

ACCESS SERVICE**5. Ordering for Access Service****5.1 General**

This section contains the regulations and order related charges for Access Services provided in this Guidebook. These charges are in addition to applicable charges contained in other sections of this Guidebook.

An access order is the customer's request for the Telephone Company to provide the customer with Access Services or to provide modifications to existing services. An Access Order may be submitted by Access Service Request (ASR) or by such other ordering processes as the Telephone Company may provide. Depending upon the services, facilities or service interval dates requested, one or more Access Orders may be required to provide the customer with access service. (C) (N) (N) (T) (T)

Access Orders are processed on a first come-first served basis. First come-first served shall be based upon the received time and date stamped by the Telephone Company on customer orders which contain the information as required for each respective service as delineated in this Guidebook. Customer orders shall not be deemed to have been received until such information is provided. When necessary, the Telephone Company will attempt to seek clarification on a verbal basis. The Telephone Company will initiate the order process within one working day of receipt of the customer's order.

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5. Ordering for Access Service (Cont'd)

5.2 Access Order

5.2.1 Ordering Conditions

An order for Access Service is subject to the following conditions:

(A) A customer may order any number of services of the same type and between the same premises on a single access order provided all details are for the same service (except for those for multipoint service).

(B) The customer shall provide all information necessary for the Telephone Company to provide and bill for the requested service. Such information is described in 5.2.2 (Ordering Requirements).

(C) The Telephone Company will establish a service date when the customer has provided an access order than contains the required information for each respective service. The date on which the service date is established is considered to be the application date. The Telephone Company will provide a firm order confirmation to the customer and will advise the customer of the application date and the service date.

(D) For Expanded Interconnection, an interconnector may, within a single wire center, order multiple quantities of designated basic transmission equipment associated with a single entrance cable on the same virtual collocation application form.

The interconnection cross connect is limited to one single point of termination address (e.g., aisle, bay, panel and jack) per access order.

(E) A customer must first obtain a Certificate of Convenience and Necessity from the Arkansas Public Service Commission before placing any order(s) for Switched Access Service.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.1 Ordering Conditions (Cont'd)**

(F) Except as provided below, the Telephone Company shall permit a requesting telecommunications carrier to commingle an unbundled network element or a combination of unbundled network elements with wholesale services obtained from the Telephone Company, to the extent provided by and subject to the terms and conditions of the requesting telecommunications carrier's interconnection agreement with the Telephone Company (or, if applicable, of the Telephone Company intrastate tariffs Guidebooks).⁽¹⁾

The Telephone Company need not provide access to (1) an unbundled DS1 loop in combination, or commingled, with a dedicated DS1 transport or dedicated DS3 transport facility or service, or to an unbundled DS3 loop in combination, or commingled, with a dedicated DS3 transport facility or service, or (2) an unbundled dedicated DS1 transport facility in combination, or commingled, with an unbundled DS1 loop or a DS1 channel termination service, or to an unbundled dedicated DS3 transport facility in combination, or commingled, with an unbundled DS1 loop or a DS1 channel termination service, or to an unbundled DS3 loop or a DS3 channel termination service, unless the requesting telecommunications carrier certifies that all of the following conditions are met.⁽¹⁾

⁽¹⁾ In the event the Commission or a court, pursuant to any regulatory or judicial review of the Commission's *Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers*, Report and Order and Order on Remand and Further Notice of Proposed Rulemaking, CC Docket No. 01-338, FCC 03-36, para. 582 (released Aug. 21, 2003) (*Triennial Review Order*), vacates, stays, remands, reconsiders, or rejects the portion of the Triennial Review Order requiring ILECs to permit commingling, the terms and conditions of this Guidebook authorizing commingling, which are identified with a footnote, shall cease to be effective as of the effective date of the Commission order or the issuance of the court's mandate. In that event, the Telephone Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Guidebook written notice that, within 30 days, customers must either convert such UNE(s) or UNE Combination(s) to a comparable service, or disconnect such UNE(s) and/or UNE Combination(s) from those wholesale services. Failure to provide the Telephone Company instructions to convert or disconnect such UNE(s) and/or UNE Combination(s) within 30 days, as described above, shall be deemed authorization to convert the UNE(s) and/or UNE Combination(s) to comparable access services at month-to-month rates.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Ordering Conditions (Cont'd)

(1) The requesting telecommunications carrier has received state certification to provide local voice service in the area being served or, in the absence of a state certification requirement, has complied with registration, or other regulatory requirements applicable to the provision of local voice service in that area.

(2) The following criteria are satisfied for each combined circuit, including each DS1 circuit, each DS1 enhanced extended link, and each DS1-equivalent circuit on a DS3 enhanced extended link:

(i) Each circuit to be provided to each end user customer will be assigned a local number prior to the provision of service over that circuit;

(ii) Each DS1-equivalent circuit on a DS3 enhanced extended link must have its own local number assignment, so that each DS3 must have at least 28 local voice numbers assigned to it;

(iii) Each circuit to be provided to each end user customer will have 911 or E911 capability prior to the provision of service over that circuit;

(iv) Each circuit to be provided to each end user customer will terminate in a collocation arrangement that meets the requirements detailed below;

(v) Each circuit to be provided to each end user customer will be served by an interconnection trunk that meets the requirements detailed below;

(vi) For each 24 DS1 enhanced extended links or other facilities having equivalent capacity, the requesting telecommunications carrier will have at least one active DS1 local service interconnection trunk that meets the requirements detailed below; and

(vii) Each circuit to be provided to each end user customer will be served by a switch capable of switching local voice traffic.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Ordering Conditions (Cont'd)

A collocation arrangement meets the requirements in (iv) above if it is:

- (1) Established pursuant to section 251(c)(6) of the Act and located at the Telephone Company's premises within the same LATA as the customer's premises, when the Telephone Company is not the collocator; and
- (2) Located at a third party's premises within the same LATA as the customer's premises, when the Telephone Company is the collocator.

An interconnection trunk meets the requirements of (v) and (vi) above in this certification if the requesting telecommunications carrier will transmit the calling party's number in connection with calls exchanged over the trunk and the trunk is located in the same LATA as the customer premises served by the EEL.⁽¹⁾

⁽¹⁾ In the event the Commission or a court, pursuant to any regulatory or judicial review of the Commission's *Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers*, Report and Order and Order on Remand and Further Notice of Proposed Rulemaking, CC Docket No. 01-338, FCC 03-36, para. 582 (released Aug. 21, 2003) (*Triennial Review Order*), vacates, stays, remands, reconsiders, or rejects the portion of the Triennial Review Order requiring ILECs to permit commingling, the terms and conditions of this Guidebook authorizing commingling, which are identified with a footnote, shall cease to be effective as of the effective date of the Commission order or the issuance of the court's mandate. In that event, the Telephone Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Guidebook written notice that, within 30 days, customers must either convert such UNE(s) or UNE Combination(s) to a comparable service, or disconnect such UNE(s) and/or UNE Combination(s) from those wholesale services. Failure to provide the Telephone Company instructions to convert or disconnect such UNE(s) and/or UNE Combination(s) within 30 days, as described above, shall be deemed authorization to convert the UNE(s) and/or UNE Combination(s) to comparable access services at month-to-month rates.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements**

When placing an order for Access Services the customer is required to provide the following information:

- 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 provisioning activities of order negotiation, order confirmation, interactive design, installation and billing.

In addition to the information listed above, the customer shall provide, at a minimum, information for the specific services requested as described herein.

Where Access Services are jointly provided, additional regulations are set forth in 2.6 Jointly-Provided Access Services).

For services which involve remote switching offices, remote switching office to host relationships are provided to all customers by the Telephone Company. This information is contained in the Southwestern Bell End Office Profile report. Customers who want to receive this report may obtain ordering information from their Marketing Account Manager.

For services which require Switched Transport or Directory Transport services, the customer must also specify the minimum ordering information set forth in 5.2.2(C) (Switched Transport and Directory Transport Services).

Except for virtual collocation, selection of facilities, equipment and traffic routing of Switched Access Services are based on standard engineering methods, available facilities and equipment, Telephone Company traffic routing plans, the customer's order for Switched Transport Service or Directory

Transport Service, and the customer's order for FGA, BSA-A, FGB and BSA Section 6.7.2 of SWBT Tariff FCC No. 73 (Design and Traffic Routing of Switched Access Service). If the customer desires routing or directionality different from that determined by the Telephone Company, the Telephone Company will work cooperatively with the customer in determining the routing and directionality of the service.

