

ACCESS SERVICE5. Access Ordering5.1 General

This section sets forth the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided. An Access Order is an order to provide the customer with Switched Access, Special Access, and Public Packet Data Network or Access Related Service or to provide changes to existing services.

The regulations, rates and charges for special construction are set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 3 and are in addition to the regulations, rates and charges specified in this section.

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 to the Telephone Company the order information required in Section 5.2 following, and in addition 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.

5.1.1 Service Installation

The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the constraints established by the Telephone Company schedule of applicable service dates. The Telephone Company shall make available to all customers, upon request, a schedule of applicable service intervals for Switched Access, Special Access and Public Packet Data Network Services. The schedule shall specify the applicable service interval for services and the quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

The Telephone Company will not accept orders for service dates, which exceed the applicable service date by more than six months.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.1 General (Cont'd)5.1.1 Service Installation (Cont'd)

Access Services 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.

5.1.2 Expedited Orders

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. Additionally, a customer may also request an earlier service date on a pending Access Order. In this case, an Access Order modification as set forth in Section 5.4 following would be required. If the Telephone Company determines that the 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. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges.

Such additional charges will be determined and billed to the customer as explained following. 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.

To develop, determine and bill the customer the extraordinary costs that may be involved, the Special Construction terms and conditions as set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 3 will be used by the Telephone Company. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 3.

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge also applies.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.1 General (Cont'd)5.1.3 Selection of Facilities for Access Orders

The option to request a specific transmission path or channel is only provided for High Capacity Facilities Special Access, or as provided for under Special Facilities Routing as set forth in Section 11 following.

When there are 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 request.

5.2 Ordering Requirements5.2.1 Switched Access Service

When ordering Switched Access service, the customer must specify the directionality of the service and whether the service is to be provided as (1) Direct Trunked Transport from the serving wire center to the end office or (2) Direct Trunked Transport from the serving wire center to a tandem which connects with Tandem Switched Transport from the tandem to the end office. When all or a portion of service is ordered as Direct Trunked Transport, the customer must specify the type and quantity of Direct Trunked Transport facility (e.g., Voice Grade, High Capacity DS1 or DS3, or Synchronous Optical Channel OC3 or OC12) and the hubs or ADM equipped wire centers involved.

The Customer must also specify the type of Entrance Facility to be used for Switched Access (e.g., Voice Grade, High Capacity or Synchronous Optical Channel). For High Capacity or Synchronous Optical Channel Entrance Facilities, the customer must specify the facility assignment and the channel assignment for each trunk.

Direct Trunked Transport is available at all tandems and at all end offices except those end offices identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4 as not having the capability to provide Direct Trunked Transport. Direct Trunked Transport is not available: (1) from end offices that provide equal access through a Centralized Equal Access arrangement, or (2) from end offices that lack recording or measurement capability.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)

Normally, Direct Trunked Transport of originating 800 series calls from an end office is available only from Service Switching Point (SSP) equipped end offices.

However, certain SSP equipped end offices cannot accommodate the direct trunking of the 800 series (other than the 800 service access code) service access code. These end offices are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF F.C.C. NO. 4. Additionally, certain non-SSP equipped end offices can accommodate direct trunking of originating 800 series calls. These end offices are also identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF F.C.C. NO. 4.

When the customer has both Tandem Switched Transport and Direct Trunked Transport at the same end office, the customer will be provided Alternate Traffic Routing as set forth in Section 6.4.6(C) following.

A customer's Local Transport may be connected to the Entrance Facility of another customer, providing the other customer submits a Letter of Authorization for this connection and assumes full responsibility for the cost of the Entrance Facility.

