Group D, the number of trunks from the customer's premises or multiplexing node or virtual collocation to the TOPS offices.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

- For all Special Access Services, the customer must specify the customer designated premises and/or Hubs involved; the customer designated premises, multiplexing Hub and Expanded Interconnection multiplexing node(s) or virtual collocation arrangements involved; the channel type (e.g., 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.
- Where Special Access Service is exempt from the Special Access Surcharge as set forth in 7.4.2 following, the customer shall furnish with the order the certification as set forth in that Section.
- WATS Access Line (WAL) Service* must be ordered for use with the FGA*, FGB or FGD Switched Access Service of a particular customer. For WAL Service*, the customer must also specify the type of calling (i.e., originating only, terminating only or two-way) for which the service is to be provided, and, if desired, the Telephone Company-provided screening functions. Additionally, where the WATS Serving Office (WSO) is not located in the wire center that serves the end user's premises, or where there is no existing capacity in the WSO which is located in the wire center that serves the end user's premises, the Telephone Company will provide the WAL Service* to the nearest wire center where a WSO is located and capacity exists. In these circumstances, the customer will be so notified and the order will be changed to designate the appropriate WSO wire center. No Access Order Modification Charge will apply for the change. (N)
(N)
(N)

The billing name of the customer or the end user and the billing address of the customer, the end user or an agent must be specified for the following.

- For WAL Service* to be provided for use with FGA* or FGB Switched Access Service where originating only or two-way calling is to be provided. (N)
- For WAL Service* to be equipped with the Routing of IntraLATA Calls to the Telephone Company for Use with WATS Access Line Service* optional feature. (N)
(N)
- For WAL Service* to be provided with the FGD Switched Access Service in Connecticut where the Connecticut State Law Public Act 87-415, prohibits routing of intra-Connecticut calls to Switched Access Service for customers who may have not been issued a certificate of public convenience and necessity by the Department of Public Utility Control and who do not have an effective intrastate tariff for such service. (N)

* Effective January 15, 2020, WATS Access Line (WAL) Service and Feature Group A (FGA) are no longer available. Moves, additions or changes to subscribers existing services will not be permitted. (N)
(N)

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5. Ordering Options for Switched and Special Access Service (Cont'd)
5.2 Access Order (Cont'd)

As required by Connecticut State Law, Public Act 87-415, the routing of intra-Connecticut calls to Feature Group D Switched Access Service is prohibited for customers who have not been issued a certificate of public convenience and necessity by the Department of Public Utility Control and who do not have an effective intrastate tariff for such service.

For Expanded Interconnection Enhanced Ordering Option (EOO), a customer other than the collocated customer may place an order for services to a multiplexing node or virtual collocation arrangement. Prior to placing an order, the ordering customer must obtain a signed letter of agency from the collocator. The ordering customer must provide a copy of the letter of agency from the collocated customer permitting the ordering customer to act as an agent for the collocated customer to the Telephone Company at the time the order is placed.

Either a Host Customer or a Service User may place an order to establish, change, disconnect or move multiplexed Switched Access DS1 or DS3 services, multiplexed High Capacity Special Access provided with the Shared Billing Arrangement option. Prior to placing an order, the ordering customer must obtain a signed letter of authorization from the other customer participating in the Shared Billing Arrangement. The letter of authorization must be signed by both the Host Customer and the Service User and include the connecting Facility Assignment (CFA) and Billing Account Number (BAN) of the Host Customer's multiplexed Service. In the event that a Service User requests the connection of a service to a Host Customer's multiplexer which is, in turn, part of a separate Shared Billing Arrangement, the ordering customer must also obtain and provide to the Telephone Company the appropriate BAN and CFA of the third party's service, in order to identify the complete circuit for purposes of maintenance and testing continuity. The ordering customer must provide a copy of the letter of authorization to the Telephone Company at the time the order is placed.

In addition, when establishing a multiplexed Switched Access DS1 or DS3 Service or a multiplexed High Capacity Special Access Service with the Shared Billing Arrangement option, the Host Customer and Service User must coordinate with each other for the design, testing and maintenance of the service(s).