For virtual collocation, selection of the general type of equipment to be dedicated to the interconnector's use will be done by the interconnector. For SONET-Based Interconnection (SBI) the Telephone Company will specify the equipment to be dedicated to the interconnector's use. Selection of locations within the wire center for the placement of all virtual collocation facilities and basic transmission equipment and SBI equipment will be done by the Telephone Company. All other ordering requirements set forth in 5.2.2 apply.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)**

All line side connections provided in the same access group (feature group or BSA) will be limited to the same features and operating characteristics. All trunk side connections provided in the same access group or BSA will be limited to the same features and operating characteristics. The features and operating characteristics for line side and trunk side connections are specified in Section 6.6 (Switched Access Features and Basic Service Elements) and Section 6.7 (Service Provisioning) of SWBT Tariff FCC No. 73.

Regulations concerning the ordering of Testing Service, Additional Labor, Telecommunications Service Priority and Special Construction are contained in 5.2.6 (Provision of Other Services).

(A) Feature Group A (FGA) or Circuit Switched-Line Side BSA (BSA-A Switched Access Service

The customer shall specify the Interexchange Carrier to which the FGA or BSA-A service is connected or, in the alternative, specify the means by which the FGA or the line side access communication is transported to another LATA. FGA may not be used for the completion of intraLATA calls by customers who have not been granted a Certificate of Convenience and Necessity by the Arkansas Public Service Commission. In addition, a customer may not use interstate FGA to originate and terminate a call within the LATA. Such misuse of FGA will result in immediate action by the Telephone Company as specified in 2.1.6.

The customer shall also specify the number of lines and the first point of switching (i.e., dial tone office), the directionality of the service, and the Switched Transport and Local Switching features desired. The first point of switching cannot be an end office served by a Remote Switching System (RSS) or Remote Switching Module (RSM) because all traffic originating or terminating at a remote switching office must switch through its host office.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)**

(A) Feature Group A (FGA) or Circuit Switched-Line Side BSA (BSA-A) Switched Access Service (Cont'd)

In addition, the customer shall specify whether the ordered lines are for MTS/WATS-type or FX-ONAL services. The customer shall also specify which MTS/WATS-type FGA or BSA-A lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.

The customer shall indicate if the FGA or BSA-A Switched Access Service is to be provided with an extension to a different LATA. When an extension is indicated on the order, the customer must specify the customer designated premises within the LATA of the Switched Access FGA or BSA-A service at which the FGA or BSA-A extension is to be terminated.

The customer must also specify if new or existing Switched Transport facilities, interconnection cross connect, or switched transport connection will be used. If a new Switched Transport facility or facilities are specified, additional information as set forth in (C) following is also required. If an existing Switched Transport facility or facilities are specified, such facilities must have a compatible interface and available capacity to install the FGA or BSA-A service. If a new interconnection cross connect or switched transport connection is to be used, the customer must provide the Telephone Company with information sufficient to identify the interconnection cross connect or switched transport connection. In addition, the customer must also specify the circuit facility assignment for the FGA or BSA-A being installed.

(B) Feature Group B (FGB), Feature Group D (FGD) or Circuit Switched-Trunk Side BSA Alternative B or D (BSA-B or BSA-D) Switched Access Service

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The customer shall specify the Interexchange Carrier to which the FGB or BSA-B service is connected or, in the alternative, specify the means by which the FGB or BSA-B access communication is transported to another LATA. FGB may not be used for the completion of intraLATA calls by customers who have not been granted a Certificate of Convenience and Necessity by the Arkansas Public Service Commission. In addition, a customer may not use interstate FGB to originate and terminate a call within the LATA. Such misuse of FGB will result in immediate action by the Telephone Company, as specified in 2.1.6 (Refusal and Discontinuance of Services).

The customer shall specify the number of trunks, directionality of the service, the entry switch and the Switched Transport and Local Switching features desired. The first point of switching cannot be an end office served by an RSS or RSM because all traffic originating or terminating at a remote switching office must switch through its host office. When an end office is the specified entry switch, the Telephone Company will work cooperatively with the customer to determine if direct trunking to the end office will be provided.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)**

**(B) Feature Group B (FGB), Feature Group D (FGD) or Circuit Switched-Trunk Side BSA (D)
Alternative B or D (BSA-B or BSA-D) Switched Access Service (Cont'd) (D)**

When the customer orders trunk quantities to an access tandem, the Telephone Company may request an estimate of the amount of traffic the customer will generate to and from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements. Traffic estimates to end offices served by remote switching offices should be uniquely identified and not included in traffic estimates to the host. The traffic type must also be specified using the categories described in Section 6.7.1 (Manner of Provisioning) of SWBT Tariff FCC No. 73, to enable efficient provisioning and billing functions.

When FGD or BSA-D Switched Access Service is ordered for the provision of MicroLink I Access Capability, the customer must have digital facilities between the customer designated premises and the access tandem or end office for originating and terminating traffic. The customer must also specify the traffic type as described in Section 6.7.1 (Manner of Provisioning) of SWBT Tariff FCC No. 73.

When ordering FGB, FGD, BSA-B or BSA-D, the customer must also specify if new or existing Switched Transport facilities, interconnection cross connect or switched transport connection will be used. If a new Switched Transport facility or facilities are specified, additional information as set forth in (C) following is also required. If an existing Switched Transport facility or facilities are specified, such facilities must have a compatible interface and available capacity to install the service. If a new interconnection cross connect or switched transport connection is to be used, the customer must provide the Telephone Company with information sufficient to identify the interconnection cross connect or switched transport connection. In addition, the customer must also specify the circuit facility assignment for the FGB, FGD, BSA-B or BSA-D service being installed. (D) (D)

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(C) Switched Transport and Directory Transport Services**

When the customer orders Switched Transport Service or Directory Transport Service, the customer must designate at least one line side or trunk side Switched Access Service or Directory Assistance Access Service that will use the transport facility or facilities.

When a customer orders Switched Transport Service or Directory Assistance Access Service and specifies that the facility is to be interconnected with another transport facility, the customer must specify compatible channel interfaces.

The minimum information required to order Switched Transport Service or Directory Transport Service is set forth in (C)(1) through (C)(3) following. Such information is in addition to the information required to order line side or trunk side Switched Access Service or Directory Assistance Access Service.

(1) Entrance Facility

If the Entrance Facility is new, the customer must specify the customer premises, the connection type (Voice Grade, DS1 or DS3), the interface group and the Switched Transport features (including multiplexing, if this feature is desired at the serving wire center).

If the Entrance Facility is existing, the customer must provide the information set forth in 5.2.2(A) and (B), preceding.

(2) Direct-Trunked Transport

If the Direct-Trunked Transport is new, the customer must specify the connection type (Voice Grade, DS1 or DS3), the channel interface and the Switched Transport features desired (including multiplexing). If multiplexing is requested, the customer must specify the type of multiplexing required and each hub where the multiplexer or multiplexers are to be installed.

The customer must also specify the Entrance Facility or interconnection cross connect to which the Direct-Trunked Transport is interconnected and whether or not the Entrance Facility or interconnection cross connect is new or existing. The Entrance Facility must have an interface that is compatible with the Direct-Trunked Transport being requested.

If the Entrance Facility to which the Direct-Trunked Transport is to be interconnected is new, additional information as specified in (C)(1), is required. If either the Direct-Trunked Transport or the Entrance Facility (to which the Direct-Trunked Transport is to be interconnected) is existing, additional information, as set forth in 5.2.2(A) and (B), preceding, must be provided.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(C) Switched Transport and Directory Transport Services (Cont'd)****(3) Tandem-Switched Transport**

If the Tandem-Switched Transport is new, the customer must specify the connection type (Voice Grade, DS1 or DS3) to be used between the serving wire center and the access tandem. The customer must also specify the Switched Transport features desired (including multiplexing) and whether the direct rating option or the tandem rating option is to be used. If multiplexing is requested, the customer must select the direct rating option and specify the type of multiplexing required and each hub where the multiplexer or multiplexers are to be installed.

The customer may select only one rating option per feature group or basic serving arrangement per access tandem. Separate transport facilities will be required when a customer selects both rating options within an access tandem. If both tandem routed Switched Access Services and tandem routed DA Access Services are to be provided at the same access tandem, the rating option selected must be the same for both. In addition, when the Tandem-Switched Transport is jointly provided, as set forth in 2.6 (Jointly Provided Access Service), the rating option selected (or its equivalent) must be the same for all exchange telephone companies involved in providing the service.

The customer must also specify the Entrance Facility to which the Tandem-Switched Transport is to be interconnected and whether or not the Entrance Facility is new or existing. The Entrance Facility must have an interface that is compatible with the Tandem-Switched Transport being requested.

If the Entrance Facility to which the Tandem-Switched Transport is to be interconnected is new, additional information as specified in (C)(1) preceding is required. If either the Tandem-Switched Transport or Entrance Facility (to which the Tandem-Switched Transport is to be interconnected) is existing, additional information, as set forth in 5.2.2(A) and (B), must also be provided.

