

5. Ordering for Access Service

5.1 General

This section contains the conditions 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 an 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.

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.

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

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(M) Material now appears on 1st Revised Page 2.

5. Ordering for Access Service (Cont'd)

(N)

5.2 Access Order

(M1)

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, except when requested activity involves more than ten Carrier Identification Codes. An additional Access Order is required for each additional group of ten Carrier Identification Codes requiring establishment, removal, or changes. All details for services for a particular order must be identical except for those for multipoint service. All services on an Access Order must have the same Customer requested service date.
- (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 Section 5.2.2.
- (C) The Telephone Company will establish a service date when the Customer has provided an access order that 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.

(M1)

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

(M2)

(M1) Material formerly appeared on 1st Revised Page 1.  
(M2) Material now appears on Original Page 2.1.

5. Ordering for Access Service (Cont'd)

(N)

5.2 Access Order (Cont'd)

(N)

5.2.1 Ordering Conditions (Cont'd)

(M)

- (E) A Design and Central Office Connection Charge applies any time a customer-initiated order for service requires engineering design and/or connection or changes at the Telephone Company central office. This charge applies once per circuit for Special Access Services. A separate Design and Central Office Connection Charge applies for each Switched Access Service line or trunk activated on Special Access circuits.
- (F) At the request of the customer the Telephone Company will provide to the customer the make-up of the facilities and services to aid the customer in designing its overall service. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

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 or guidebook).

(M) (C)

(M) Material formerly appeared on Original Page 2.

5. Ordering for Access Service (Cont'd) (N)

5.2 Access Order (Cont'd) (N)

5.2.1 Ordering Conditions (Cont'd) (M)

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. 581 (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 date. 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.

(M)

(M) Material formerly appeared on Original Page 2.

5. Ordering for Access Service (Cont'd)

(N)

5.2 Access Order (Cont'd)

(N)

5.2.2 Ordering Requirements

If a PIU is required, the customer must provide its PIU when placing an order for Access Services in accordance with Part 2, (C) Section 2 of this Guidebook.

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

- Customer or End User name and premise(s) where service will be terminated
- 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.

For services which involve remote switching offices, remote switching office to host relationships are provided to all customers by the Telephone Company. Customers who want to receive this information should contact their Telephone Company Account Manager, Access Service Center (ASC) or Business Service Center (BSC) .

(D)

(D)

5. Ordering for Access Service (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.2 Ordering Requirements (Cont'd)

(N)

Conditions concerning the ordering of Testing Service, Additional Labor, and Special Construction are contained in Section 5.2.6.

(M)

(A) 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, 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.

If Special Access Services are exempt from the Special Access Surcharge, as described in Part "x", Section 7, the Customer shall furnish the required certification when placing the access order.

(C)

In addition, the Customer must specify the pricing plan under which they are to be billed.

(M)

(M) Material formerly appeared on 1st Revised Page 5.

5. Ordering for Access Service (Cont'd)

(N)

5.2 Access Order (Cont'd)

(N)

5.2.2 Ordering Requirements (Cont'd)

(B) WATS Access Line Service - AR, KS, MO, OK, TX, CA, NV

(M1) (C)

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.

(C) Self-healing Transport Networks (STN) - AR, KS, MO, OK, TX

(C)

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 optional features and functions.

(M1)

If Self-healing Transport Networks are exempt from the Special Access Surcharge, as described in Part 12, Section 7 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order.

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(M2)

(M1) Material formerly appeared in Part 12, Section 5, Original Page 2; Part 14, Section 5, Original Page 2; and Part 15, Section 5, Original Page 2.

(M2) Material formerly appeared in Part 12, Section 5, Original Page 3.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.2 Access Order (Cont'd)

(N)

## 5.2.2 Ordering Requirements (Cont'd)

(M1) (C)

## (D) MegaLink Custom Services - AR, KS, MO, OK, TX

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 Part 12, Section 20, paragraph 20.4.1(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.

(C)

If MegaLink Custom Services are exempt from the Special Access Surcharge, as described in Part 12, Section 7 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order.

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## (E) WATS or WATS-Type Services - NV

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Special Access Service may be ordered for connection with an ALA, ATA, FGA, FGB or FGD Switched Access Service at Telephone Company designated WATS Serving offices (WSOs) for the provision of WATS or WATS-type Services and may be ordered separately by a customer other than the customer which orders the ALA, ATA, FGA, FGB, or FGD Switched Access Service. For the Special Access Service, the customer shall specify the customer designated premises at which the Special Access Service terminates, the type of line (i.e., two-wire or four-wire), the type of calling (i.e., originating, terminating, or two way) and the type of Supervisory Signaling. When the optional screening, switching and/or recording functions are not provided at the customer serving wire center, Channel Mileage, as set forth in Part 15, Section 7, paragraph 7.2.1, must be ordered between that wire center and the nearest WSO where the screening, switching and/or recording functions can be provided.

(C)

(M2)

(M1) Material formerly appeared in Part 12, Section 5, Original Page 3.  
(M2) Material formerly appeared in Part 15, Section 5, Original Page 1.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.2 Access Order (Cont'd)

(N)

## 5.2.2 Ordering Requirements (Cont'd)

(M) (C)

## (F) ReliaNet Service - AR, KS, MO, OK, TX

For all ReliaNet services, the customer must specify:

- Type of access connection(s) desired [e.g., Master Access Connection (MAC), Auxiliary Connection (AC), etc.]
- Bandwidth required on the MAC (SONET Volume Option (SVO) 3, 6, 12, 24, etc.)
- Desired customer premises location(s) for each MAC and Auxiliary Connection, as required.
- Association between each MAC with specific AC.
- 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.
- Association between MAC and associated second MAC.
- 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.
- 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.
- 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.
- 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 National Exchange Carrier Association (NECA) Inc. Tariff F.C.C. 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 - Part 12, Sections 7.3.4, 7.3.9, 7.3.10 and 20.1, respectively).

