
ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services9.1 General

This section sets forth the regulations and order related charges of Facilities 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.

9.1.1 Ordering Conditions

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

Orders for Feature Groups A and B Switched Access Services by Customers must be in quantities of desired lines for Feature Group A or trunks for Feature Group B to particular end offices or access tandems.

Orders for Feature Groups C and D Switched Access Services may be ordered on the basis of busy hour minutes of capacity (BHMC) or at the Customer's option, may order Feature Group C and D by specifying the number of trunks desired between their premises and particular end offices or access tandems. When ordering in trunk quantities rather than BHMC, the Customer must also provide the Telephone Company an estimate of the amount of traffic by type 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 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 Facility, the customer must specify the facility assignment and the channel assignment for each trunk.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.1 General (Cont'd)9.1.1 Ordering Conditions (Cont'd)

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 series calls from non Service Switching Point (SSP) equipped end offices that can not accommodate direct trunking of originating 800 series calls.

Additionally, when the 900 Access Service optional feature(s) is ordered, the initial order shall specify the NXX code(s) to be translated within the entire LATA or Market Service Area. The initial and subsequent orders to add, change, or delete 900 Access 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 which have not been ordered will be blocked.

For initiation, additions, changes or deletions to the 900 Access code(s), the Customer must place an order with the Telephone Company who provides the 900 Translation. The Customer must also provide a copy of the order to the Telephone Companies subtending the 900 Access Translation office.

For 800 Data Base (800 DB) Service, the customer shall order the service in which the service is to be provisioned as set forth elsewhere in 9.1.1, except that customers may request direct connection to those offices designated by the Telephone Company as Service Switching Points (SSPs). 800 DB is available only as a LATA wide service and must be ordered to all end offices in a LATA. Service will be provisioned, at a minimum, to all access tandems and operator switches equipped as SSPs in a LATA. 800 DB codes and number assignments shall be in accordance with the Guidelines for 800 Data Base.

The Telephone Company will make available upon Customer request a standard service interval table for Switched and Special Access Services. These tables and any associated relevant information will be made available to the Customer within a reasonable time of request, whether the Customer's service is subject to standard or negotiated intervals.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.1 General (Cont'd)9.1.1 Ordering Conditions (Cont'd)

Special Access Service ordered for use with Switched Access Service may be ordered separately by a Customer other than the Customer which orders the FGA, FGB, FGC or FGD. 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 or terminating) and the type of Supervisory Signaling. When the necessary screening, switching and/or recording functions are not provided at the Customer serving wire center a Special Access Line Extender, subject to charges as set forth in Section 15, must be ordered between that wire center and the nearest wire center premises where the screening, switching and/or recording functions exist.

The Customer shall be required to supply all information necessary to provide service. This information includes Customer name, address, telephone number, type of business entity, date of order, establishment of credit information, billing requirements information, contact person, date service to begin, specific location, quantity, type and description of service, election as to each service option under tariff, and special routing information.

9.1.2 Provision of Other Services

- (A) Testing Service, Additional Labor, Restoration Priority and Special Routing may be ordered with a Facilities Access Order as additional features for new facilities or as changes to existing services. 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) Customers may add items listed in Section 9.1.2(A) to a pending order at any time subject to the conditions of Section 9.2.2. However, a change in the service date, to be negotiated between the Customer and the Telephone Company, may be necessary to accommodate the request. When items listed in Section 9.1.2(A) are added to a pending order, charges for order modification as described in Section 9.2.2 will apply.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)**9.1 General (Cont'd)****9.1.2 Provision of Other Services (Cont'd)**

- (C) Additional Engineering and Additional Labor is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering and Additional Labor is necessary to accommodate a Customer request. Additional Engineering and Additional Labor will only be required as set forth in Sections 8.1 and 8.2 preceding and for Expedited Service orders. 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 and Additional Labor as well as an estimate of the charges. If the Customer agrees to the Additional Engineering and Additional Labor, a firm order will be established. If the Customer does not want the service or facilities after being notified that Additional Engineering and Additional Labor 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 and Additional Labor may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering and Additional Labor as described in Sections 8.1 and 8.2 preceding and are in addition to the regulations, rates and charges specified in this section.