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5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(C) Switched Transport and Directory Transport Services (Cont'd)

To determine the number of lines or trunks to order, the customer may first wish to calculate the Busy Hour Minutes of Capacity (BHMCs) and then use those BHMCs to determine the number of lines or trunks. BHMCs may be determined by the customer in the following manner:

- (1) For each day, determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10-11 AM hour).
- (2) For the same hour period (i.e., busy hour) determine the sum of twenty consecutive days in a calendar year which represent the largest number of minutes of use.
- (3) Determine the average Busy Hour Minutes of Capacity (i.e., BHMC) by dividing the sum from Step (2) by 20.

When the customer orders a change to the rating option for Tandem-Switched Transport, the rating change must be made for all tandem routed services provided at the access tandem per feature group or basic serving arrangement.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(D) Dedicated Network Access Link (DNAL)

The customer shall specify the designated customer premises, the channel interface and the line side or trunk side Switched Access BSA to be associated with the DNAL.

(E) 800 Number Portability Access Service (NPAS)

Direct routing will be provided from SSP equipped end offices, i.e., end offices equipped to provide customer identification. All 800 traffic originating from end offices not equipped to provide customer identification will require routing to an access tandem where the customer identification function is available. Information regarding 800 NPAS identification function is contained in the Southwestern Bell End Office Profile report. The End Office Profile report may be obtained from your Marketing representative.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(E) 800 Number Portability Access Service (NPAS) (Cont'd)**

800 NPAS required FGD or BSA-D Switched Access Service. The customer shall designate which originating FGD or BSA-D Switched Access Service trunk groups are to be associated with 800 NPAS. Calls originating from an Area of Service in which the Customer has not ordered sufficient originating FGD or BSA-D Switched Access Service will be blocked.

(F) 900 Access Service

The customer must have LATA-wide Switched Access in order to receive 900 Access Service traffic. The customer shall specify the LATAs from which they wish to receive originating 900 Access Service calls, the 900 NXX codes to be activated in a given LATA and the desired due date of the order. 900 Access Service calls originating from LATAs in which the customer has not ordered 900 Access Service will be blocked.

1+900 Access Service may be combined with either FGB, FGD, BSA-B or BSA-D Switched Access Service. The customer shall designate which FGB, FGD, BSA-B or BSA-D Switched Access Service trunk groups are to be associated with the 1+900 Access Service. However, when FGD or BSA-D Switched Access Service becomes available in an end office, 1+900 Access Service traffic originating from that end office must be provided with FGD or BSA-D Switched Access Service. (D) (D)

0+900 Access Service traffic is available only when combined with 1+900 Access Service provided with FGD or BSA-D Switched Access Service.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(F) 900 Access Service (Cont'd)**

Information regarding 900 Access Service Screening Offices is contained in the Southwestern Bell End Office Profile report. Customers who want to receive this report may obtain ordering information from their Marketing Account Manager.

(G) Directory Assistance (DA) Access Service

Directory Assistance can be utilized with FGA, FGB, FGD, BSA-A, BSA-B or BSA-D Switched Access Services. For FGB, FGD, BSA-B and BSA-D Switched Access Service, the customer shall specify the number of trunks required from the customer's premises to the Directory Assistance location. Where DA Access Service is combined with a FGB, FGD, BSA-B or BSA-D Switched Access Service, the customer shall also specify which trunk group is to be associated with the DA Access Service. This information is used by the Telephone Company to determine the number of transmission paths. The customer then specifies the Directory Transport features. (D) (D) (D)

When Directory Assistance Access Service is ordered, the customer must also specify if new or existing Directory Transport services or interconnection cross connects are to be used. If a new Directory Transport facility or interconnection cross connect is specified, additional information, as set forth in 5.2.2(C) (Switched Transport and Directory Transport Services), is also required. If an existing Directory Transport facility or facilities are specified, such facilities must have a compatible interface and available capacity to install the service. In addition, the customer must also specify the circuit facility assignment for the service being ordered.

(H) Special Access Service

For all Special Access Services, the customer must specify the customer-designated premises, interconnection cross connects or hubs involved, the type of service (e.g., Voice Grade or WATS Access Line, High Capacity, MegaLink Custom, etc.), the channel interface, technical specification package and features desired. For multipoint services, the customer may request different channel interfaces at each premises; however, all such interfaces must be compatible.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(H) Special Access Service (Cont'd)**

If Special Access Services are exempt from the Special Access Surcharge, as described in 7.2.5 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order. In addition, the customer must specify when ordering Special Access Services whether they are to be billed under an Optional Payment Plan as described in 7.2.19 (Optional Payment Plan) or a High Capacity Term Pricing Plan as described in 7.2.20 (High Capacity Term Pricing Plan (HC-TPP)). (T)

(I) WATS Access Line Service

In addition to the ordering requirements for Special Access Service, for WATS Access Line Service the customer must also specify the type of calling for which the service is to be provided, the type of address signaling and the type of supervisory signaling desired. WATS Access Line Service may be ordered by all customers, both end users and Interexchange Carriers. Additionally, when the necessary screening functions are not provided at the wire center which serves the customer's premises, the Telephone Company will provide the service to the nearest wire center where capacity exists. In these circumstances, the customer will be so notified and the order will be changed to designate the appropriate premises. No charge will apply for the order modification.

(J) Self-Healing Transport Networks (STN)

For all Self-healing Transport Networks, the customer must specify the customer designated premises Access Nodes, the Telephone Company Access Nodes, Network Access Points (NAPs) associated with each Digital Transmission Link (DTL), DTL Volume Option and additional DTLs, if any, quantity and type of interface (ports) required at each STN node in terms of DS1, EC-1, DTL, OC3, OC3c or OC12, as well as any other optical features and functions.

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5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(J) Self-Healing Transport Networks (STN) (Cont'd)

If Self-Healing Transport Networks are exempt from the Special Access Surcharge, as described in 7.2.5 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order.

(K) MegaLink Custom Services

For all MegaLink Custom Services, the customer must specify the customer designated premises, interconnection cross connects or hubs involved, the interface type (electrical or optical) Channel Termination Volume Option(s), the features desired and billing period. Electrical interface and optical interface Channel Termination Volume Options, as specified in 16.4.1(A) (Channel Termination), may not be combined on one access order at the same customer designated premises. Channel Termination Volume Options for each Channel Termination for a customer designated premises to customer designated premises service must be the same.

If MegaLink Custom Services are exempt from the Special Access Surcharge, as described in 7.2.5 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(L) MicroLink II Service

The customer must specify the customer's designated premises, the Primary Market Area involved and the type of Access Termination (i.e., Dedicated). The Telephone Company shall determine the switch at which point the customer enters the Primary Market Area as specified in 15.1.1 (General Description). For each Access Termination requested, the customer must also specify the type of protocol (i.e., Synchronous, X.75 etc.), data transmission speed and the features desired.

(M) Operator Call Processing

The customer must specify the FGD or BSA-D Switched Access Service that will be used to transfer calls from the OSS tandem to the access customer.

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The customer must also specify the specific LATAs where the customer desires Operator Call Processing and whether Inward Assistance is to be provided. In addition, the customer shall specify whether or not operator functionality, coin station control or both are to be provided by the customer.

(D)

OSS tandem interconnection requirements are specified in 18.3.1 (Manner of Provisioning). Information regarding OSS tandem locations is contained in the Southwestern Bell Interexchange Customer Information Handbook. Customers who want to receive this information may obtain ordering information from their Marketing Account Manager.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(N) Carrier identification Code Parameter (CIP)

(O) Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service

The customer must specify per trunk group or tandem, and all associated Carrier Identification Codes, the end offices that will be used to pass originating Carrier Identification Code Parameter (CIP) to the customer's designated premises. The customer's end office must be equipped with SS7 Signaling and is provided in conjunction with Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service as set forth in Section 23. End offices so equipped may be found in NECA Tariff FCC No. 4. (T)

The customer must specify the:

- Number of access links
- Link Type
- Signaling Link Code
- Customer Signaling Point Code (SPC)
- 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

The customer's designated premises and the Telephone Company's STP must be in the same LATA.

All applicable SPCs for each signaling link must be installed at each Telephone Company's interconnecting STP.

In addition, the customer will provide an estimate of 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.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(P) Line Information Data Base (LIDB) Service

Line Information Data Base (LIDB) Validation Service is provided in conjunction with CCS/SS7 Interconnection Service, as set forth in Section 23 (Common Channel Signaling/Signaling System 7 (CCS/SS7)). In order to utilize LIDB Validation Service, the customer must have CCS/SS7 Interconnection Service to the two Telephone Company Signaling Transfer Points (STPs) designated by the Telephone Company as the interconnecting STP pair to be utilized for interconnection to the CCS/SS7 network. The Telephone Company's STP locations are provided in the NECA Tariff FCC No. 4. (T)

The customer must provide a LIDB Service Order Form which specifies the Originating Point Codes (OPCs) of the customer's designated Operator Service Systems (OSSs) sending the query or queries and the desired due date of the order. The customer must provide a LIDB Service Order Form each time a LIDB Service application is established.