(A) Feature Group A

Orders for Feature Group A Switched Access Service shall be in lines. When placing an order for Feature Group A Switched Access Service, the customer shall provide the following information in addition to that set forth in Section 5.1 preceding:

- The number of lines and the first point of switching (i.e., Dial Tone Office)
- Optional Features
- Whether the Off-hook Supervisory Signaling is provided by the customer's equipment before the called party answers, or is forwarded by the customer's equipment when the called party answers
- Lines to be provided as single lines
- Lines to be arranged in multiline hunt group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected Percentage of Interstate Use (PIU) as set forth in Section 2.3.11 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGA access communications are transported to another state.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(B) Feature Group B

Orders for Feature Group B Switched Access Service shall be in trunks. When placing an order for Feature Group B Service, the customer shall provide, the following information in addition to that set forth in Section 5.1 preceding:

- The number of trunks
- The end office, except when FGB is provided through a centralized equal access arrangement, when direct routing is desired
- The access tandem office when tandem routing is desired
- Optional Features
- Trunks to be provided as single trunks
- Trunks to be arranged in trunk group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) as set forth in Section 2.3.11 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGB access communications are transported to another state.
- The access code dialing arrangement (i.e., a uniform access code of 950-XXXX or an Abbreviated Dialing Arrangement (ADA) access code of N or NX)
- For Feature Group B switched access service to a Wireless Switching Center (WSC) directly interconnected to a Telephone Company access tandem office; the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) Feature Group C, Feature Group D, Interim NXX Translation, Operator Transfer Service and SS7 Signaling

When placing an order for Feature Groups C and D Switched Access Service, the customer shall provide:

- The number of BHMC from the customer designated premises to the end office or Operator Transfer Service location by Feature Group and by type of BHMC, or
- The number of trunks desired between customer designated premises and an entry switch or Operator Transfer Service location.
- The number of BHMC or trunks required for or to be converted to an SS7 Signaling capability.
- Optional Features
- Interim NXX Translation options.
- Operator Transfer Service option
- A projected Percentage of Interstate Use (PIU) as set forth in Section 2.3.11 preceding.
- For Feature Group D switched access service to a Wireless Switching Center (WSC) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

When BHMC information is provided it is used to determine the number of transmission paths as set forth in Section 6.2.5 following.

The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 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 a.m. hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, 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. These determinations thus establish the forecasted BHMC for each end office.

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Customers may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an end office, access tandem or operator services location. 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 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.

When Feature Group C or D is ordered with the Interim NXX Translation optional feature, the customer shall specify the Service Access Code(s) (e.g., 900) and their associated NXX code(s) to be translated within the entire LATA or Market Area. The initial and subsequent orders to add, change, or delete Interim NXX Translation codes shall be placed separately or in combination with orders to change Feature Group C or D Switched Access BHMC or trunks. Customer assigned NXX codes that have not been ordered will be blocked.

Orders for the Interim NXX Translation optional feature shall not be required until such time as a customer other than an MTS/WATS provider requests Interim NXX Translation of Service Access Codes. Upon receipt of such order, the Telephone Company shall notify the MTS/WATS provider of the activation of the Interim NXX Translation Service for the Service Access Code. Following such initial activation, all customers are required to place orders for Interim NXX Translation of the Service Access Code and the Interim NXX Translation charge for the Service Access Code shall apply as set forth in Section 17 following.

For the Operator Transfer Service Option ordered in conjunction with Feature Group C or Feature Group D Switched Access Service as set forth in Sections 6.7.1 and 6.8.1 following, the customer must specify the number of trunks or BHMCs desired between its premises and the Telephone Company operator services location.

Operator Transfer Service is provided at operator services locations as set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(D) Directory Assistance

Orders for Directory Assistance service shall be in BHMCs. When placing an order for Directory Assistance service, the customer shall provide the following information:

- The number of BHMCs from the customer designated premises to the Directory Assistance location
- If Switched Access is required on the terminating end of the DA call, as set forth in Section 9 following, the Feature Group B, C or D Switched Access Service Trunk Group to be associated with the DA service
- Directory Transport options.

The BHMC information is used to determine the number of transmission paths as set forth in Section 9.2.6 following.

(E) SS7 Optional Feature

When Feature Group C or D is ordered with the SS7 optional feature, in addition to information listed in Section 5.2.1(C) preceding, the customer shall specify a reference to existing signaling connections or reference a related SS7 signaling connection order. When ordering SS7 signaling, the customer shall provide the Signaling Transfer Point codes, location identifier codes and circuit identifier codes. In addition, the customer shall work cooperatively with the Telephone Company to determine the number of SS7 signaling connections required to handle its signaling traffic.