9.1.3 Special Construction

The circumstances under which Special Construction is provided are described in the applicable Interstate Special Construction Tariff. The regulations and charges for Special Construction area also set forth in the applicable Interstate Special Construction Tariff and are in addition to the regulations and charges specified in this section. (C)
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ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order

A Facilities Access Order is used by the Telephone Company to provide Access Service as follows:

The Customer must place a Facilities Access Order for the provision of facilities and the discontinuance of existing services. Facilities for Switched Access Service include Switched Transport and End Office functions as described in Section 4. Facilities for Special Access Service include Channel Termination, Channel Mileage, and Optional Features and Functions as described in Section 5. In addition, other services may be requested by the use of a Facilities Access Order.

Facilities Access Orders must be placed separately for each activation date for Switched and Special Access Services. For Switched Access Service, a separate order must be placed for each Customer designated premises to end office facility.

For Special Access Service, separate orders must be placed for each Customer designated premises.

9.2.1 Facilities Access Order Charge

A nonrecurring charge will apply for receiving, recording and processing information necessary to execute a Customer's Facilities Access Order for Switched or Special Access Services. The nonrecurring Facilities Access Order Charge will be exempted for tandem to direct end office rerouting or end office to tandem rerouting when all of the following condition applies:

The service and additional line charges do not apply when a customer reconfigures existing trunks between tandem-switched transport and direct-trunked transport services. The orders for connection of reconfigured trunking must occur concurrently with the disconnect order. The customer must disconnect one trunk for each new trunk installed. Any trunk installation in excess of those disconnected will be subject to the Access Order Charge outlined in this Section. 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.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.1 Facilities Access Order Charge (Cont'd)

The facilities access charge will not apply on Billing Name and Address or 900 Blocking Service orders.

Customers will be exempt from non-recurring facilities access order charges when processing an order solely to provision service to allow for the passing of Flex ANI digits 27, 29 or 70 to the customer for the purpose of identifying calls for which per call compensation will be paid to the Payphone Service Provider pursuant to the FCC Order on Reconsideration in CC Docket No. 96-126, released November 8, 1996.

One charge will apply for each order received. An order will include the request for all work to be performed or provided in connection with the Customer's facilities. If the Facilities Order is modified, charges as described in Section 9.2.2 apply.

At the time the Customer places a Facilities Access Order with the Telephone Company, the Customer will be informed that if the Facilities Access Order is canceled prior to installation of access facilities, where installation of access facilities has commenced, a cancellation charge as described in Sections 9.2.6(D) and 9.2.6(E) will apply. The Facilities Access Order Charge is set forth in Section 15 following.

9.2.2 Facilities Access Order Modifications

The Customer may request a modification of its Facilities 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 orders 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 Facilities Access Order modification, the Telephone Company will schedule a new service date and will inform the Customer of which of the charges, described in this Section 9.2.2 will be imposed. All charges for Facilities Access Order modifications will apply on a per occurrence basis.

Any increase in the number of Special Access Service channels or Switched Access Service capacity or circuit quantities ordered will be treated as a new Facilities Access Order, as would a change in Feature Group type.

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

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.2 Facilities Access Order Modifications (Cont'd)(A) Service Date Change Charge

Facilities Access Order service dates may be changed subject to the payment of a Service Date Change Charge. A Service Date Change Charge will apply for each service date changed. If the service date is changed to an earlier date, additional labor charges, as set forth in Section 8, may also be required in addition to the Service Date Change Charge. The Telephone Company will not accept orders for service dates which exceed the applicable service date by more than six months.

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 which 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 applied to the order.

If the service date is changed to an earlier date, and the Telephone Company determines that additional labor, additional engineering, additional testing or miscellaneous charges are necessary to meet the earlier service date requested by the Customer, such charges will apply subject to the terms and conditions in Section 8 in addition to the Service Date Change Charge. The Telephone Company will provide Customers with an estimate of charges to expedite an Access order and the Telephone Company's actual charges therefore shall not exceed those estimated by more than 10%.