(Q) Signaling System 7 (SS7) Signaling

Signaling System 7 (SS7) Signaling is provided in conjunction with CCS/SS7 Interconnection Service as set forth in Section 23 and is only available with FGD and BSA-D Switched Access Service. The customer must specify the:

- switching point codes
- trunk identification codes

The customer must also identify the CCS/SS7 Interconnection Service link associated with the FGD or BSA-D trunk group.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order - (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(R) Expanded Interconnection

(1) Virtual Collocation

(a) Bona Fide Request

The interconnector must specify the Telephone Company central office desired for virtual collocation. In addition, the Telephone Company must be in receipt of the written description of the interconnector-designated equipment and the engineering design charge. The engineering design charge is specified in 25.5.7 (Rates and Charges), and is required per collocation request, per central office. The written description must include, at a minimum, the following: (T)

- manufacturer's name,
- equipment name,
- equipment type or model number, and
- the quantity of equipment.

In addition, if the interconnector desires to be considered a potential vendor of the equipment being designated, the bona fide request must include an attachment with a price quote for the designated equipment as well as information sufficient for the Telephone Company to determine the reasonableness of the offered price as set forth in 25.2.1(C) (Designation of Dedicated Equipment).

Receipt of the application form and fifty percent of the quotation of the nonrecurring charges, as set forth in 25.5.2(A) (Nonrecurring Charges for Installation), constitutes a bona fide request.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order - (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(R) Expanded Interconnection (Cont'd)

(1) Virtual Collocation (Cont'd)

(a) Bona Fide Request (Cont'd)

Receipt of the engineering design charge and the Expanded Interconnection application form(s) will determine the order of priority (i.e., first come-first served basis) of interconnectors' requests. If the equipment requested on the application form is not covered in Section 25, the Telephone Company will rate such equipment within 30 days of receipt of the application form and fifty percent (50%) of the quotation of the nonrecurring charges to become effective on 30 days' notice.

(b) Minimum Ordering Requirements

The interconnector shall specify the description of the equipment (including manufacturer's name, equipment name, equipment type and model number and quantity of equipment), the release date of the software/firmware, cabling specification and facility assignments between designated equipment. The interconnector will provide remote monitoring and control, as described in Section 25.

The interconnector may specify a maximum of two single mode dielectric fiber optic cables per wire center. The interconnector shall specify the number of fibers in each cable and the number of riser tails needed to splice all fibers provided at the time of installation.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order - (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(R) Expanded Interconnection (Cont'd)****(1) Virtual Collocation (Cont'd)****(b) Minimum Ordering Requirements (Cont'd)**

The interconnector must also designate basic transmission equipment to be dedicated to its use. The interconnector must also specify the number and type of interconnection cross connects desired for the interconnection of their designated arrangement.

(c) Interconnection Cross Connect

For the interconnection cross connect specified in 25.5 (Rate Regulations for Virtual Collocation), an order is limited to a single point of termination address. The interconnector must identify each interconnection cross connect as either switched, special or shared use. When ordering the interconnection cross connect to be provided as switched or shared use, the interconnector must specify the number of channels to be used for switched services.

When ordering the interconnection cross connect, the interconnector must specify the existing Telephone Company-provided service or switched transport connection that connects to its interconnection cross connect. The Telephone Company-provided service or switched transport connection so specified may be either an existing or new circuit. If new, it must be ordered at the same time as the interconnection cross connect. The interconnector must also provide the frame address information (e.g., floor, aisle, bay, panel and jack) on the Access Order.

(d) Access Order Charges, as set forth in 5.4 (A) (Access Order Charges), will apply to orders for virtual (T) collocation.

(2) Vacant

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(R) Expanded Interconnection (Cont'd)****(3) SONET-Based Interconnection (SBI)**

The interconnector must specify the Telephone Company central office desired for SBI on the application form. The Telephone Company will provide the interconnector a quotation of applicable nonrecurring charges. If the Telephone Company determines it cannot provision the SBI arrangement within the provisioning interval, the Telephone Company will negotiate an interval with the interconnector, not to exceed sixty days, unless there are circumstances beyond the Telephone Company's control which prevent it from doing so.

Receipt of the SBI application form(s), the engineering design charge and 50% of the nonrecurring charges for installation will determine the order of priority (i.e., first come-first served-basis) of interconnectors' requests. Upon completion of the Telephone Company's portion of the SBI application, the Telephone Company will provide the interconnector with a SBI Work Completion Form which will contain point of termination address information required to order an interconnection cross connect.

The interconnector will provide remote monitoring and control as described in Section 29.

The interconnector may specify a maximum of two single mode dielectric fiber optic cables per wire center. The interconnector shall specify the number of fibers in each cable and the number of riser tails needed to splice all fibers provided at the time of installation.

The interconnector must also specify the number and type of interconnection cross connects desired for the interconnection of the arrangement dedicated by the Telephone Company for their exclusive use.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(R) Expanded Interconnection (Cont'd)

(3) SONET-Based Interconnection (SBI) (Cont'd)

For the interconnection cross connect specified in 29.6 (Rate Regulations), an order is limited to a single point of termination address. The interconnector must identify each interconnection cross connect as either switched, special or shared use. When ordering the interconnection cross connect to be provided as switched or shared use, the interconnector must specify the number of channels to be used for switched services.

When ordering the interconnection cross connect, the interconnector must specify the existing Telephone Company-provided service or switched transport connection that connects to its interconnection cross connect. The frame address information (e.g., floor, aisle, bay, panel and jack and which is contained in the SBI Work Completion Form) must also be specified on the Access Order. The Telephone Company-provided service or switched transport connection so specified may be either an existing or new circuit. If new, it must be ordered at the same time as the interconnection cross connect.

Access Order Charges, as set forth in 5.4 (A) (Access Order Charges), will apply to orders for Interconnection Cross Connects.

(T)

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order - (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(S) Vacant

**(T)
(D)**

(D)

(T) Telecommunications Relay Interconnection Service (TRIS)

For TRIS, the TRS provider must specify the TRS designated premises, the digital access tandem, the network channel and network channel interface code, and the number of trunks.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order - (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(U) Multiple 64 Clear Channel Capability (64 CCC)**

When FGD or BSA-D Switched Access Service is ordered for the provision of Multiple 64 CCC, the customer must have direct routed digital transport facilities between the customer designated premises and the Multiple 64 CCC end office for originating and terminating traffic. To ensure availability of transporting Multiple 64 CCC rates at speeds up to 1536 Kbps, the customer must, at a minimum, order 24 FGD or BSA-D trunks or contiguous increments of 24 FGD or BSA-D trunk groups, equipped with the following:

- SS7 Signaling
- 64 CCC
- Multiple 64 CCC

In addition, the customer must specify one of three trunk allocation schemes: fixed, floating or flexible. In the fixed allocation scheme, the FGD or BSA-D trunks selected for a Multiple 64 CCC call are contiguous and the first FGD or BSA-D trunk is constrained to certain fixed starting points. In the floating allocation scheme, the FGD or BSA-D trunks selected for a Multiple 64 CCC call are contiguous, but the position of the first trunk can float. For the flexible allocation scheme, the FGD or BSA-D trunks selected for a Multiple 64 CCC call may occupy non-contiguous positions within a group of 24 FGD or BSA-D trunks.

Customers may segregate their originating and terminating Multiple 64 CCC traffic by specifying dedicated Multiple 64 CCC trunk group(s) on the order. A multiple 64 CCC trunk group(s) represents access capacity for carrying only Multiple 64 CCC traffic.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(V) Advanced Carrier Identification Service (ACIS)**

The customer must have LATA-wide Switched Access in order to receive originating ACIS routed traffic. The customer must specify the:

- LATAs from which they wish to receive originating ACIS calls,
- the ACIS Access Code(s) to be activated in a given LATA,
- the Carrier Identification Code (CIC) of each ACIS Code in a given LATA, and
- the desired due date of the order.

Originating ACIS routed calls from LATAs in which the customer has not ordered ACIS will be blocked.

Originating traffic that is to be routed using ACIS may be combined with either FGB, FGD, BSA-B or BSA-D Switched Access Service. The customer shall designate which FGB, FGD, BSA-B or BSA-D Switched Access Service trunk groups are to be associated with ACIS. However, when FGD or BSA-D Switched Access Service becomes available in an end office, ACIS traffic originating from that end office must be provided with FGD or BSA-D Switched Access Service. (D) (D)

Direct-Trunked Transport will be available from end offices equipped to provide the ACIS functionality. All originating traffic to be routed using ACIS from end offices not equipped to provide the ACIS functionality will require routing to an access tandem where the function is available. When the ACIS functionality is located at an access tandem, the customer must utilize a Tandem-Switched Transport Facility.

