

## ACCESS SERVICE

**CHECK SHEET**

The pages of this tariff are effective as of the date shown. Original and revised pages as named below contain all changes that are in effect on the date hereof.

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Does Not Apply (Cont'd)

- (5) Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction, as set forth in the Consolidated Communications Companies Tariff F.C.C. No. 5. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt by the Telephone Company of the customer's written authorization for such replacement. (C)
- (6) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis. (C)
- (7) An interruption or a group of interruptions, resulting from a common cause, that would result in credit in an amount less than one dollar.

(D) Use of an Alternative Service Provided by the Telephone Company

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the tariffed rates and charges for the alternative service used.

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## 5.0 Access Ordering

For Special Access ordering only, Non-Competitive End-User Channel Terminations (EUCTs) are filed as part of this tariff. Ordering for other Special Access Services to complete the circuit are outside this tariff and can be access at the Telephone Company's website or the Telephone Company's other designated locations.

## 5.1 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 Service or Special Access Non-Competitive End User Channel Termination (EUCT) or Access Related Service or to provide changes to existing services.

The regulations, rates and charges for special construction are set forth in the Consolidated Communications Companies Tariff F.C.C. No. 5, and are in addition to the regulations, rates and charges specified in this section. (C)

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 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.

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## 5. Access Ordering (Cont'd)

## 5.1 General (Cont'd)

## 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 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 as set forth in 17.4.3(A) and 18.4.3(A), following.

To develop, determine and bill the customer the extraordinary costs which may be involved, the Special Construction terms and conditions as set forth in the Consolidated Communications Companies Tariff F.C.C. No. 5, 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 Consolidated Communications Companies Tariff F.C.C. No. 5.

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(C)

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in 17.4.1(B) and 18.4.1(B), following also applies.

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19. Special Construction

19.1. Application of Section

For the regulations, rates, charges and liabilities applicable for the special construction of interstate facilities provided by the Issuing, Concurring, Connecting or Other Participating Carriers of this tariff, hereinafter referred to as the Telephone Company, please refer to the Consolidated Communications Companies Tariff F.C.C. No. 5.

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(C)

19.2. Reserved for Future Use

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