
ACCESS SERVICE

5. Access Ordering

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 and Special Access or Access Related Service or to provide changes to existing services.

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 multi-point 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.

Orders for Entrance Facilities or Direct Trunked Transport shall be ordered at a DS1 or DS3 level when ordered separately from Feature Groups.

Orders for Entrance Facilities or Direct Trunked Transport in conjunction with Feature Groups shall be ordered at a DSO/VG or DS1 level. The number of DS1s provisioned will be determined by the Telephone Company based on the number of lines or trunks ordered by the customer.

Direct Trunked Transport shall be ordered with or without Entrance Facilities.

Tandem Switched Transport shall be ordered in trunks.

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5. Access Ordering (Cont'd)5.1 General (Cont'd)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 and Special Access 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 receipt and within a reasonable period of time.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.1 Service Installation (Cont'd)

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

Access Services will be installed during Telephone Company business hours. 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 set forth in 17.4.2(B) following.

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 ten percent over estimated charges. Such additional charges will be determined and billed to the customer as explained following.

For Switched Services, additional labor charges will be calculated upon authorization from the customer to incur the additional labor charges. The Telephone Company will 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 17.4.2(B) following.

For Special Access Services, there will be an additional charge as set forth in 17.4.1 (E) following. This charge is in addition to other applicable charges on new and existing orders.

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5. Access Ordering (Cont'd)5.1 General (Cont'd)5.1.2 Expedited Orders (Cont'd)

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in 7.4.1(B) following also applies.

5.1.3 Selection of Facilities for Access Orders

The option to request a specific transmission path or channel is not provided except 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 whether the service is to be provided as (1) Direct Trunked Transport to the end office, (2) Direct Trunked Transport to a tandem which connects with Tandem Switched Transport from the tandem to the end office or (3) Tandem Switched Transport 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 (i.e., Voice Grade or High Capacity DS1 or DS3).

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

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

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, (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 cannot accommodate direct trunking of originating toll free calls, unless identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF F.C.C. NO. 4.

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

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 6.2.2 for FGB service and 6.2.3 for FGD service following.

At the customer's request, their 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 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 multi-line hunt group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) as set forth in 2.3.10 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 within the state.

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5. 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 5.1 preceding.

- The number of trunks
- The end office 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 2.3.10 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).

(C) Feature Group D

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

- The number of BHMC from the customer designated premises to the end office by Feature Group and by type of BHMC, or
- The number of trunks desired between customer designated premises and an entry switch.
- Optional Features

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5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) Feature Group D (Cont'd)

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

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

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5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(D) Common Channel Signaling System 7 (CCS/SS7)

For Common Channel Signaling System 7 Interconnection Service, the customer must provide the following information to the Telephone Company at the time of ordering:

- Number of access links
- Link type
- Signaling Link Code
- Customer Signaling Point Code
- Common Language Location Identifier (CLLI) code of the Telephone Company interconnecting Signal Transfer Point
- Contact telephone number for installation and maintenance of the customer's designated premises

When ordering CCS/SS7 Interconnection Service, the customer will provide an estimate of the total annual volume and busy hour busy month volume projected for a period of three years. The forecast should be itemized by message type. The telephone Company will utilize this forecast in its own efforts to project further facility requirements.

5.2.2 Special Access Service

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

- the customer designated premises or hubs involved
- type of service (e.g., Voice Grade, High Capacity, etc.)
- the channel interface(s)
- options desired
- for multi-point 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.

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5.2 Ordering Requirements (Cont'd)5.2.2 Special Access Service (Cont'd)(D)
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(D)

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in 7.4.8 following, the customer shall furnish written certification to that effect as set forth in 7.4.8(C), following.

5.2.3 Toll Free Number (8XX), WATS or WATS-Type Services

When ordering the Toll Free Number Access Service ten digit customer identification function the customer must at a minimum, provide the following information to the Telephone Company:

- Specified area of service
- Carrier Identification Code
- Delivery of toll free dialed number or POTS routable number to the IC premises.

The customer must also specify whether the dialed toll free number or the POTS routable number is to be delivered to the IC premises. If the POTS routable number is to be delivered, the ANI optional feature must be ordered to determine that the call originated as a 1+8XX+NXX+XXXX dialed call.

- For WATS or Universal WATS Access Line Service, the customer must also specify the type of calling (i.e., originating only, terminating only or two-way), for which the service is to be provided. Additionally, when the wire center which serves the customer premises is not a WATS or UWAL serving office, the Telephone Company will provide the service to the nearest WATS or UWAL serving office. In these circumstances, the customer will be so notified, and the order will be changed to designate the appropriate premises. No service order change charge will apply.