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 described in Section 9.2.6 following. A new Access Order with the new service date will be issued. The Service Date Change Charge will not apply.

If the service date is changed due to a Design Change as described in (B) following, the Service Date Change Charge will apply. The Service Date Change Charge is set forth in Section 15 following.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.2 Facilities Access Order Modifications (Cont'd)(B) Design Change Charge

The Customer may request a design change to the service ordered. A design change is any change to a Facilities Access Order which requires engineering review. Engineering review is reviewed by Telephone Company personnel of the service ordered and the requested change to determine what alterations in the design of the service are necessary to accommodate the change requested by the Customer. A design change may include the cancellation or addition of Optional Features and Functions and type terminations. It may not include a change of Access Connection Interface Group, facility type, Customer premises, end office switch, protocol or Feature Group 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 and notify the Customer whether the change can be accommodated. If the Customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge will apply. If, as a result of the change, the original service date cannot be met without the Telephone Company incurring additional labor, and the Customer provides authorization to the Telephone Company to proceed, then charges as set forth in Section 8 will apply. If the Customer is unwilling to pay such costs and the service date must be changed as a result of the design change, a Service Date Change Charge as described in Section 9.2.2(A) would apply.

The Design Change Charge is set forth in Section 15 following.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.2 Facilities Access Order Modifications (Cont'd)(C) Expedited Order Charge

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 15 following, will apply on a per order basis for each day the service date is advanced.

9.2.3 Selection of Facilities for Facilities Access Orders

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 a Facilities Access Order. The Telephone Company will make a reasonable effort to accommodate the Customer request. Facilities needed to satisfy Facilities Access Order requirements will be taken from available inventory based on forecasted demand on a first-come, first-served basis. Such inventory does not include facilities reserved specifically to satisfy the requirements of pending Facilities Access Orders.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.4 Minimum Period

- (A) Except as set forth in Section 9.2.4(B) the minimum period for which Access Service is provided and for which charges are applicable, is one month. For the application of minimum period charges for Feature Groups C and D, the last identical capacity placed in service is considered the first one discontinued.
- (B) The minimum period for Video Special Access Services offered at a daily rate is one day. 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.).

9.2.5 Minimum Period Charges

When Access Service is discontinued prior to the expiration of the minimum period, charges are applicable for the remainder of the minimum period. Except as otherwise provided in this tariff, a disconnect constitutes facilities being returned to inventory.

The Minimum Period Charge will be determined as follows:

- (A) For Switched Access Service, the charge is equal to the applicable minimum monthly charge for the service as described in Section 4.6.3.
- (B) For Special Access Service, the charge is the applicable monthly rate for the service as described in Section 5.4.2.
- (C) The Minimum Period Charge for Video Services offered at a daily rate will be the applicable daily rate for the service as described in Section 5.4.2.
- (D) The Minimum Period Charge for Minimum Term Discount Plan Services is the monthly rate of the plan designated in the Customer's contract as described in Section 5.4.2.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.6 Cancellation of a Facilities Order

- (A) The Customer may cancel a Facilities Access Order in whole or in part on any date prior to the service date. The cancellation date is the date the Telephone Company receives written notice from the Customer that the order or portion thereof is to be cancelled.

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 described below 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.

- (B) Installation of Switched or Special Access Service facilities is considered to have started once the Firm Order Confirmation date has been provided to the Customer. (X)
- (C) Where the Customer cancels a Facilities Access Order or portion thereof prior to the start of the installation of the access facilities cancelled, no charges shall apply. (X)
- (D) Where installation of access facilities which the Customer desires to cancel have started prior to the cancellation, the lesser of the following charges shall apply.
- (1) A cancellation charge as determined in accordance with Section 9.2.6(E).
 - (2) The charge for the minimum period of Switched or Special Access Service ordered by the Customer.