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For 800 Data Base Access Service, as described in Sections 6.1.3(A) and 6.1.3(C) following, the customer must order FGC or FGD to those access tandems or end offices designated as Service Switching Points (SSP) for 800 data base service or to those non-SSP equipped end offices that can accommodate direct trunking of originating 800 calls. SSP equipped end offices and access tandems and non-SSP equipped end offices that can accommodate direct trunking of originating 800 calls are designated in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4, WIRE CENTER INFORMATION. Certain SSP equipped end offices that cannot accommodate direct trunking of originating 800 series (other than the 800 service access code) calls are designated in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4, WIRE CENTER INFORMATION. All traffic originating from end offices not equipped to provide SS7 signaling and routing, not able to accommodate direct trunking of originating 800 series calls or equipped with SS7 signaling but not able to accommodate direct trunking of originating 800 series (other than the 800 service access code) calls, require routing via an access tandem where SSP functionality is available.

5.2.2 Special Access Service

When placing an order for Special Access Service the customer must specify:

- the customer designated premises or hubs or ADM equipped wire centers involved
- type of service (e.g., Voice Grade, High Capacity, etc.)
- the channel interface(s)
- technical specification package
- options desired
- for multipoint services, the channel interface at each customer-designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.
- that the traffic consists of more than ten percent interstate traffic.

All part-time Video and Program Audio services are 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.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.2 Special Access Service (Cont'd)

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in Section 7.3 following the customer shall furnish written certification to that effect as set forth in Section 7.3.3 following.

When ordering bridging and/or multiplexing, the Customer must specify the telephone company hub(s) from which they desire service. The Customer must specify only those hubs that provide the type of service ordered and interconnect with the wire center(s) from which the customer requires service. The Wire Center section of NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4 identifies hub types and multiplexing functions (e.g., Digital Data, High Capacity Multiplexing, Add/Drop Multiplexing) as well as hub levels (i.e., Hub, Terminus Hub, Intermediate Hub and Super-Intermediate Hub). Additionally, the Subtending section of Tariff F.C.C. No. 4 identifies wire centers and the Intermediate and/or Super-Intermediate Hubs with which they interconnect.

There are two Special Access Optional Rate Plans that offer term discounts: a High Capacity Optional Rate Plan and a Synchronous Optical Channel Service Optional Rate Plan, as described in Sections 7.2.8(A) and 7.2.8(B), following.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.2 Special Access Service (Cont'd)

When ordering the High Capacity Term Discount Optional Rate Plan or an upgrade to the plan, discontinuance charges, as specified in Section 7.2.8(A)(1), following will not apply if the conditions set forth in Section 7.2.8(A)(1), following, are met and the customer provides the following ordering information:

Term Discounts — Upgrades in Capacity (DS1 to DS3)

- The customer's order for the disconnect of the existing DS1 Service and the installation of the new DS3 Service are received at the same time and specifically reference the application of upgrade in capacity.
- The customer's disconnect order for the existing DS1 Service must reference the DS3 Service installation order.

Customer orders to install and disconnect DS1 or DS3 services provided under a Term Discount plan where the number of DS1s or DS3s remains constant and the customer wishes to maintain the existing Term Discount period and minimum service period must:

- Be received at the same time.
- Reference continuation of the existing Term Discount period and the minimum service period on both the installation and disconnect orders.

The High Capacity Term Discount Optional Rate Plan is only available from those Telephone Companies listed in Section 17, following.

The Synchronous Optical Channel Service Optional Rate Plan is a Term Discount plan. When ordering a Synchronous Optical Channel Service Term Discount Optional Rate Plan or an upgrade to the plan, discontinuance charges, as specified in Section 7.2.8(B) following, will not apply if the conditions set forth in Section 7.2.8(B) following are met and the customer provides the following ordering information:

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Term Discounts — Upgrades in Capacity (OC3/OC3c to OC12)

- The customer's order for the disconnect of the existing OC3/OC3c Service and the installation of the new OC12 Service are received at the same time and specifically reference the application of upgrade in capacity.
- The customer's disconnect order for the existing OC3/OC3c Service must reference the OC12 Service installation order.