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5.2 Ordering Requirement (Cont'd)

5.2.4 Mixed Use Facilities - Switched and Special Access

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 6.7.6 and 7.4.5 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 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 charge as set forth in 17.4.1(B) following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in 17.4.1(C) 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 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.

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 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%.

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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 Switched Access Local Transport, Special Access Service Channel Mileage, or Directory Assistance Transport 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, in the case of Toll Free Number, customer number identification and the originator's 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 2.4.7(A) preceding, to be used by the Telephone Companies involved in providing the Access Service.

5.3.1 Ordering Procedures for Feature Group A (FGA) - Single Telephone Company Billing

The Telephone Company where the first point of switching is located shall accept the order for FGA service. The other Telephone Company(ies) involved shall also receive a copy of the customer's order. The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer, as set forth in 2.4.7(A) preceding.

5.3.2 Ordering Procedures for Service Other Than FGA - Single Bill

The Telephone Company that accepts the order from the customer and renders the bill will be determined as follows:

- (A) FGB ordered to an End Office or Access Tandem - The Telephone Company where the End Office or Access Tandem is located shall accept the order.
- (B) FGC and/or Directory Assistance - The Telephone Company where the End Office is located shall accept the order.
- (C) FGD ordered to an End Office or Access Tandem - The Telephone Company where the End Office or Access Tandem is located shall accept the order.

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5.3 Access Orders for Services Provided by More Than One Telephone Company (Cont'd)

5.3.2 Ordering Procedures for Service Other Than FGA - Single Bill Cont'd)

- (D) WATS Access Line Service - When the WATS serving office and the end user End Office are located in different Telephone Company operating territories, the Telephone Company where the end office is located shall accept the order.
- (E) Special Access Service without Hub - Either Telephone Company may accept the order.
- (F) Special Access Service with Hub - The Telephone Company where the Hub is located shall accept the order.

In all cases, the other Telephone Company(ies) involved shall also receive a copy of the order from the customer.

5.3.3 Ordering Procedures for Service Other Than FGA - Multiple Bill

Each Telephone Company will accept an order for service from the customer for that portion of service provided within its territory.

- (A) Special Access Multi-point Service with Telephone Company Specified Hub/Bridge - The Telephone Companies involved will mutually agree to accept an order for this service from the customer for that portion of service provided within its territory. The addition of a channel termination in an adjoining Telephone Company's territory that does not have Telephone Company Specified Hub/Bridge will require a redesign of the service. The customer will specify the desired hub(s) for bridging, and the service will be redesigned accordingly.

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5.4 Charges Associated with Access Ordering

5.4.1 Access Order Charge

The Access Order Charge is applied to all customer requests for new Special and Switched Access Service.

In addition, the Access Order Charge is applicable to customer requests for additions, changes or rearrangements to existing Special and Switched Access Service.

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 5.3, preceding and is in addition to other applicable charges as set forth in this and other sections of this tariff.

5.4.2 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge, as set forth in 17.4.1(D) 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 (13.2.3) which does 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 [13.1(B)(2)],
- Standby Repair [13.2(B)(3)],
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing [13.1(B)(4)],
- Other Labor [13.1(B)(5)],
- Maintenance of Service [(13.1(D)].

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:

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

- Telecommunications Priority Service (13.2.1),
- Controller Arrangement [13.2.2(A)].

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

- Additional Engineering [13.1(A)],
- Overtime Installation [13.1(B)(1)],
- Standby Acceptance Testing [13.1(B)(3)],
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing [13.1(B)(4)],
- Additional Cooperative Acceptance Testing [13.1(C)]

5.4.3 Access Order Change Charges

Access Order changes involve service data 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 5.2.5 preceding. All charges for Access Order change as set forth in 17.4.1(B) and (C) 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 CCS/SS7 STP 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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5. 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 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, as set forth in 17.4.1(B) following, will be applied to the order.

If the service date is change 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 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 5.6.3 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 (B) following, the Service Date Change charge will apply.

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5. 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 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 Transport 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 designated 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 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 authorized the Telephone Company to proceed with the design change, a Design Change Charge as set forth in 17.4.1(C) following will apply in addition to the charge for Additional Engineering as set forth in 17.4.2 following. If a change of service date is required, the Service Date Change Charge as set forth in 17.4.1(B) following will also apply.

(C) Common Channel Signaling Network Configuration

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 other applicable charges as described in Section 5.4.

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5. Access Ordering Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Change Charges (Cont'd)(C) Common Channel Signaling Network Configuration (Cont'd)

A minimum reconfiguration charge as set forth in 17.1.5 following will apply to each reconfiguration order received. Trunk reconfiguration charges will apply as set forth in 17.1.5 following per Feature Group D trunk in excess of 48 trunks reconfigured from MF to CCS in any single service order.