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5. Ordering Options for Switched and Special Access Service (Cont'd)
5.2 Access Order (Cont'd)

In addition, the ordering customer will be responsible for notifying the Telephone Company of service outages, and assume responsibility for ensuring cooperative testing among the three parties (i.e. Telephone Company, ordering party and the collocator). In addition to any applicable monthly rates associated with the service provided to an Expanded Interconnection multiplexing node or virtual collocation arrangement, a monthly rate, as specified in Section 28. following, for the EOO will also apply. As specified in Section 28. following, an EOO Nonrecurring Charge will apply in addition to the Office Channel Termination Cross Connect Nonrecurring Charge or Virtual Office Channel Termination Nonrecurring Charge if either a new service, or an existing service that does not currently terminate at a multiplexing node or virtual collocation arrangement, is ordered to a multiplexing node or virtual collocation arrangement under EOO. If service already terminates at a multiplexing node or virtual collocation arrangement under Expanded Interconnection or a Shared Billing Arrangement, an order processing charge will apply, as specified in Section 28. following, to place that service under EOO. All rate elements to provide service to an Expanded Interconnection multiplexing node or virtual collocation arrangement must be ordered by, and billed to, the ordering customer.

Where the Special Access Service is exempt from the Special Access Surcharge as set forth in 7.4.2 following, the customer shall furnish with the order the certification as set forth in that section.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)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

The Telephone Company shall publish and make available to all customers at the time orders are placed, a schedule of Standard Intervals applicable for Switched and Special Access Services. The schedule specifies the services and quantities that can be provided within the Standard Intervals. The Access Order Standard Intervals are contained in Access Service Interval Guides published by New York Telephone for their respective customers. Any relevant associated material will be made available upon request within a reasonable time.

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 normal 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 9.2.6 following.

When placing an Access Order for service(s) for which Standard Intervals exist, a customer may request a service date that is prior to the Standard Interval service date. A customer may also request an earlier service date on a pending Standard Interval Access Order. The Telephone Company will agree to the customer's request if it determines it can accommodate the customer's request within normal business hours without delaying service dates for orders of other customers. Such requests will be granted on a first-come first-service basis at no additional charge to the customer. If the Telephone Company is unable to accommodate the customer's request within normal business hours without delaying service dates for other customers, the customer will be given the option to have the installation done outside the normal scheduled work hours. The customer will be subject to the applicable Additional Labor charges as set forth in Section 9 following. In no case will the charge for

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(A) Standard Interval (Cont'd)

Additional Labor exceed twenty five percent of the total nonrecurring charge associated with the Access Order.

If costs other than any applicable Additional Labor (i.e., overtime labor) are to be incurred when a service date on an Access Order is established that is prior to the Standard Interval, the Telephone Company will develop and quote such costs to the customer, obtain customer authorization and bill the customer in accordance with the special construction terms and conditions of Section 4.

A Service Date Change Charge as set forth in 5.2.2(A) following will apply for the change in service date on a pending Standard Interval Access Order.

(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 quantity of Access Services ordered exceeds the quantities specified in the Standard Intervals described in the Access Service Interval Guides as set forth in (A) preceding.
- (3) The customer requests a service date beyond the applicable Standard Interval service date, or
- (4) The customer requests WATS Access Line Service* with Answer Supervision or E&M Supervisory Signaling, or (N)
- (5) The customer requests the initial establishment of Switched Access Service to provide operator services.
- (6) The customer requests Inward Operator Services.

Effective January 15, 2020, WATS Access Line (WAL) Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(B) Negotiated Interval (Cont'd)

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.

The addition and/or deletion of an 800 Access Service NXX Code is provided with a Negotiated Interval.

Common Channel Signaling Access (CCSA) links will be provided on a Negotiated Interval.

New or existing FGD trunks ordered with the SS7 signaling option will be provided on a Negotiated Interval.

A customer may also request an earlier service date on a pending Negotiated Interval Access Order. The Telephone Company will agree to a customer's request if it determines it can accommodate the customer's request within normal business hours without delaying service dates for orders of other customers. Such requests will be granted on a first-come first-serve basis at no additional charge to the customer. If the Telephone Company is unable to accommodate a customer's request within normal business hours without delaying service dates for orders of other customers, the customer will be given the option to have the installation done outside the normal scheduled work hours. The customer will be subject to the applicable Additional Labor exceed twenty five percent of the total nonrecurring charge associated with the Access Order.

If costs other than any applicable Additional Labor (i.e., overtime labor) are to be incurred when a service date on an Access Order is established that is prior to the Negotiated Interval, the Telephone Company will develop and quote such costs to the customer, obtain customer authorization and bill the customer in accordance with the special construction terms and conditions of the Section 4.