Customer orders to install and disconnect OC3/OC3c or OC12 services provided under a Term Discount plan where the number of OC3s, OC3cs, or OC12s remains constant and the customer wishes to maintain the existing Term Discount period and minimum service period must:

- Be received at the same time.
- Reference continuation of the existing Term

Discount period and the minimum service period on both the installation and disconnect orders. The Synchronous Optical Channel Service Term Discount Optional Rate Plan is only available from those Telephone Companies listed in Section 17 following.

5.2.3 WATS or WATS-Type Services

Special Access Service may be ordered for connection with FGA, FGB, FGC or FGD Switched Access Service at Telephone Company designated WATS Serving Offices (WSOs) for the provision of WATS or WATS-type Services and may be ordered separately by a customer other than the customer which orders the FGA, FGB, FGC or FGD Switched Access Service. For the Special Access Service the customer shall specify:

- the customer designated premises at which the Special Access service terminates
- the type of line (i.e., two-wire or four-wire)
- the type of calling (i.e., originating, terminating or two-way)
- type of Supervisory Signaling.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.3 WATS or WATS-Type Service (Cont'd)

When the optional screening, switching and/or recording functions are not provided at the customer serving wire center, Channel Mileage, as set forth in Section 7.2.1 following, must be ordered between that wire center and the nearest WSO where the screening, switching and/or recording functions can be provided.

5.2.4 Mixed Use Facilities — Switched and Special Access Services

Mixed use is the provision of both Switched and Special Access Services over the same High Capacity or Synchronous Optical Channel facilities. Mixed use facilities to a hub or ADM equipped wire center will be ordered and provided as Special Access Service. Where mixed use is employed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service as further elaborated and set forth in Sections 6.4.7 and 7.2.7 following. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

5.2.5 Miscellaneous Services

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service. When miscellaneous services are added to a pending order a service date change may be required. When a service date change is required, the service date change charge as set forth in Section 17 following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in Section 17 following will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge and the Design Change Charge will apply as set forth in Section 5.4.3(B) following.

The rates and charges for these services, as set forth in Section 17 of this tariff, will apply in addition to the ordering charges set forth in Section 17 and the rates and charges for the Access Service with which they are associated.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.5 Miscellaneous Services (Cont'd)

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 Section 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%.

5.2.6 Frame Relay Access Service

When ordering Frame Relay Access Service, a minimum of two port connections are required for data to be transported between customer-designated premises. When placing an order for Frame Relay Access Service the customer must specify:

- the customer designated premises;
- the type of channel;
- the channel interface(s);
- the technical specification package and options desired;
- whether a Frame Relay Access Connection (i.e., user-to-network interface) or a Frame Relay Inter-network Connection (i.e., network-to-network interface) is required;
- the port speed;
- the number of Permanent Virtual Connections (PVCs) required;
- the location of the ports for each PVC or for connection to DSL Access Services, the location of the port and the DSL Access Service Connection Point;

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- the Committed Information Rates (CIRs) that will be associated with each PVC;
- that the traffic consists of more than ten percent interstate traffic.

The port connecting the Special Access facility to the Telephone Company frame relay switch must be ordered and provided at the same speed as the Special Access facility.

When connecting to the port of another customer, the ordering customer must obtain authorization from the other customer.

When an extended PVC is ordered, the customer is responsible for placing the order with all telephone companies involved.

When ordering a Frame Relay Access Service Term Discount Optional Rate Plan or an upgrade to the plan, discontinuance charges, as specified in Section 16.1.3(A)(3) following, will not apply if the conditions set forth in Section 16.1.3(A)(3) are met and the customer provides the following ordering information:

Term Discounts — Upgrades in Capacity

- The customer's order for the disconnect of the existing service and the installation of the new service are received at the same time and specifically reference the application of upgrade in capacity.
- The customer's disconnect order for the existing service must reference the service installation order.