(D) Administrative Changes

Administrative changes, excluding change of customer of record, will be made without charge to the customer. Non-chargeable administrative changes require the continued provision and billing of the Access Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the Access service. Administrative changes are as follows:

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes its name [i.e., AT&T-Long Lines to AT&T-Communications]),
- Change of customer or customer's end user premises address then the change of address is not a result of a physical relocation of equipment,
- Change in billing data where billing entity remains the same (name, address or contact name or telephone number),
- Change of customer circuit identification,
- Change of billing account number,
- Change of customer test line number,
- Change of customer's end user contact name or telephone number and
- Change of jurisdiction.
- Change of Agency Authorization

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5. Access Ordering Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Change Charges (Cont'd)(E) Rollover Changes

Rollover Changes listed below, are physical changes to existing service excluding (B) preceding, when all changes are performed at the same Telephone Company Wire Center, set forth below, and there is no change in point of termination. A rollover Change charge for Special Access Service will apply as set forth in 17.2, following. For Switched Access Service, full nonrecurring will apply as set forth in 17.1 following, for a Rollover which results in a change of Interface Group. One half nonrecurring will apply as set forth in 17.4 following, for all other Rollover changes described below. No charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services.

- Rearranging an existing service from one port to another port in the same multiplexer.
- Rearranging an existing service from one multiplexer to another multiplexer in the same wire center.
- Rearranging an existing lower speed service to an existing multiplexed higher speed service in the same serving wire center.

In addition, a Rollover Change will occur when existing Switched Access Service is rearranged to other existing Switched Access Service and there is a change in the point of termination of the rolled service. Full nonrecurring will apply as set forth in 17.1 following. Except as noted below, all facilities and equipment required for the activity must already exist. No charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services.

- Rearranging an existing service from one multiplexer to another multiplexer.
- Rearranging an existing lower speed service to an existing multiplexed higher speed service.

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5. Access Ordering Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Change Charges (Cont')(F) Moves

A move involves a change in the physical location of one of the following:

- The point of Termination at the customer's designated premises'
- The customer's premises

The charges for the move are dependent on whether the move is to a new location within the same premises or to a different premises.

(1) Moves Within the Same Premises

When the move is to a new location within the same premises, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation charge for the Switched Access Service or the Special Access Service termination affected. There will be no change in the minimum period requirements.

(2) Moves To a Different Premises

Moves to a different premises will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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5. Access Ordering Cont'd)

5.5 Ordering Options for Switched and Special Access

5.5.1 Available Inventory

Available inventory is limited and does not include facilities previously ordered. The Telephone Company will make every reasonable effort to maintain sufficient available inventory to provide Access Service in accordance with customers' requested service date intervals. To the extent that service can be provided, Access Orders will be satisfied from available inventory.

5.5.2 Design Layout Report

At the request of the customer the Telephone Company will provide to the customer, for Switched and Special Access Services, the make-up of the facilities and services to aid the customer in designing its overall service. For Switched Access Service, the make-up of the facilities and services will be provided from the customer's premises to the first point of switching. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

5.5.3 Selection of Cooperative Planning for Access Orders

Where there are analog or digital high capacity facilities to a Hub on order under Cooperative Planning, 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 the Access Order. The Telephone Company will make a reasonable effort to accommodate the customer's request. If a facility assignment is not specified by the customer, the Telephone Company will provide the service from available inventory.

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5. Access Ordering Cont'd)5.6 Minimum Periods and Cancellations5.6.1 Minimum Periods

The minimum period for CCS/SS7 Interconnection Service is set forth in 8.6.3 following.

Switched Access usage rate services (i.e., End Office, Common Line, Tandem Switched Transport and Residual Interconnection Charge) have no minimum period.

The minimum period for Special Access DS3 High Capacity Service is twelve months.

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

5.6.2 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.

The Minimum Period 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 recurring charges plus any non-recurring and/or special construction charge(s) that may be due.

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(D)

(D)

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5. Access Ordering Cont'd)5.6 Minimum Period and Cancellations (Cont'd)5.6.2 Development of Minimum Period Charges (Cont'd)

- (B) For Special Access Service and flat rated Switched Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel type plus any optional features, nonrecurring and/or special construction charge(s) that may apply.

(D)

(D)

5.6.3 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:

- The Access Order shall be canceled 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.

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5. Access Ordering Cont'd)5.6 Minimum Period and Cancellations (Cont'd)5.6.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

- (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 lesser of the charges specified in (a) or (b) following, shall apply, except for DS3 service. For DS3 service, (a) following will always 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 charge for the minimum period of Switched or Special Access Service ordered by the customer.
- (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 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.

5.6.4 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 CCS/SS7 STP port terminations will be treated as a partial cancellation as set forth in 5.6.3(B) preceding.

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