A Service Date Change Charge as set forth in 5.2.2(A) following apply for the change in service date on a pending Negotiated Interval Access Order.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(B) Negotiated Interval (Cont'd)

New or existing FGD trunks ordered with the SS7 signaling option will be provided on a Negotiated Interval.

900 Access Service is provided with a Negotiated Interval. However, for the conditions outlined below the Negotiated Interval will not exceed the maximum interval shown:

Maximum
Interval

Initial establishment of service where customer is:

- Not yet provided with any FGB, service in the LATA 6 Months
- Provided FGD service in all equal access end offices and FGB 90 Days

Subsequent additions or deletions of NXXs for existing 900 Service 60 Days

The 0+900 Option will be provided on a Negotiated Interval.

New or existing FGD trunks ordered with coin sent-paid capability will be provided on a Negotiated Interval.

Advanced Access Screening Capability will be provided on a Negotiated Interval. In addition, subsequent additions and/or deletions of the Advanced Access Screening Capability NXX code will be provided with a Negotiated Interval.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(B) Negotiated Interval (Cont'd)

All services for which rates are applied on an individual case basis are provided with a Negotiated Interval.

5.2.2 Access Order Modifications

The customer may request a modification of its Access Order at any time prior to notification by the Telephone Company that service is available for the customer's use or prior to the service date, whichever is later. 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.

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

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 for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 30 calendar days, and the Telephone Company accordingly delays the start of service, a Service Date Change Charge will apply.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(A) Service Date Change Charge (Cont'd)

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 unless the customer indicates that billing for the service is to commence as set forth in 5.2.3(A) following.

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 customer's request without delaying service dates for orders of other customers. If the Telephone Company is unable to accommodate the customer's request within normal business hours without delaying service dates for orders of other customers and the customer agrees to have the installation done outside of the normal scheduled work hours, additional labor charges as set forth in 9.2.6 following will 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	\$21.47	OMC

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

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 or Switched Access Service Entrance Facilities lines, trunks or busy hour minutes of capacity ordered with a Standard or Negotiated Interval Access Order will be treated as a partial cancellation and the charges as set forth in 5.2.3(B) following will apply.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(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 changes in the design, if any, are necessary to meet the 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, or change of Feature Group type to Feature Group D. Design changes do not include a change of customer premises, multiple node or virtual collocation arrangement location, end user premises, end office switch, Switched Access Service Entrance Facility type, Feature Group type except for changes to Feature Group D or Special Access Service 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>Rate</u>	<u>USOC</u>
Design Change Charge, per order	\$113.98	H28

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)
 - 5.2 Access Order (Cont'd)

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order

- (A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Telephone Company that service is available for the customer'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 customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

For Special Access Service or Switched Access Service Entrance Facilities ordered on a first and additional basis as set forth in 7.4.1(C)(1) or 6.7.1(C)(1) following, when a customer cancels part of an Access Order, first and additional nonrecurring charges will apply to the remaining services on the Access Order. A First Nonrecurring charge will apply unless the entire Access Order is cancelled. Cancellation charges will apply as described in 5.2.3(B)(2) through (4) following.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(A) (Cont'd)

If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in (B) following will apply; or
- Billing for the service will commence.

If no cancellation request is received within the specified 30 calendar days, billing for the service will commence.

In any event, the cancellation date or the date billing is to commence, as applicable, shall be the 31st day beyond the original service date of the Access Order.

- (B) When a customer cancels a Standard or Negotiated Interval Access Order for the installation of service or an access order is cancelled, as set forth in 5.2.2(A) and 5.2.3(A) preceding, a Cancellation Charge will apply as described in (2) through (4) following.

(1)

- (2) Except as set forth in (iv) following, when the customer cancels an Access Order prior to or on the Scheduled Issue Date, as defined in (4)(b) following, no charges shall apply.