Customer orders to install and disconnect Frame Relay Access Service connections provided under a Term Discount plan where the facility capacity remains constant and the customer wishes to maintain the existing Term Discount period and minimum service period must:

- Be received at the same time.
- Reference continuation of the existing Term Discount period and the minimum service period on both the installation and disconnect orders.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company

Access Services provided by more than one Telephone Company are services where one end of the Local Transport, Directory Transport or Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company or where the Interim NXX Translation service and the end office are not provided by the same Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in Section 2.4.7 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

5.3.1 Non Meet Point Billing Ordering — FGA(A) Single Company Billing Ordering

The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in Section 2.4.7(A)(1). The customer will place the order with the Telephone Company as follows:

For FGA Switched Access Service the customer will place the order with the Telephone Company in whose territory the first point of switching is located. The first point of switching is the dial tone office.

When the first point of switching is not in the same Telephone Company's territory as the Interexchange Carrier premises, the customer must supply a copy of the order to the Telephone Company in whose territory the Interexchange Carrier premises is located and any other Telephone Company(s) involved in providing the service. When service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.2 Meet Point Billing Ordering

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) with the other Telephone Company(s). Billing Percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4. Each Telephone Company will bill the customer for its portion of the service as set forth in Section 2.4.7. All other appropriate charges in each Telephone Company tariff are applicable.

For the service(s) ordered as set forth following, the customer must also supply a copy of the order to the Telephone Company in whose operating territory a customer designated premises is located and any other Telephone Company(s) involved in providing the service. Additionally, when service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

- (A) For Feature Groups A and B Switched Access Services, the customer must place an order with the Telephone Company in whose territory the first point of switching is located, (i.e., FGA — dial tone office, FGB — access tandem or end office). The Telephone Company will designate the first point(s) of switching for FGB Services where the Telephone Company elects to provide equal access through a centralized equal access arrangement. Those Telephone Company offices providing equal access through centralized arrangements are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.
- (B) For Feature Group C and D Switched Access Services, the customer must place an order with the Telephone Company in whose territory the end office is located. Customers may, at their option, order FGD to the access tandem. When ordered to the access tandem, and the access tandem and the end office are not in the same Telephone Company operating territory, the customer must also supply a copy of the order to each additional Telephone Company subtending the access tandem.
- (C) Customers ordering Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Serving Offices for the provision of WATS or WATS-type Services must place an order with each Telephone Company in whose territory the end office and the WATS Serving Office are located, if they are not collocated.

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- (D) Except for Special Access Service as set forth in Section 5.3.2(C) above or as set forth in Section 5.3.2(E) below, the customer may place the order for a Special Access Service with either Exchange Telephone Company.
- (E) For Special Access Service involving a hub(s) the customer must place the order with the Telephone Company(s) in whose territory the hub(s) is located.
- (F) For Directory Assistance Service, the customer must place an order with the Telephone Company in whose territory the Directory Assistance Location is located.
- (G) For initiation, additions, changes or deletions to the Interim NXX Translation code(s), the customer must place an order with the Telephone Company who provides the Interim NXX Translation. The customer must also provide a copy of the order to the Telephone Companies subtending the Interim NXX Translation office.
- (H) For a Special Access Service connection to a frame relay network, the customer must place the order with the Telephone Company that provides the frame relay switch. Special Access Service in this situation must be ordered to the wire center equipped with a frame relay switch.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering5.4.1 Access Order Charge

The Access Order Charge is applied to all customer requests for new Special Access, Public Packet Data Network, Switched Access, Directory Assistance, Asymmetric Digital Subscriber Line Access and Symmetric Digital Subscriber Line Access Services. In addition, the Access Order Charge is applicable to customer requests for additions, changes or rearrangements to existing Special Access, Public Packet Data Network, Switched Access, Directory Assistance and Digital Subscriber Line Access Services with the following exceptions:

