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ACCESS SERVICE

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5. Ordering Options for Switched and Special Access Service5.1 General

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

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

5.1.1 Ordering Conditions

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

The Customer shall supply 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 address (es)
- Billing name and address (when different from customer name and address)
- Customer's end user premises address
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

Orders for Feature Group A Switched Access Service shall be in lines. Orders for Feature Group B Switched Access Service shall be in trunks. Orders for Feature Groups C and D services are described further in Section 5.2 following. ICs other than AT&T may order Feature Group D access service by either trunks or Busy Hour Minutes of Capacity.

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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)Switched Access Service

When ordering Switched Access Service, the customer must specify whether the service is to be directly routed to an end office switch through an access tandem. When service is ordered directly to an end office the customer must specify the type and quantity of Direct Trunked Transport facility (e.g., Voice Grade or High Capacity DS1 or DS3).

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

Direct Trunked Transport is available at all end offices except those 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, (2) from end offices that lack recording or measurement capability, and (3) for originating 800 calls from non-Service Switching Point (SSP) equipped end offices that can not accommodate direct trunking of originating 800 calls.

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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

- (A) Testing Service, Additional Engineering, Additional Labor, Restoration Priority and Special Facilities Routing shall be ordered with an Access Order or subsequently as set forth in (B) following. The rates and charges for these services, as set forth in other sections of this tariff, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.
- (B) With the agreement of the Telephone Company, the items listed in (A) preceding may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change 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 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%.

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

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

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

- Switched Access Services as set forth in Section 6. following,
- Special Access Services as described in Section 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 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 Local Transport options and Local Switching options desired. In addition, the customer shall specify 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. It shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.
- For Feature Group B Switched Access Service, the customer shall specify the number of trunks, access tandem switch Local Transport options and Local Switching options desired. In addition, the customer shall also specify for terminating only access minutes which trunks are to be arranged in trunk group arrangements and which trunks are to be provided as single trunks.
- For Feature Group C and D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer's premises to the access tandem switch by Feature Group and by type of BHMC. This information is used to determine the number of transmission paths as set forth in 6.5.5 following. The customer then specifies the Local Transport and Local Switching options.
- For Feature Group D Switched Access Service with the SS7 Ordering Option, in addition to information listed in 5.2 preceding, the customer shall specify a reference to existing signaling connections or reference to a related SS7 signaling connection order in 6.3.4. following. The customer must also provide any SS7 Local Switching options. When ordering trunks with SS7 signaling, the customer shall provide STP point codes and location identifier codes, circuit identification codes and switch type.
- For Feature Group D ordered with SS7 Ordering Option, 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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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

Customers may, at their option, order FGD by specifying the number of trunks desired between their premises and an end office or the access tandem switch instead of ordering by BHMC. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company sufficient information regarding its projected traffic to and/or from each end office subtending the access tandem to enable the Telephone Company to efficiently engineer the network. The information may be based on the customer's best estimate.

For 500 Access Service or 900 Access service, the customer shall order the service for the entire Rochester LATA or, in the case of Frontier Communications of New York and Frontier Communications of Sylvan Lake, for the entire New York Telephone LATA. Orders for such service in the Rochester LATA shall be placed with Rochester in accordance with the preceding provisions applicable to the service (i.e., Feature Group B, C, D) that is to be used to provide the Service and the provisions of this Section 5.2. Orders for such service in the New York Telephone LATA shall be placed with New York Telephone tariff applicable to the provision of such service. When a customer places an initial order for 500 Access Service or 900 Access Service, the customer shall specify in the order the NXX(s), the customer shall place an order specifying such additions and/or deletions. All NXX codes to be activated or deleted at the same time shall be requested in the same order. Requests for initial establishment of 500 Access Service and 900 Access Service, however, shall not be combined in the same order.

A special access line may be ordered for use with Feature Group A, B, C or D Switched Access Service and may be ordered separately by a customer other than the customer which orders the FGA, FGB, FGC or FGD Switched Access Service. When ordering a special access line in connection with switched access service, the customer shall specify the customer's premises at which the special access line terminates, the type of line (i.e., two-wire or four-wire), the type of calling (i.e., originating, terminating or two-way) and the type of Supervisory Signaling. The rates for a special access line are as specified in Section 16, following, for a Channel Termination. Signaling for special access lines used in connection with switched access service is provided as a non-chargeable optional feature as described in Section 6.3.1. When a customer orders optional screening, switching and/or recording functions and those functions are not provided at the customer serving wire center, Channel Mileage will be provided as set forth in Sections 7.2.3 (A) between the customer serving wire center and a WATS serving office.

