

ACCESS SERVICE

SECTION 5. ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.1 General

This section sets forth the regulations for Access Orders. 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 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 services.

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(Cont'd)

5.1 General (Cont'd)

5.1.1 Ordering Conditions (Cont'd)

The customer shall provide all information necessary for the Telephone Company to provide and bill for the requested service. In addition to the order information required in 5.2 ("Access Order") following, the customer must also provide:

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

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

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

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(Cont'd)

5.1 General (Cont'd)

5.1.2 Provision of Other Services

- (A) Testing Service, Telecommunications Service Priority (TSP), and Special Facilities Routing shall be ordered with an Access Order 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.

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5.1 General (Cont'd)

5.1.3 Special Constructions

The regulations, rates and charges for special construction are set forth in the Telephone Company's Tariff F.C.C. No. 3, Special Construction, and are in addition to the regulations, rates and charges specified in this section.

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, and
- Special Access Service as described in Section 7 following.

When ordering Switched Access service, the customer must specify whether the service is to be directly routed to an end office switch or through an access tandem. The customer may also order direct trunks to the tandem with common facilities from the tandem to the end office. When service is ordered direct, the customer must specify the type and quantity of Direct Trunked Transport facility (e.g., Voice Grade or High Capacity).

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.

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5.2 Access Order (Cont'd)

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

When the customer has both Tandem Switched Transport and Direct Trunked Transport at the same end office, the telephone company will provide overflow from direct to tandem facilities. If the customer has only Direct Trunked facilities, the overflow will be blocked at the rate prescribed in 6.6.1 (C).

When placing an order for Access Service, the customer shall provide, at a minimum, the following information:

- For Feature Group A Switched Access, 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 signalling 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. The customer shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.

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5.2 Access Order (Cont'd)

In addition to the preceeding provisions, if a customer provides operator services for its end users for calls originating from a particular LATA, the customer shall specify:

1. For Feature Groups C and D switched Access Service, the number of busy hour minutes of capacity from the customer's premises to the Telephone Company's Traffic Operator Position System (TOPS) offices.
- For Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and Local Transport options and Local Switching options desired. In addition, the customer shall also specify for terminating only access minutes, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks.
- For Feature Groups C and D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer designated premises to the end office by Feature Group and by type of BHMC. This information is used to determine the number of transmission paths as set forth in Section 6 following.

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5.2 Access Order (Cont'd)

The Special Access Service may be ordered for connection with Switched Access Service at Telephone Company designated WATS serving offices for the provision of WATS and may be ordered separately by a customer other than the customer which orders the FGC 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) and the type of Supervisory Signaling. When the optional screening, switching and/or recording functions are not provided at the customer serving wire center, Channel Mileage, as set forth in 7.1.2 following, must be ordered between that wire center and the nearest WATS serving office where the screening, switching and/or recording functions can be provided.

- For all Special Access Services, the customer must specify the customer designated premises or hubs involved, the type of service (e.g., Voice Grade), the channel interface, the technical specification package, and options desired.
- Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5, the customer shall furnish with the order the certification as set forth in that section.

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5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date

(A) The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the following conditions:

- (1) The Telephone Company shall make available to all customers within a reasonable time of a request a schedule of applicable service dates and any associated relevant information. The schedule shall specify the applicable service date for services and the quantities of services that can be provided in the applicable service date.

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

All part-time 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.

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 Telephone Company in advance of expediting an order will provide the customer an estimate of the anticipated charges calculated at an overtime rate of \$70.20 per hour. In no event will the actual charges incurred be greater than 10% above this estimate.

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5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date

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5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date

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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.

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 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:

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5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

- The Access Order shall be cancelled and charges set forth 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.

(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.
- (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.

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5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

- (a) A charge equal to the cost 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.

These charges also apply to that portion of facilities cancelled in the case of a partial cancellation, i.e., in the case of a customer requesting a reduction of the number of lines, trunks, or BHMCs ordered.

- (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.

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5.2 Access Order (Cont'd)

5.2.4 Selection of Facilities for Access Orders

When there are analog or digital high capacity facilities to a hub on order or in service for a customer's use, the customer may request a specific facility or transmission path to 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.

5.2.5 Minimum Period

Except as specifically set forth in Section 6, 7 and 8 of this Tariff, the minimum period for which charges are applicable is one month.

The minimum period for part-time program Audio Special Access Service 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.)

5.2.6 Minimum Period Charges

When Access Service is discontinued prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. The Telephone Company will discontinue billing immediately upon receiving a written request from the customer. A disconnect constitutes facilities being returned to inventory.

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(Cont'd)

5.2 Access Order (Cont'd)

5.2.6 Minimum Period Charges (Cont'd)

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

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity as set forth in Section 6 following.
- (B) For Special Access Service, and flat rated Switched Access Service, the charge for a month or fraction thereof is the applicable monthly rate for the service as set forth in Section 7 following.

The minimum Period Charge for part-time Program Audio Services is the applicable daily rate for the service as set forth in Section 7 following.

5.2.7 Mixed Use Facilities - Switched and Special Access

Mixed use is the provision of both Switched and Special Access Services over the same High Capacity facilities. Mixed use facilities to a hub 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 6.5.13 and 7.3.8 following. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.