Information regarding the availability of ACIS is contained in the Southwestern Bell End Office Profile report.

(W) Designated Operator Services (DOS)

The customer must specify the:

- call branding requirements
- property or ANI specific call control options
- validation requirements for calling cards and commercial credit cards
- hotel locations and call handling requirements
- property-specific emergency number information
- requirements for trouble reporting
- procedures for referral of billing, service inquiries
- multi-lingual operator requirements

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.2 Ordering Requirements (Cont'd)****(W) Designated Operator Services (DOS) (Cont'd)**

The customer's designated premises must be in the same LATA as the Telephone Company's DOS Center location.

DOS must be utilized with FGD or BSA-D Switched Transport Service. The customer must specify the number of trunks required from the customer's premises to the DOS Center's location. When ordering the FGD or BSA-D trunk quantities for DOS, the customer must specify the number of transmission paths in trunks based upon their expected traffic. The customer must also specify the Switched Transport features and provide the additional information, as set forth in 5.2.2(C) (Switched Transport and Directory Transport Services). As required, the customer must specify the circuit facility assignment for the service being ordered.

The customer must also provide initial estimates of total annual call volume, including busy hour minutes. The forecast should be itemized by call types. Customer forecasts will enable the Telephone Company to adequately meet the demand for DOS.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(X) ReliaNet Service

For all ReliaNet services, the customer must specify:

- (1) Type of access connection(s) desired (e.g., Master Access Connection (MAC), Auxiliary Connection (AC), etc.)
- (2) Bandwidth required on the MAC (SONET Volume Option (SVO) 3,6,12,24, etc.)
- (3) Desired customer premises location(s) for each MAC and Auxiliary Connection, if required.
- (4) Association between each MAC with specific AC.
- (5) If AC is not ordered directly by the MAC customer of record, the ordering customer must have a Letter of Agency from that MAC customer granting permission to utilize the ReliaNet network.
- (6) Association between MAC and associated second MAC.
- (7) Quantity and type of interface (ports) required for each MAC or AC in terms of DS1, DS3, EC-1, OC3, OC3c or OC12, etc. access ports.
- (8) Capacity for the MAC to MAC Connection in quantities of EC-1s. Each EC-1 must be specified as either DS3 or VT1.5 structure.
- (9) Capacity for the AC to AC connection in quantities of EC-1s. Each EC-1 must be specified as either DS3 or VT1.5 structure.
- (10) Minimum Period desired for each ReliaNet rate element.

The customer's serving wire centers that are located on the inter-office network are found in NECA Tariff (D) FCC No.4. If the customer's serving wire center is not located on the inter-office network, the customer will order an Off-Net Auxiliary Connection. In addition to the Off-Net AC rate element, the customer will also be required to purchase inter-office mileage from his serving wire center to the nearest appropriate inter-office network node (as determined by the Telephone Company). This mileage will be purchased from the appropriate Special Access service guidebook from which the baseline service would normally be ordered (e.g., Voice Grade, MegaLink Data, High Capacity, or MegaLink Custom service - Sections 7.3.4, 7.3.9, 7.3.10 and 16.1, respectively).

If ReliaNet services are exempt from the Special Access Surcharge, as described in 7.2.5 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order.

ACCESS SERVICE**5. Ordering for Access Service (cont'd)**

5.2 Access Order (cont'd)

5.2.3 Service Provisioning Intervals

The time required to provision the service (i.e., the period between the application date and the service date) is known as the service interval. Such intervals will be established in accordance with published interval guidelines and, where possible, will reflect the customer's requested service date.

Schedules that specify installation intervals will also specify the service and quantities of services that can be provided, as specified in Section 5.2.3.1 (B) and (C). The Telephone Company will adhere to the intervals, as specified in Section 5.3.2(C)(1), except during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions). Standard Intervals only apply when facilities and equipment are available.

A schedule of intervals applicable for Expanded Interconnection is located in the Telephone Company's Technical Publication for Expanded Interconnection. The Telephone Company's intervals for equipment are subject to equipment availability from the manufacturer and the published intervals will be adhered to except:

-during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions) and

-when an interconnector designates equipment that is not used by the Telephone Company to provision its other access services and the Telephone Company must, therefore, first obtain training regarding the installation, maintenance and administration of the equipment designated as well as obtain the equipment itself.

Access Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of normally scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable charges described in 13.2 (Additional Labor).

ACCESS SERVICE

5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.3 Service Provisioning Intervals (cont'd)

5.2.3.1 Negotiated Interval

The Telephone Company will negotiate a service date interval with the customer when:

- (A) There is no standard interval for the service, or
- (B) The quantity of Access Services ordered exceeds the quantities specified in Section 5.3.2(C)(1), or
- (C) The customer requests a service date beyond the applicable standard interval service date.

Standard Intervals

Analog/Voice Grade/DSO	10 days
DS1	5 days
DS3	7 days ⁽¹⁾

The Telephone Company will offer a service date based on the type and quantity of Access Services the customer has requested. The negotiated interval may not exceed by more than six months the standard interval service date, or, when there is no standard interval, the Telephone Company offered service date.

⁽¹⁾ Interval only applies where facilities and equipment exist. When facilities and equipment do not exist, the interval is dependent upon the complete installation of new facilities and equipment.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****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 the customer's serving wire center for Switched Access, to a hub for Special Access, MegaLink Custom Services or STNs, or when there are digital high capacity facilities to an interconnecting Signaling Transfer Point (STP) for CCS/SS7 Interconnection Service, the customer must specify a channel assignment for each service ordered. In addition, when a customer requests a Service Facility Move (SFM) or Reconfiguration, the Connecting Facility Assignments (CFAs) or specific point of termination (for interconnection cross connects) must be specified for the facilities involved in the SFM or Reconfiguration for each service. The customer will provide this information to the Telephone Company/Interconnector during the order process.

For all other access orders, the option to request a specific transmission path or channel is not provided except, as described in Section 27 (Diversity).

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.5 Shared Use**

Shared Use is the provision of Switched Access and Special Access services over the same DS1- or DS3-level transmission path through the use of a common interface. Shared use to a hub is allowed for the following access services: Switched Access and Special Access High Capacity Services, Switched Access and MegaLink Custom Services, and Switched Access and STN Services. Individual services using a shared use facility must be ordered as either Switched Access Service, Special Access High Capacity Service, MegaLink Custom Service or STN or Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service. In addition, when shared use is provided on an interconnection cross connect, the customer/interconnector must specify the number of channels that will be interconnected to Switched Access.

When placing an order for the individual service(s), the customer must specify a channel assignment for each service ordered. In addition, when a customer/interconnector requests a SFM or Reconfiguration, the Connecting Facility Assignments (CFAs) must be specified for the facilities involved in the SFM or Reconfiguration for each service.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.6 Provision of Other Services

(A) Testing Service, Additional Labor and Telecommunications Service Priority.

Testing Service, Additional Labor and Telecommunications Service Priority may be ordered with an access order concurrent with the associated Access Services. Alternatively, with the agreement of the Telephone Company, Testing Service, Additional Labor and Telecommunications Service Priority may subsequently be added to the access order at any time, up to and including the service date for the Access Service. When added subsequently, Design Change Charges described in 5.3.2(A) (Design Change Charges) may apply.

In addition to the rates and charges specified in this Guidebook for Testing Service, Additional Labor and Telecommunications Service Priority, rates and charges for the associated Access Services and ordering charges contained in this section will also apply.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.2 Access Order (Cont'd)****5.2.6 Provision of Other Services (Cont'd)****(B) Additional Engineering**

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 specified in 13.1 (Additional Engineering). When additional engineering is required, the customer will be notified and 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, after being notified that additional engineering of Telephone Company facilities is required, the customer does not want the service or facilities, 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 regulation for Additional Engineering, as specified in 13.1 (Additional Engineering), and the rates and charges, as specified in 13.4 (Rates and Charges), are in addition to the regulations, rates and charges specified in this section.

(C) Special Construction

The regulations, rates and charges for special construction are contained in Section 14 following and are in addition to the regulations, rates and charges specified in this Guidebook.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.3 Rate Regulations

5.3.1 Access Order Charges

(A) An Access Order Charge applies, per access order, for the installation, addition, change, rearrangement or move of Access Services provided in this Guidebook (in addition to other applicable Access Service guidebook charges) with the following exceptions:

- Nonchargeable administrative changes where so specified in this Guidebook;
- Access order modifications as specified in 5.3.2 (Access Order Modification Charges);
- Initial or subsequent activation of NXX's for 900 Access Service;
- Establishment of 0+900 Access Service;
- Complete or partial disconnection of Access Services and/or features (except when a Carrier Identification Code (CIC) is deleted);
- Upgrades from FGA or FGB service to FGD service and upgrades from BSA-A or BSA-B service to BSA-D service; (D)
- Revocation or discontinuance of Telecommunications Service Priority System;
- Installation, modification or rearrangement of MicroLink II Service or features;
- Conversions during the transition period of FGA to BSA-A, FGB to BSA-B and FGD to BSA-D; and (D)
- Change of Access Services Bill Period; and
- As specified in Section 6.8.2 (D) (7) of SWBT Tariff FCC No. 73.