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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" or Hubs involved, the type of service (e.g., Metallic, Telegraph Grade, 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.

The BHMC may be determined by the customer in the following manner. For each business day as defined in 2.6 preceding and for the period from 8:00 AM to 11:00 PM of each such business 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) 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 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.

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in Section 16 following, the customer shall furnish with the order the certification as described in Section 7.4.2 following.

Orders for Switched and Special Access Service are subject to service connection charges. If installation work for Switched Access Services is required at a customer designated premises and the customer authorizes the Telephone Company to perform the work, additional labor charges as described in Section 13.2 apply. For certain kinds of Special Access Service additional charges apply as described in Section 7 following. For conversion of FGD trunks to SS7 Signaling reconfiguration charges apply as described in Section 5.3, following. Access Order charges will be waived under conditions outlined in below.

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

One service charge applies per customer order for all work or service to be provided at one time on the same premises, for the same customer. This charge includes the work associated with the first line in an access service request.

Additional line charges apply per line, trunk, channel or port connections or changes in type for lines after the first. Additional line charges do not apply for service reconfiguration as specified in Section 5.3, following.

The rates for the Service Charge and the Additional Line Charge are set forth in Section 16, following.

The service and additional line charges will be waived when a customer reconfigures existing trunks from tandem-switched transport to direct-trunked transport services. All trunk rearrangement orders must identify, on a "one for one" or equivalent basis, those existing trunks to be rearranged. The Telephone Company will work cooperatively with the customer to determine the "one for one" or equivalent basis for service rearrangement based on industry accepted Engineering standards. All other Access Service requests necessary to meet growth requirements will be assessed standard tariff nonrecurring charges. The orders for connection of reconfigured trunking must occur concurrently with the disconnect order. The due date for disconnect orders may be no longer than 90 days from the due date of the rearrangement connect date. This provision to waive access order charges will become effective with orders placed on June 17, 1997 and will expire on January 1, 1999. Orders for rearrangements placed on or prior to January 1, 1999 will qualify for the waiver of nonrecurring charges provided the due date for such rearrangement is no more than 90 days from January 1, 1999. This waiver of charges includes circuit grooming, and circuit roll-ups from a higher speed to a lower speed or from a lower speed to a higher speed including Voice Grade.

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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

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) The Telephone Company shall publish and make available to all customers, in the Telephone Company Business Office during normal business hours, a schedule of standard intervals applicable for Switched and Special Access Services. This schedule shall specify which services and the quantities of services that can be provided within the intervals. The Telephone Company shall provide such schedules and associated relevant information to all customers upon request and within a reasonable time period for standard or negotiated service intervals.

Access Services provided within these intervals will be installed during Telephone Company business days. If a Customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the Customer will be subject to applicable Additional Labor Charges as described in Section 13 following.

- (B) The Telephone Company will negotiate a service date interval with the customer when the service requested is not included in the published list of intervals. The Telephone Company will offer a service date based on the type and quantity of Access Services the customer has requested.

- (C) The requested service may not exceed by more than six months the applicable service date, or, when there is no applicable service date, the service date established by the Telephone Company.

All part-time Television 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.

For services provided outside of the published intervals, the nonrecurring charge will equal the service connection charge and any appropriate charges for additional labor as described in Section 13 following.



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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

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

Any increase in the number of Special Access Service channels, Switched Access Service busy hour minutes of capacity, lines, trunks or CCS/SS7 Port Terminations 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 an Customer, these changes will be made without order modification charges being incurred by the Customer.

(A) Service Date Change Charge

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

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

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The Service Date Change Charge is set forth in Section 16, following.

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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)(B) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service busy hour minutes of capacity, lines, trunks or CCS/SS7 Port Terminations will be treated as a partial cancellation and the charges as described in 5.2.3 following will apply.

(C) Design Change Charge

The Customer may request a design change to the service ordered. A design change is any change to an Access order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what 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 Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design Changes do not include a change of customer premises, End User premises, end office switch, Feature Group type 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 charges applied.

The Telephone Company will review the requested change, notify the Customer whether the change can be accommodated and specify if a new service date is required. If the Customer authorizes the Telephone Company to proceed with the design change, Design Change Charges will apply in addition to charges for Additional Engineering described in 13.1 following. Design Change Charges will apply on a per order, per occurrence basis. If a change of service date is required, the Service Date Change Charge as set forth in (A) preceding will also apply.