- (3) When the customer cancels an Access Order after the Scheduled Issue Date, on or after the Scheduled Issue Date for services specified in (iv) following, or an Access Order is cancelled pursuant to 5.2.3(A) preceding, a charge equal to the estimated costs incurred by the Telephone Company shall apply. Such charge is determined as specified in (4) following.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

- (4) Charges applicable as specified in (3) preceding are based on the estimated costs incurred by the Telephone Company at the time the order is cancelled. The estimated costs incurred are determined based on the following:
- (a) 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 interval, the Telephone Company is able to determine which critical date was the last date passed and can thus determine what percentage or portion of the Telephone Company's provisioning costs have been incurred as of that critical date.
- (b) 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.
 - Confirming Design Layout Report Date (CDLRD): The date the Design Layout Report (DLR) is to be confirmed by the customer.
 - Records Issue Date (RID): The date that all design and assignment information is to be sent to the central office and installation forces.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

(b) (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, including translation loading, is to be installed and tested.
 - Plant Test Date (PTD): The date on which overall testing of the service is to be started.
 - 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.
- (c) The percentage or portion of the total provisioning cost incurred by the Telephone Company at a particular critical date varies by the type of service as shown in (d) following.
- (d) For services specified in (i) through (iii) following, when a customer cancels an Access Order, or part of an Access Order, before the WOT date, the Telephone Company will apply cancellation charges to the order by multiplying all the nonrecurring charges associated with the order, or that part of the order being cancelled, by the percentage shown following for the critical date last passed on the order.

When a customer cancels an Access Order, or part of an Access Order, on or after the WOT date and before the service date, the Telephone Company will apply cancellation charges to the order by multiplying the sum of the minimum monthly charge for the minimum period and all the nonrecurring charges associated with the order, or that part of the order being cancelled, by the percentage shown following for the critical date last passed on the order.

ACCESS SERVICE

5. Ordering Options for Switched or Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

(d) (Cont'd)

For services specified in (iv) following, when a customer cancels an Access Order, or part of an Access Order, on or before the Due Date, the Telephone Company will apply cancellation charges to the order based on the charges shown for the critical date last passed on the order.

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>	<u>DD</u>
(i) <u>Switched Access Service</u>							
FGA	0%	9%	19%	20%	47%	85%	Minimum Period Charges Apply
FGB	0%	8%	17%	19%	45%	84%	"
TRS Interconnections/ FGD	0%	21%	44%	47%	94%	98%	"
<u>Entrance Facilities</u>							
VG	0%	8%	27%	28%	55%	79%	"
DS1	0%	2%	13%	13%	86%	94%	"
DS3	See (iv) following						

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

(d) (Cont'd)

(ii) Special Access Service

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>	<u>DD</u>
VG	0%	8%	27%	28%	55%	79%	Minimum
WD	0%	7%	22%	23%	50%	87%	Period
DA	0%	7%	22%	23%	50%	87%	Charges
HC:							Apply
1.544 Mbps	0%	2%	13%	13%	86%	94%	"
44.736 Mbps	See (iv) following						
WAL	0%	8%	27%	28%	55%	79%	"
(iii) <u>Directory Assistance Service</u>							
DAS	0%	23%	47%	51%	100%	100%	"
(iv) <u>Switched Access Service DS3 Entrance Facilities and 44.736 Mbps High Capacity Special Access Service</u>							

<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>	<u>DD</u>
\$0.00	\$200.00	\$500.00	\$1,000.00	\$1,500.00	\$2,000.00	\$2,000.00

* Cancellation percentages applicable to entrance facilities used in the provision of Directory Assistance Service are set forth in (i) preceding.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone Company misses a service date for a Standard or Negotiated Interval Access Order by more than 30 days, except due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the customer may cancel the Access Order without incurring cancellation charges.

5.2.4 Selection Of Facilities For Access Orders

- (A) When a customer places an Access Order, it may choose to utilize facilities it previously ordered as a facility to a Hub. If the customer has a Switched Access DS1 or DS3 facility, or has a Special Access Service facility ordered to a Hub, the customer must request that specific channels be used to implement the next Access Order. If the Telephone Company is unable to comply with the channel assigned specifically by the customer, the Telephone Company will work cooperatively with the customer to determine the appropriate channel assignment. If a facility assignment is not specified by the customer, the Telephone Company will provide the service from the available inventory as discussed in 5.3 following.
- (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 8. following.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.5 Minimum Period

- (A) Except as set forth in (B), 7.4.4 and 12.4.1 following, the minimum period for which Access Service is provided and for which charges are applicable is three months.
- (B) Service Rearrangements as set forth in 6.6.1(B)(3) and 7.4.1(B)(3) following for Switched and Special Access Services respectively, may be made without a change in minimum period requirements.
- (C) Changes other than those identified in 6.6.1(B)(3) or 7.4.1(B)(3) following will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also remain responsible for all outstanding minimum period obligations associated with the disconnected service.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period will be established.