(B) An Access Order Charge applies per access order for the addition, change or rearrangement of the WATS Access Line features, specified in Section 6.9 (Rates and Charges) of SWBT Tariff FCC No. 73, when such features are requested subsequent to the installation of the WATS Access Line.

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.1 Access Order Charges (Cont'd)

(C) An Access Order Charge will also apply per access order when a customer elects to have existing Special Access Services billed under an Optional Payment Plan, elects to terminate an Optional Payment Plan and revert to monthly revenue commitment, as specified in 7.2.19 (Optional Payment Plan).

(D) An Access Order Charge will apply per order for access order Cancellations, as specified in 5.3.3.

(E) Access Order Charges are specified in 5.4 (Rates and Charges).

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.2 Access Order Modification Charges

The customer may request a modification of its access order at any time prior to the service date or notification by the Telephone Company that service is available for the customer's use, whichever is later. The Telephone Company will make every effort to accommodate a requested modification when it is able to do so during normal business hours with the normal work force assigned to complete such an order. 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 access order modification, the Telephone Company will schedule a new service date. All charges for access order modifications will apply on a per occurrence basis.

The following will be treated as a new access order (for the increased amount only) when any increase occurs in the number of:

- Special Access Service channels;
- MegaLink Custom Service channels;
- Switched Access Service lines, trunks, DNAL channels, Switched Transport channels or Directory Transport channels;
- MicroLink II Service Access Terminations;
- Frame Relay Service (FRS) links or ports;
- STN additional DTLs or Access Nodes;
- CCS/SS7 STP port terminations;
- LIDB OPCs;
- Expanded Interconnection entrance cables, basic arrangements, conversion arrangements, arrays, termination cards, interconnection cross connects and switched transport connections; or
- ReliaNet MACs or ACs.

For STN or ReliaNet service, an increase in DTL or SONET Volume Option (SVO), respectively, will be treated as a new access order and the pending access order will be cancelled, as specified in 5.3.3.1.

ACCESS SERVICE**5. Ordering for Access Service (Cont'd)****5.3 Rate Regulations (Cont'd)****5.3.2 Access Order Modification Charges (Cont'd)**

If the Telephone Company specifies that order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer (e.g., the upgrading by the Telephone Company of the channel termination from effective two-wire to effective four-wire) and the customer authorizes the suggested order modifications, these changes will be made without order modification charges being incurred by the customer. However, charges for the Special Access Service provided to the customer will apply.

Rate regulations for access order modification charges are specified following.

(A) 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 to a pending order include such things as the addition or deletion of Switched Access features or Basic Service Elements (BSEs), Special Access or MegaLink Custom Services optional features, BSEs or functions, change in the type of transport termination (Switched Access only), type of channel interface, type of interface group or technical specification package, changes to STN optional features and functions or a change of NAP on DTL specified in the original order.

A design change also includes changes to an Expanded Interconnection arrangement.

ACCESS SERVICE**5. ORDERING FOR ACCESS SERVICE (Cont'd) (T)**

5.3 Rate Regulations (Cont'd) (T)

5.3.2 Access Order Modification Charges (Cont'd) (T)

(A) Design Change Charge (Cont'd) (T)

Design changes do not include a change of customer premises, end user premises, end office switch, feature group type or basic serving arrangement, Switched Transport or Directory Transport channel type, Special Access or MegaLink Custom Service channel type or type of MicroLink II Service access terminations. Changes of this nature will require the issuance of a new access order and the cancellation of the original access order with appropriate Cancellation Charges applied.

The Telephone Company will review the requested change and notify the customer whether the change is a design change, if it can be accommodated and if a new service date is required. If a change of service date is required, the Service Date Change Charge described in (B), following, will also apply.

The Design Change Charge will apply on a per access order per occurrence basis, for each access order requiring a design change. Design Change Charges are specified in 5.4 (Rates and Charges).

Credit for Missed Installation on Confirmed Due Date, as described in 2.5.5 (Missed Installation on Confirmed Due Date), does not apply to Design Change Charge.

(B) Service Date Change Charge/Dispatch Charge (T)

(1) A customer may request a change in the access order service date for the installation of new services or rearrangements of existing services provided the new service date is no more than 45 calendar days beyond the original service date. When such a request is made, the Telephone Company will accordingly delay the start of service and a Service Date Change Charge will apply. The application date will not change as a result of a service date change. (T)

ACCESS SERVICE

5. ORDERING FOR ACCESS SERVICE (Cont'd)	(T)
5.3 Rate Regulations (Cont'd)	(T)
5.3.2 Access Order Modification Charges (Cont'd)	(T)
(B) Service Date Change Charge/Dispatch Charge (Cont'd)	(T)
(1) (Cont'd)	(T)

If a design change has been requested as described in (A), preceding, and the engineering review cannot be completed within the 45 calendar day timeframe, the new service date may exceed the original service date by more than 45 calendar days. If a service date change is necessary to accommodate a customer requested design change, both the Service Date Change Charge and the Design Change Charge apply.

In all other cases, if the customer requests a service date which exceeds the allowable service date change period previously described, the order must be cancelled by the customer. Appropriate cancellation charges will be applied. The customer must issue a new order specifying the desired service date if Access Service is still required.

(2) A new service date may be established that is prior to the original service date if the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, and the Telephone Company determines that 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 an Expedited Order Charge, as specified in (C), following, applies. The Expedited Order Charge is in addition to the Service Date Change Charge.

Failure to notify, as noted below, the Telephone Company prior to the original service date to request a different service date will result in the application of a Service Date Change Dispatch Charge for installation, moves and rearrangement of services. If a Telephone Company technician is dispatched to the customer's premises on the scheduled service date and the customer is not ready to accept service or the customer has failed to notify the Telephone Company before 3:00 PM (CT) on the business day prior to the scheduled service date that the service date needs to be changed, a Service Date Change Dispatch Charge will apply.

If the customer reschedules the service date, a Service Date Change Charge, as set forth following will also apply. If the customer cancels the service date, cancellation charges will also apply in accordance with terms and conditions for cancellation charges, as set forth in 5.3.3, following. Cancellation of the order will not preclude the application of the Service Date Change Charge and/or the Service Date Change Dispatch Charge assessed for prior occurrences on the same order.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.3 Rate Regulations (Cont'd)

5.3.2 Access Order Modification Charges (Cont'd)

(B) Service Date Change Charge/Dispatch Charges (Cont'd)

(3) (Cont'd)

A Service Date Change Charge is applicable on a per order per occurrence basis for each service date changed. A Service Date Change Dispatch Charge will apply per occurrence when a technician is dispatched to the customer's premises and the customer is not ready for service. Service Date Change Charge and Service Date Change Dispatch Charge are specified in 5.4 (Rates and Charges).

Credit for Missed Installation on Confirmed Due Date, as described in 2.5.5 (Missed Installation on Confirmed Due Date), does not apply to Service Date Change Charge.

(D)

(D)

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.3 Rate Regulations (Cont'd)

5.3.2 Access Order Modification Charges (Cont'd)

(C) Expedited Charges

(1) Analog (Metallic, Telegraph), DS0 (MegaLink Data) Entrance Facilities (Voice Grade, DS1, DS3), (D)
High Capacity DS1 Access Services and MegaLink Custom Services

If a customer desires that service be provided on a due date earlier than the standard interval, the customer may request that service be provided on an expedited service interval. To qualify for an expedited interval the customer must provide End User premises access, where needed, until 11 PM (CST), Monday-Friday.

If, upon reviewing availability of equipment, facilities and scheduled workload, the Telephone Company agrees to provide service on an expedited basis and the customer accepts this proposal, an Expedite Order Charge (in case of Analog, DS0, Voice Grade/DS1 Entrance Facilities and High Capacity DS1 Access Services) or Expedite Circuit Charge (in case of DS3 Entrance Facilities and MegaLink Custom Services) will apply.

The maximum number of circuits which may be expedited, is limited to twelve (12) two-point or six (6) multi-point Analog/DS0 circuits at the same location; and a limit of nine (9) DS1 circuits at the same location; and a limit of two (2) DS3 circuit at same location. When the number of access circuits exceeds the maximum threshold, the interval will be negotiated.

Material appearing on this page previously appeared on 1st Revised Page 43.