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

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.6 Cancellation of a Facilities Order (Cont'd)

- (E) The Cancellation Charge will apply on a per order basis and is calculated by multiplying the total of the nonrecurring charges associated with all items on the Access Order by the number of calendar days elapsed since the order date, and dividing that figure by the number of days in the service interval (i.e., the number of days between the order date and the service date). The resulting amount is the Cancellation Charge. When determining the charge for a partial cancellation, only those nonrecurring charges associated with the portion of the order being cancelled are used in computing the charge.

9.2.7 Facilities Test and Line Up

- (A) For Switched or Special Access Facilities, test and line up will be made by the Telephone Company using the Customer facilities which are installed at the Customer designated premises to terminate the capacity or services provided. The Customer shall provide personnel and equipment necessary to conduct the testing and line up and shall have its facilities available to complete the testing and line up during the period mutually agreed upon for testing. If Customer personnel, equipment or facilities are not provided, and the service date is missed as a result, no Delayed Activation Credit, as set forth in Section 9.2.8, applies.
- (B) Testing and line up as set forth in Section 9.2.7(A) may begin up to thirty (30) days prior to the scheduled service date. The Telephone Company will notify the Customer of the scheduled start date at least ten working days prior to such date. If this date is mutually agreeable, the Telephone Company will begin testing on the scheduled date. If this date is not agreeable to the Customer and a later date is agreed upon, no Delayed Activation Credit will apply if the facilities are not available on the service date.

9.2.8 Delayed Activation Credit

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.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.9 Discontinuation of Service

Customers must give the Telephone Company written notice twenty-four (24) hours before the date on which service is to be discontinued.

9.2.10 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 Switched 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 800 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 2.4.4 preceding, to be used by the Telephone Companies involved in providing Access Service. The Telephone Company will notify the Customer which of the ordering procedures will apply.

(A) Non Meet Point Billing(1) 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 2.4.4(A)(1). The Customer will place the order with the Telephone Company as follows:

For Feature Group A 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:

- FGA - dial tone office

When the first point of switching is not in the same Telephone Company's territory as the Customer designated premises, the Customer must provide a copy of the order to the Telephone Company in whose territory the Customer designated premises is located and any other Telephone Company(ies) involved in providing the service.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.10 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)(B) Meet Point Billing Ordering

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) (IP) with the other Telephone Company(ies). The Billing Percentages (BP) associated with the interconnection point(s) will be determined by the Telephone Companies involved in providing the Access Service and listed in EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 4. The Telephone Company will bill the Customer for the service in accordance with the billing arrangements as set forth in Section 2.4.4(B) preceding. All other appropriate charges in each Telephone Company's tariff are applicable with the following exception. When installation involves multiple billing companies and non-recurring charges are assessed for the installation of switched access trunks, the Telephone Company will bill 50% of the applicable non-recurring charge. When a non-recurring charge is assessed for the installation of entrance facilities for switched access, the non-recurring charge will be billed by the Exchange Telephone Company in whose operating territory the entrance facilities are located.

- (1) For Feature Group A Switched Access Service, 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).
- (2) For Feature Groups B, 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 FGB and 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 provide a copy of the order to each additional Telephone Company subtending access tandem.

ACCESS SERVICE

9. Ordering Options for Switched and Special Access Services (Cont'd)9.2 Facilities Access Order (Cont'd)9.2.10 Access Orders For Services Provided By More Than One Telephone Company
(Cont'd)(B) Meet Point Billing Ordering (Cont'd)

- (3) Customers ordering Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Serving Offices must place an order with each Telephone Company in whose territory the end office and the WATS Service Office are located, if they are not collocated.
- (4) Except for Special Access Service as set forth in (3) above or as set forth in (5) below, the Customer may place the order for a Special Access Service with either Exchange Telephone Company.
- (5) For Special Access Service involving a hub(s) the Customer must place the order with the Telephone Company in whose territory the hub(s) is located.
- (6) For initiation, additions, changes or deletions to the Interim 800 Series NXX code(s), the Customer must place an order with the Telephone Company who provides the Interim 800 Translation. The Customer must also provide a copy of the order to the Telephone Companies subtending the Interim 800 Translation office.

For service(s) ordered as set forth preceding 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(ies) involved in providing the service.