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

- (1) When placing an Access Order, a Customer may request a service date that is prior to the Telephone Company's published service date interval. A customer may also request an earlier service date on a pending Access Order. If the Telephone Company determines that service can be provided on the requested date, an Expedited Order Charge will apply.

A customer may request a change of end user premises within the same serving wire center. When this occurs, the service date is changed to reflect the standard service date interval. If the customer requests an earlier service date, an Expedited Order Charge will apply.

When an expedited service date is missed, the Expedited Order Charge will apply unless the missed service date is caused by the Telephone Company.

The Expedited Order Charge will apply to all services found in the tariff unless otherwise specified. This charge will be applied when the customer requests a service date that is prior to the standard service date interval on an Access Order, or when a customer requests an earlier service date on a pending Access Order.

The Expedited Order Charge, as set forth in Section 16, will apply on a per order basis for each day the service date is advanced.

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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)(D) Expedited Order Charge (Cont'd)

- (2) If the Telephone Company determines that provision of service on the expedited date will require additional work efforts outside of normal scheduled business hours, the customer will be notified and will be provided with an estimate of the additional charges involved. The charges will be based on the Additional Labor Rates described in Section 13 following and are in addition to the Expedited Order Charge described in (1) preceding. Actual charges assessed will not exceed the estimate by more than ten percent (10%).

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

5.2.3 Cancellation of an Access Order

- (A) A Customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the Customer that the order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. If a Customer is unable to accept Access Service within 30 calendar days of the original service date, the Customer has the choice of the following options:

- The Access Order shall be canceled and charges described in (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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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) When a Customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

(1) Installation of Switched or Special Access 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. (X)  
(X)  
(X)

(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 (a) or (b) following, whichever is lower, shall apply.

(a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such charge is determined as detailed in (4) following.

(b) The charge for the minimum period of Switched or Special Access Service ordered by the Customer.

(4) Charges applicable as specified in (3)(a) preceding 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.

(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 by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the Customer may cancel the Access Order without incurring cancellation charges.

(X) Under authority of Special Permission No. 12-031, withdraws material filed under Transmittal No.31 before it becomes effective and reinstates existing language.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 Selection of Facilities For Access Orders

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

5.2.5 Minimum Period

- (A) Except as set forth in (B) following, the minimum period for which Access Service is provided and for which charges are applicable is one month.
- (B) The minimum period for part-time Television and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.). The minimum period for Switched Access Voice Grade, High Capacity DS1 and DS3 Entrance Facilities and Direct Trunked Transport is as set forth in 6.7.2 following. The minimum period for Voice Grade, High Capacity DS1 and DS3 Special Access Service is as set forth in 7.4.3 following.

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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. A customer's request for discontinuance of service shall be effective on the date requested in writing by the customer, provided that such written request is received by the Telephone Company at least one business day prior to the date requested by the customer. A customer shall not be liable for charges subsequent to the effective date of the discontinuance, provided that the minimum service period has expired.

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

- (A) For Switched Access Service, the charge for each remaining month and/or fraction thereof is equal to the applicable minimum monthly charge for the capacity as described in Section 6 following. Switched Access usage rate services (i.e., End Office, Common Line, Tandem Switched Transport, and Residual Interconnection charges) have no minimum period.
- (B) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rate for the service as set forth in Section 16 following.

The Minimum Period Charge for part-time Television and Program Audio Services is the applicable daily rate for the service as set forth in Section 16 following.

5.2.7 Shared Use Facilities

Shared use (i.e., Switched and Special Access Service provided over the same analog or digital high capacity facilities) is allowed. Shared use facilities to a Hub will be ordered and provided as Special Access Service. Individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service depending on the intended use. When placing the order for the individual service(s), the Customer must specify a channel assignment for each service ordered.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.3 Common Channel Signaling Network Reconfiguration

Common Channel Signaling Network Reconfiguration charges apply on conversion of Feature Group D trunks from Multi-frequency (MF) to Common Channel Signaling (CCS). In addition to charges described in this Section, each order is subject to a Service Order Charge as described in Section 5.2, preceding.

- (A) A Minimum Reconfiguration Charge applies for each reconfiguration order received.
- (B) A Trunk Reconfiguration Charges apply per Feature Group D trunk in excess of 48 trunks reconfigured from MF to CCS in any single service order.
- (C) The rates for CCS Network Reconfiguration are set forth in Section 16, following.