ACCESS SERVICE**5. Ordering for Access Service (cont'd)**

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

(C) Expedited Charges (cont'd)

(1) Analog (Metallic, Telegraph), DS0 (MegaLink Data) Entrance Facilities (Voice Grade, DS1, DS3), (D) and High Capacity DS1 Access Services and MegaLink Custom Services (cont'd)

If the Telephone Company determines that service can be provided on an expedited basis, the following charges will apply based upon agreed upon expedited service interval. The Expedited Order Charge (in case of Analog DS0, Voice Grade/DS1 Entrance Facilities and High Capacity DS1 Access Services) applies on a per order basis, regardless of the number of circuits on the order. The Expedited Circuit Charge (in case of DS3 Entrance Facilities and MegaLink Custom Services) applies on a per circuit basis.

Analog/Voice Grade/DS0 Access Services		
<u>USOC</u>	<u>Expedited Service Intervals</u>	<u>Expedited Order Charge</u>
EODXN	9 days	\$ 375.00
EODXL	8 days	425.00
EODXJ	7 days	475.00
EODXG	6 days	525.00
EODXE	5 days	575.00
EODXC	4 days	625.00
EODXA	3 days	675.00
EODWR	2 days	1,500.00
EODWQ	1 days	2,000.00
EODWP	0 days	2,500.00

DS1 Access Services		
<u>USOC</u>	<u>Expedited Service Intervals</u>	<u>Expedited Order Charge</u>
EODXR	4 days	\$ 625.00
EODXP	3 days	675.00
EODWO	2 days	1,500.00
EODWN	1 days	2,000.00
EODWM	0 days	2,500.00

MegaLink Custom Services		
<u>USOC</u>	<u>Expedited Service Intervals</u>	<u>Expedited Order Charge</u>
EODWL	6 days	\$1,500.00
EODWK	5 days	2,000.00
EODWJ	4 days	2,500.00
EODWH	3 days	3,000.00
EODWG	2 days	3,500.00
EODWF	1 days	4,000.00
EODWE	0 days	4,500.00

ACCESS SERVICE

5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

(C) Expedited Charge (cont'd)

(1) Analog (Metallic, Telegraph), DS0 (MegaLink Data), Entrance Facilities (Voice Grade, DS1, DS3) (D)
High Capacity DS1 Access Services and MegaLink Custom Services (cont'd)

(a) In addition to Expedited Order Charges or Expedite Circuit Charges, special construction charges may apply, if the Telephone Company determines that additional cost will be incurred.

(b) When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as specified in (B), preceding, also applies.

(c) If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge or Expedite Circuit Charge will apply, unless the missed service date was caused by the customer.

(d) The Telephone Company will adhere to the expedite intervals as specified above, except during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions).

(2) For all Access Services, excluding Analog (Metallic, Telegraph), DS0 (MegaLink Data), Entrance Facilities (Voice Grade, DS1, DS3), High Capacity DS1 Access Services and MegaLink Custom Services (D)

If the customer desires that service be provided on an earlier date than that which has been established for the access order or the provision of the Access Service, the customer may request that service be provided on an expedited basis. If the Telephone Company determines that service can be provided on the requested date and that additional labor costs 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. The total charges to the customer for the Additional Engineering may not exceed the estimate by more than 10%. If the customer instructs the Telephone Company to proceed, such additional charges will be determined and billed to the customer as follows:

ACCESS SERVICE

5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

(C) Expedited Charge (cont'd)

(2) For all Access Services, excluding Analog (Metallic, Telegraph, Wideband Analog), DS0 (MegaLink (D) Data), Entrance Facilities (Voice Grade, DS1, DS3), High Capacity DS1 Access Services and MegaLink (D) Custom Services (cont'd)

a. Additional Labor Charges

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 13.4 (Rates and Charges).

b. Extraordinary Costs: The special construction terms and conditions specified in Section 14 will be used by the Telephone Company to determine charges to recover the extraordinary costs which may be involved. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of Section 14.

c. When the request for expediting occurs subsequent to the issuance of the access order, a Service Date Change Charge, as specified in (B), preceding, also applies.

d. If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge or Expedite Circuit Charge will apply, unless the missed service date was caused by the customer.

e. The Telephone Company will adhere to customer requested expedites approved by the Telephone Company, except during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions).

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

(D) Partial Cancellation Charge

Any decrease in the number of the following Access Services or Arrangements ordered will be treated as a partial cancellation and the charges described in 5.3.3 will apply.

-CCS/SS7 STP port terminations

-LIDB OPCs

-MicroLink II Service access terminations

-Switched Access Service lines, trunks, DNAL channels, Switched Transport channels or Directory Transport channels

ACCESS SERVICE**5. Ordering for Access Service**

5.3 Rate Regulations (Cont'd)

5.3.3 Access Order Cancellation Charges (excluding the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (D)

(A) Cancellation of an Access Order

A customer may cancel an access order at any time prior to notification by the Telephone Company that service is available for the customer's use. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

(B) When Cancellation Charges Apply

If a customer/interconnector, a customer's end user or an interconnector's customer is unable to accept Access Service and the new service date requested is beyond the allowable service date change time period specified in 5.3.2(B)(1)(Service Date Change Charge/Dispatch Charges), the access order will be cancelled. When the customer cancels an access order on or after the application date, a Cancellation Charge will apply as specified below in addition to any other applicable charges specified in 5.3.2 (Access Order Modification Charges).

(1) For all Access Services, (as applicable in this section) the Cancellation Charge equals:

- the number of business days from the access order application date through the access order cancellation date (i.e., the service interval)
- multiplied by the average daily charge
- plus the access order charge.

Notes:

- (a) The service interval is the number of business days from the access order application date through the access order cancellation date with the application date being day 1. Service installation costs incurred by the Telephone Company start on the application date.
- (b) If the customer has requested a service date change beyond the original service date, the number of business days beyond the original service date are included in the service interval.
- (c) Average daily charge equals installation charges plus rearrangement charges divided by the number of business days in the service interval.

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/1/ Material formerly appeared on Page 49.

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.3 Access Order Cancellation Charges (excluding the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd) (C) (D)

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(C) When Cancellation Charges Do Not Apply

- (1) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (2) When a customer cancels an access order prior to the application date, no charges apply for the cancellation.
- (3) If the Telephone Company or the customer misses a service date by more than 30 days, due to circumstances over which it has no direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the access order without incurring Cancellation Charges.
- (4) If the Telephone Company misses a service date for daily rated Audio Service or daily rated Video Service, as provided in Section 7 (Special Access Service), the customer may cancel the access order without incurring Cancellation Charges.

/1/ Material now appears on Page 48.

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM))

(C)
(D)

A customer may cancel an access order for installation of service. The Access Order must be cancelled at least one (1) day before the due date. The cancellation date is the date the Telephone Company receives written notice from the customer that the order is to be cancelled.

Cancellation charges are applied based upon the type of special access service being cancelled which is categorized as either, 1) "point to point" service or 2) "non-point to point" service. However, at no time will cancellation charges apply until costs for installation of facilities have been incurred by the Telephone Company. Service installation costs incurred by the Telephone Company start on the application date, when the Telephone Company confirms the order with the customer.

(1) When Cancellation Charges Apply for "Point to Point" Services

Cancellation charges for "point to point" services are based upon the date that a customer cancels an Access Order with respect to the Design Layout Report Date (DLRD), of the service being provisioned. The DLRD is the date the Design Layout Report is forwarded to the customer. The DLRD is provided to the customer upon firm order confirmation.

The table below defines the product categories for "point to point" services pertaining to this section:

"Point to Point" Services	
Service	Product Category/Type
OC-3 Optical Carrier Network-Point to Point Service	OC-3
OC-12 Optical Carrier Network-Point to Point Service	OC-12
OC-48 Optical Carrier Network-Point to Point Service	OC-48
OC-192 Optical Carrier Network-Point to Point Service	OC-192
GigaMAN	1Gig-E

When a customer cancels an access order (or a part of an order) for a "point to point" service, cancellation charges will apply, even when nonrecurring installation charges would otherwise be waived, as follows:

(a) When a "point to point" service is cancelled on or before the design Layout Report Date (DLRD), a cancellation charge will apply on a per circuit basis as shown in the table below. When a lower-speed "point to point" service (e.g., OC-3c OCN Point-to-Point Service) with a Connecting Facility assignment (CFA) of a higher-speed "point to point" or "non-point to point" service (e.g., OC-12 OCN Point-to-Point Service) is cancelled, and a cancelled service has no channel termination or local distribution channel, a cancellation charge will apply on a per port connection basis as shown in the table below:

Product Category/Type	Cancellation Charge (Per Port Connection)
OC-3	\$600.00
OC-12	\$800.00
OC-48	\$1,200.00
OC-192	\$2,500.00
GigaMAN	\$800.00

ACCESS SERVICE**5. Ordering for Access Service**

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(C)
(D)

(1) When Cancellation Charges Apply for "Point to Point" Services (Cont'd)

(b) When a "point to point" service is cancelled after the Design Layout Report Date (DLRD), a cancellation charge will apply on a per port connection basis as shown in the table below:

Product	Cancellation Charge
Category/Type	(Per Port Connection)
OC-3	\$2,900.00
OC-12	\$3,100.00
OC-48	\$3,700.00
OC-192	\$4,000.00
GigaMAN	\$3,200.00

(2) When Cancellation Charges Apply for "Non-Point to Point" Services (Type A)

Cancellation charges for "non-point to point" services (Type A) are applied based on actual costs incurred by the Telephone Company, as described. The table below lists the "non-point to point" services (Type A) pertaining to this section:

“Non-Point to Point” Services (Type A)
Self-Healing Transport Network
ReliaNet
OC-192 Dedicated SONET Ring Service
Dedicated SONET Ring Service
Multi-service Optical Network Ring Service
Optical Ethernet Metropolitan Area Network

When a customer cancels an Access Order (or a part of an order) for a "non-point to point" service (Type A), cancellation charges will apply, even when nonrecurring installation charges would otherwise be waived, as follows:

When a "non-point-to-point" service (Type A) is cancelled, applicable charges will be calculated from the costs incurred by the Telephone company at the time the Access Order is cancelled. The Cancellation Charge equals:

- (i) Non-recoverable cost of equipment and material ordered, provided or used, and
- (ii) Non-recoverable cost of installation and removal including the cost of engineering, labor, supervision, transportation, rights-of-way and other associated costs.

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(C)
(D)

(3) Reserved for future use

(C)

(D)

(D)

(4) When Cancellation Charges Do not Apply

- (a) When a customer cancels an order for the termination of existing services.
- (b) If the Telephone Company misses a service due 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 commotion), the customer may cancel the Access Order without incurring cancellation charges.
- (c) If the customer cancels a letter of agreement prior to the start of installation of access facilities.
- (d) If the customer cancels a network reconfiguration order (e.g., move, change or disconnect). If an order is cancelled because customer does not agree to pay applicable Special Construction charges as described in Section 14.

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(C)
(D)

(5) Cancellation of a letter of agreement

(1) When facilities must be constructed prior to the Telephone Company receipt of an Access Order (e.g., construction of OC-192 Dedicated SONET Ring where facility assignment is not yet available, due to lack of spare capacity), excluding special construction as described in SWBT Tariff FCC No. 69, the customer will be required to submit a written letter of agreement to the Telephone Company which includes a maximum estimate as previously provided by the Telephone Company of the cancellation charges, as defined at 5.3.3.1(A)(2). A customer may cancel a written letter of agreement.

The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the letter of agreement is to be cancelled. If verbal notice is given, it must be followed by written confirmation within 10 days or it shall be deemed to be void.

If a customer does not place an Access Order for the services within 30 days of receiving notification that the network is ready for the services ordered, the letter of agreement will be deemed cancelled.

(2) When a customer cancels a letter of agreement, cancellation charges will apply as follows:

(a) Installation of facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or on preparation thereof which would not otherwise have been incurred.

(b) Where an Access Order has been issued, cancellation charges shall apply, as indicated in Section 5.3.3.1(B), following.

(c) Applicable letter of agreement cancellation charges will be calculated from the costs incurred by the Telephone Company at the time the letter of agreement is cancelled. The cancellation charge equals:

- (i) Non-recoverable cost of equipment and material ordered, provided or used, and
- (ii) Non-recoverable cost of installation and removal including the cost of engineering, labor, supervision, transportation, rights-of-way and other associated costs.
- (iii) Less previously collected special construction charges, if applicable.

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(D)

/1/ Material now appears on Page 53.

ACCESS SERVICE**5. Ordering for Access Service**

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(C)
(D)

(B) Cancellation of Access Order

(C)

(1) A customer may cancel an Access Order for installation of service. The Access Order must be cancelled at least one (1) day before the service date.

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The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. If verbal notice is given, it must be followed by written confirmation within 10 days or it shall be deemed to be void.

If a customer or customer's end user is unable to accept Access Service and the new service date requested is beyond 30 calendar days of the original service date, the customer has the choice of the following options:

(a) The Access Order shall be cancelled, and charges specified in Section 5.3.3.1(B) (2), will apply, or

(b) Service shall be accepted, and 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. If the customer does not select one of the options, the Telephone Company will begin billing for the service on the 31st day beyond the original service date of the Access Order.

(2) When Cancellation Charges Apply

When a customer cancels an Access Order (or a part of an order) after it has been issued, but before notification by the Telephone Company that the service is available for use, cancellation charges will apply, even when nonrecurring installation charges would be waived, as follows:

(a) When a "point to point" special access service is cancelled on or before the Design Layout Report Date (DLRD), a cancellation charge will apply on a per circuit basis, as shown in Table A in Section 5.3.3.1(B)(3)(a).

/1/ Material formerly appeared on Page 52.1.

ACCESS SERVICE**5. Ordering for Access Service**

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(C)
(D)

(B) Cancellation of Access Order (Cont'd)

(2) When Cancellation Charges Apply (Cont'd)

- (b) When a lower-speed "point to point" service (e.g., OC-3c OCN Point-to-Point Service) with a Connecting Facility Assignment (CFA) of a higher-speed "point to point" or "non-point to point" service (e.g., OC-12 OCN Point-to-Point Service) is cancelled, and a cancelled service has no channel termination or local distribution channel, a cancellation charge will apply on a per circuit basis, as shown in Table A in Section 5.3.3.1(B)(3)(a).
- (c) When a "point to point" service is cancelled after the Design Layout Report Date (DLRD), a cancellation charge will apply on a per circuit basis, as shown in Table B, following.

(3) Cancellation Charges

(a) Point-to-Point Services:

TABLE A**Cancellation Charge**

Product Category/Type	Cancellation Charge (Per Circuit)
OC-3	\$600.00
OC-12	\$800.00
OC-48	\$1,200.00
OC-192	\$2,500.00
1Gig-E	\$800.00

TABLE B**Cancellation Charge**

Product Category/Type	Cancellation Charge (Per Circuit)
OC-3	\$2,900.00
OC-12	\$3,100.00
OC-48	\$3,700.00
OC-192	\$4,000.00
GigaMAN	\$3,200.00

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.3.1 Access Order Cancellation Charges (for the following Special Access Services: Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), ReliaNet, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN) and Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd) (C) (D)

(B) Cancellation of Access Order (Cont'd)

(3) Cancellation Charges (Cont'd)

(b) Non-point-to-point services:

Applicable charges will be calculated from the costs incurred by the Telephone Company at the time the Access Order is cancelled. The Cancellation Charge equals:

- (i) Non-recoverable cost of equipment and material ordered, provided or used, and
- (ii) Non-recoverable cost of installation and removal including the cost of engineering, labor, supervision, transportation, rights-of-way and other associated costs.

(4) When Cancellation Charges Do Not Apply

- (a) When a customer cancels an order for the termination of existing service.
- (b) If the Telephone Company misses a service date by more than 30 days, the customer may cancel the Access Order without incurring cancellation charges.
- (c) Where the customer cancels a letter of agreement prior to the start of installation of access facilities.
- (d) Network reconfiguration order.

ACCESS SERVICE

5. Ordering for Access Service

5.3 Rate Regulations (Cont'd)

5.3.4 Minimum Period Requirements

The minimum period for which Access Service is provided and for which charges are applicable is set forth in each section of this Guidebook.

When Access Service is disconnected 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. This terminology does not refer to when billing is stopped, but rather distinguishes a disconnect from a service rearrangement.

Service rearrangements may be made without a change in minimum period requirements where so specified in this Guidebook.

ACCESS SERVICE

5. Ordering for Access Service (Cont'd)

5.4 Rates and Charges

(A) Access Order Charges (NRB1X)

(1) The following access order charge applies to Switched Access Service (with the exception of the DNAL BSA), CCS/SST Interconnection Service, Designated Operator Services, Directory Assistance Service, Operator Call Processing Service and TRIS.

Charge per
Access Order

Switched Access Order Charge \$17.00

(2) The following access order charge applies to the DNAL BSA, Special Access Service, Frame Relay Service, MegaLink Custom Services, STN, Expanded Interconnection and SBNS.

Charge per
Access Order

Special Access Order Charge \$14.00

(3) The following access order charge applies to LIDB Validation Service, per order form.

Charge per
Access Order

LIDB Service Order Charge \$19.00

ACCESS SERVICE

5. ORDERING FOR ACCESS SERVICE (Cont'd) (T)

5.4 Rates and Charges (Cont'd) (T)

(B) Access Order Modification Charges (T)

Charge per order
per occurrence

(1) Design Change Charge (H28) \$32.96 (T)

Charge per order
per occurrence
per service date changed

(2) Service Date Change Charge (OMC) \$26.50 (T)

Charge per order
per occurrence

(3) Service Date Change Dispatch Charge (VT6DN) \$200.00 (T)