- (1) A move to a different building as set forth in 6.6.5(B) or 7.4.5(B) following.
- (2) A change in type of service (i.e., Switched Access to Special Access, one type of Switched Access Feature Group to another except as set forth in 6.6.4 following).
- (3) A change in the type of Special Access Service Channel Termination.
- (4) Change in Switched Access Service; Directory Assistance Service or Interface Group.
- (5) Change in Switched Access Service traffic type.
- (6) Change from two-point to multipoint Special Access Service or from multipoint to two-point Special Access Service.
- (7) A change in STP Access link.
- (8) A change in STP Port.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)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 the applicable monthly rates for the capacity as set forth in 6.7.3 following. For DS3 Switched Access Entrance Facility channel terminations, the minimum period charge is calculated using the rate band determined by the last count taken.
- (B) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the service as set forth in 7.5 following. For 44.736 Mbps High Capacity Service channel terminations, the minimum period charge is calculated using the rate band determined by the last count taken.
- (C) For Expanded Interconnection, the charge for a month or fraction thereof is the applicable monthly rate for the service as set forth in 6.8 following.

All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.

5.2.7 Disconnection of Access Services

Customers must request the disconnection of Access Services by written notice. Service will be disconnected and billing for the service involved will cease no later than two business days following the receipt of the written notice by the Telephone Company or on the customer's requested date, whichever is later.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.8 Shared Use Facilities(A) General

Shared Use occurs when Switched Access Service (and/or CCSA) is provided over a multiplexed High Capacity Special Access facility through a common interface. The facility will be provided and rated only as Special Access Service, regardless of whether individual channels of the Shared Use facility are used for Special Access Service, Switched Access Service, or any other type of service. The practice known as "ratcheting" (to apply non-Special Access rates to the Shared Use facility on a proportional basis) shall not apply in any circumstances.

]

(C)

]

]

(D)

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ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.8 Shared Use Facilities (Cont'd)(A) General (Cont'd)

Special Access facilities used for a Shared Use Arrangement must be ordered to a Hub. A Hub may be designated as being Terminus, Intermediate or Super-Intermediate depending on the wire centers it is capable of serving as defined in Section 2.6 preceding.

]
(D)

]

The customer must place an order for each individual Switched or Special Access Service utilizing the Special Access shared use facility and specify the channel assignment.

(C)

]

(D)

]

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

(N)

(N)

Shared Use is permitted except as restricted in Section 7. following.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.8 Shared Use Facilities (Cont'd)(B) Rates and Charges(1) Application of Monthly Rates for the Shared Use Facility

(a)

]

(D)

]

(b) Monthly Rates for a Special Access Facility

The Special Access monthly rate for the Special Access Service Channel Termination, Channel Mileage, if applicable, and multiplexer will apply), regardless of whether individual channels of the shared use facility are used for Special Access Service, Switched Access Service, or any other type of service. The practice known as "ratcheting" (to apply non-Special Access rates to the Shared Use facility on a proportional basis) shall not apply in any circumstances.

]

(C)

]

(c)

(D)

(d) The rates for Special Access Services are set forth in Section 7 following.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.8 Shared Use Facilities (Cont'd)(B) Rates and Charges (Cont'd)(1) Application of Monthly Rates for the Shared Use Facility (Cont'd)

(e)

]
(D)

]

(2) Application of Nonrecurring Charges for the Shared Use Facility

The nonrecurring charge that applies when the Shared Use facility is installed will be the nonrecurring charge associated with the appropriate Special Access Channel Termination and multiplexer.

(C)

When individual Switched Access Service is riding a channel of the Special Access Shared Use facility, nonrecurring charges will not apply to the portion of the individual Switched Access Service provided over the Shared Use facility to the Hub. Nonrecurring charges will apply to the portion of the individual Switched Access Service from the Hub where the multiplexer is located is performed to the end office or access tandem selected by the customer (i.e., the portion of the individual Switched Access Service which is not being provided over the Shared Use facility).

(C)

The nonrecurring charges for Switched Access Services are set forth in Section 6. following.

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.3 Available Inventory

Available inventory is limited and does not include facilities previously ordered. The Telephone Company will make every reasonable effort to maintain sufficient available inventory to provide Access Service in accordance with customers' requested service date intervals. To the extent that service can be provided, Access Orders will be satisfied from available inventory.