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To administrative changes as set forth in Sections 6.4.1(B)(3), 7.2.2(C)(3), 8.1.5(D), 8.2.5(D) and (C) 16.1.2(B)(2)(b) following.
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order.
- When the Interim NXX Translation charge is applicable.
- When a Miscellaneous Service Order Charge is applicable.
- When a Presubscription Charge is applicable.
- When a Telephone Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.
- When a service with an ICB rate is converted to a similar service with a non-ICB tariff rate prior to the expiration of the ICB.
- When a Billing Name and Address Order charge is applicable.
- When a 900 Blocking Service charge is applicable.
- When a customer with a Special Access DS3 Capacity Discount converts to Special Access Synchronous Optical Channel Service.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.1 Access Order Charge (Cont'd)

The Access Order Charge does not apply (Cont'd):

- When Payphone Service Providers (PSPs) obtain Coin Supervision Additive Service in conjunction with local exchange service lines for the provision of pay telephone service.
- To the ADSL Access Service Voice-Data option as set forth in Section 8.1, following and to the SDSL Access Service Voice-Data option as set forth in Section 8.2, following.
- When a DSL Network Reconfiguration Charge is applicable.
- To Local Number Portability (LNP) Services as set forth in Section 13.14, following.
- To Government Emergency Telecommunications Service (GETS) as set forth in Section 10.5.1(C), following.

The Access Order Charge will be applied on a per order basis to each order received by the Telephone Company or copy of an order received by the Telephone Company pursuant to Sections 5.3.1 and 5.3.2 preceding, except by the Telephone Company applying the Interim NXX Translation charge, and is in addition to other applicable charges as set forth in this and other sections of this tariff.

The Access Order Charge will be applied on a per order basis for any change, rearrangement or addition to the delivery of signaling to an existing STP Port. The Access Order Charge will be applied on a per order basis for any change, rearrangement or addition of CICs to an existing Feature Group B or Feature Group D trunk group.

The Access Order Charge will be applied on a per order basis to establish a new Term Plan under the DSL Access Services Discount Pricing Arrangement or to convert in-service ADSL and/or SDSL Access Service lines originally purchased under the provisions specified in Sections 8.1 and/or 8.2, following, to a DSL Access Services Discount Pricing Arrangement as described in Section 8.3, following.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.2 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge, as set forth in Section 17 following, applies to any service or combination of services ordered simultaneously from Section 13 of the tariff for which a service order is not already pending [with the exception of Presubscription (Section 13.4), 900 Blocking Service (Section 13.8), Billing Name and Address Service (Section 13.9), and Local Number Portability Services (Section 13.14) which do not have the charge applied]. The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

The charge always applies to the following services since a pending service order would not exist:

- Overtime Repair (Section 13.2.2),
- Standby Repair (Section 13.2.3),
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing (Section 13.2.4),
- Other Labor (Section 13.2.5),
- Maintenance of Service (Section 13.3.2).

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby necessitating the issuance of another service order:

- Telecommunications Service Priority (Section 13.3.3),
- Controller Arrangement [Section 13.3.4(A)],
- International Blocking Service (Section 13.8.1),
- Originating Line Screening (OLS) Service (Section 13.10).

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ACCESS SERVICE5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.2 Miscellaneous Service Order Charge (Cont'd)

The charge does not apply to the following services since there would exist a pending service order:

- Additional Engineering (Section 13.1),
- Overtime Installation (Section 13.2.1),
- Standby Acceptance Testing (Section 13.2.3),
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing (Section 13.2.4),
- Additional Cooperative Acceptance Testing [Sections 13.3.1(A)(1) and 13.3.1(B)(1)],
- Coin Supervision Additive Service (Section 13.12).

5.4.3 Access Order Change Charges

Access Order changes involve service date changes and design changes. The customer may request a change of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change 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 change, the Telephone Company will schedule a new service date as set forth in Section 5.1.2 preceding. All charges for Access Order change as set forth in Sections 17 will apply on a per occurrence basis.

Any increase in the number of Special Access Service channels, or Switched Access Service lines, trunks, or busy hour minutes of capacity, or Frame Relay Connections and/or PVCs or CCS/SS7 Port Terminations will be treated as a new Access Order (for the increased amount only).

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

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ACCESS SERVICE5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Change Charges (Cont'd)(A) Service Date Change

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date that does not exceed 30 calendar days from the original service date.

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge, as set forth in Section 17 following, will be applied to the order.

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 Section 5.1.2 preceding apply. Such charges will apply in addition to the Service Date Change Charge.

If the requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in Section 5.5.3 following. A new Access Order with a new service date will be issued. The Service Date Change Charge will not apply, however, the Access Order Charge will apply to the new order.

If the service date is changed due to a design change as set forth in Section 5.4.3(B) following, the Service Date Change Charge will apply.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Change Charges (Cont'd)(B) Design Change

The customer may request a design change to the service ordered prior to the requested service date. A design change is any change to an Access Order that 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 a change in the destination or speed of a PVC. Design changes do not include a change of customer-designated premises, first point of switching, Feature Group type or 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 the change 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 as set forth in Section 17 following will apply in addition to the charge for Additional Engineering as set forth in Section 17 following. If a change of service date is required, the Service Date Change Charge as set forth in Section 17 following will also apply. The Access Order Charge as specified in Section 17 following does not apply.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.5 Minimum Periods and Cancellations5.5.1 Minimum Periods

The minimum period for part-time Video and Program Audio Special Access Services is one day as set forth in Section 7.2.4, following 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.).

The minimum period for Switched Access High Capacity DS3 and Synchronous Optical Channel Entrance Facilities and Direct Trunked Transport is as set forth in Section 6.1.3(A), following. The minimum period for Special Access High Capacity Service and Synchronous Optical Channel Service is as set forth in Sections 7.2.4 and 7.2.8, following. The minimum period for Frame Relay Access Service is as set forth in Sections 16.1.2(C) and 16.1.3, following.

The minimum period for which Directory Assistance Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

Switched Access usage rated services (i.e., End Office and Tandem Switched Transport) have no minimum period.

The minimum period for which all other Access Service is provided and for which charges are applicable is one month.

5.5.2 Development of Minimum Period Charges

When Access Service is disconnected after commencement of service, but prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.5 Minimum Periods and Cancellations (Cont'd)5.5.2 Development of Minimum Period Charges (Cont'd)

The Minimum Period Charge for monthly-billed services will be determined as follows:

- (A) For flat-rated Switched Access Service, the charge for a month or fraction thereof is equal to the applicable recurring charges plus any nonrecurring and/or Special Construction charge(s) that may be due.
- (B) For Special Access Service and Public Packet Data Network Service the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel or service type plus any optional features, nonrecurring and/or special construction charge(s) that may apply.
- (C) The Minimum Period Charge for part-time Video and Program Audio Services is the applicable daily rate for the appropriate channel type as set forth in Section 7.2.4, following.
- (D) The Minimum Period Charge for Digital Subscriber Line Access Service is the applicable monthly rate or fraction thereof plus any nonrecurring charge(s) that may apply.
- (E) The Minimum Period Charge for Directory Access Service is developed as set forth in Section 9.4.4, following.

5.5.3 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. 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 canceled and charges set forth in Section 5.5.3(B) following will apply or,
 - Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

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ACCESS SERVICE5. Access Ordering (Cont'd)5.5 Minimum Periods and Cancellations (Cont'd)5.5.3 Cancellation of an Access Order (Cont'd)

- (B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:
- (1) Installation of Switched Access, Special Access or Public Packet Data Network Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
 - (2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.
 - (3) Where installation of access facilities has been started prior to the cancellation, the charges specified in Sections 5.5.3(B)(3)(a) or 5.5.3(B)(3)(b) following, whichever is lower, shall apply.
 - (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs;
 - (b) The minimum period charges for Switched Access, Special Access, or Public Packet Data Network Service ordered by the customer, as set forth in Section 5.5.2 preceding.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) When a customer cancels an order for the installation of ADSL Access Service or SDSL Access Service Voice-Data option, no charges apply for the cancellation.
- (E) If the Telephone Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations (Cont'd)

5.5.4 Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels, or Switched Access Service lines, trunks, or busy hour minutes of capacity, or Frame Relay Connections and/or PVCs, or CCS/SS7 Port Terminations will be treated as a partial cancellation and charges will be determined as set forth in Section 5.5.3(B) preceding.

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