(C)

(C)

If ReliaNet services are exempt from the Special Access Surcharge, as described in Part 12, Section 7 (Surcharge for Special Access Service), the customer shall furnish the required certification when placing the access order.

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(M) Material formerly appeared in Part 12, Section 5, Original Page 4.

5. Ordering for Access Service (Cont'd) (M1) (D)  
(N)

5.2 Access Order (Cont'd) (N)

#### 5.2.3 Service Provisioning Intervals

Access Service is provided with one of the following Service Date Intervals:

- Standard Interval
- Negotiated Interval

To the extent the Access Service can be made available with reasonable effort, the Telephone Company will provide the Access Service in accordance with the Customer's requested interval, subject to the following conditions:

##### (A) Standard Interval

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 services and quantities of the services that can be provided. 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.

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(M2)  
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(M3)  
(M4)  
(M5)  
(M3)

##### Standard Intervals<sup>(1)</sup>

OC3 and OC12	7 days	(M2)
Analog/Voice Grade/DS0	10 days	(M3)
DS1/MegaLink Data (128, 256, 384, 512, 768 Kbps) <sup>(2)</sup>	5 days	(M3)
DS1/Fractional DS1 <sup>(2)</sup>	7 days	(M4)
DS1/DS1 128, 256, 384, 512, 768 Kbps <sup>(2)</sup>	7 days	(M5)
DS3	7 days	(M3)

(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.  
 (2) Effective October 27, 2016, this service is limited to existing Customers for existing service arrangements; no new or additional term commitments of any kind, including any otherwise available renewals, will be available; and no move, add, or change orders will be accepted.

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(M2)  
(M3) (C)  
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(M3)

(M1) Material now appears on Original Page 4.1.

(M2) Material formerly appeared on 2nd Revised Page 6.

(M3) Material formerly appeared in Part 12, Section 5, Original Page 5.

(M4) Material formerly appeared in Part 14, Section 5, Original Page 1.

(M5) Material formerly appeared in Part 16, Section 5, Original Page 1.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.2 Access Order (Cont'd)

## 5.2.3 Service Provisioning Intervals (Cont'd)

(N)

## (A) Standard Interval (Cont'd)

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 Part 4, Section 13.

(C)

## (B) Negotiated Interval

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

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

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.

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(M)

(M) Material formerly appeared on 1st Revised Page 7.

5. Ordering for Access Service (Cont'd) (M1)  
(N)

5.2 Access Order (Cont'd) (N)

#### 5.2.4 Selection of Facilities for Access Orders

When there are digital high capacity facilities to a hub for Special Access, the Customer may 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) may 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 available unless specifically provided for under Part 1, Section 8 (Special Construction) or other parts of this Guidebook. (C)

#### 5.2.5 Shared Use, Shared Network Arrangement and Jointly Provided Services

Shared Use (i.e., Switched and Special Access Services provided over the same digital high capacity facilities) is allowed. Shared use facilities to a Hub will be ordered and provided as Special Access Service. While shared use is allowed, individual services utilizing these facilities must be ordered as Switched Access Service or Special Access Service. When placing the order for the individual service(s), the Customer must specify a channel assignment for each service ordered. 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.

(M2)

(M1) Material now appears on 3rd Revised Page 6.  
(M2) Material now appears on Original Page 7.1.

5. Ordering for Access Service (Cont'd)	(N)
5.2 Access Order (Cont'd)	(N)
5.2.5 Shared Use, Shared Network Arrangement and Jointly Provided Services (Cont'd)	(M1)
For Shared Network Arrangements, the Telephone Company will undertake to connect the Service User's circuits to the Host's service and to establish and maintain separate billing for the Service User's portion of the service. Additionally, the Service User must: (i) obtain a letter of authorization for the Shared Network Arrangement from the Host Subscriber, and (ii) provide a written copy of the letter of authorization to the Telephone Company if a dispute arises with respect to the authorization for the applicable Services. In the event that the Service User is requesting a subtending circuit from a Host Shared Network Arrangement with a third-party Host (a cascading Shared Network Arrangement), the Service User must also obtain and provide to the Telephone Company the appropriate HBAN and CFA of the third-party Host, in order to identify the complete circuit for purposes of maintenance and testing continuity. In addition, when a Customer/interconnector requests an SFM or Reconfiguration, the Connecting Facility Assignments (CFAs) must be specified for the facilities involved in the SFM or Reconfiguration for each service in order to identify the complete circuit for purposes of maintenance and testing continuity.	
Jointly Provided Services are services where one end of the Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company.	(C)
The ordering procedure for this service is dependent upon the billing arrangement, as set forth in General Conditions, to be used by the Telephone Companies involved in providing the Access Service. The ordering and design arrangements will be consistent with the provisions contained in this section and the ordering and Billing Forum standards, Multiple Exchange Carrier Access Billing (MECAB) and Multiple Exchange Carrier Ordering and Design (MECOD). The Telephone Company will notify the customer which of the ordering procedures will apply.	(M2)
(A) Not in use	(M2)

(M1) Material formerly appeared on 1st Revised Page 7.  
 (M2) Material formerly appeared on 1st Revised Page 8.

## 5. Ordering for Access Service (Cont'd)

(M1)  
(N)

## 5.2 Access Order (Cont'd)

## 5.2.5 Shared Use, Shared Network Arrangement and Jointly Provided Services (Cont'd)

(N)

## (B) Meet Point Billing Ordering

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) (IP) with the other Telephone Company(s). The interconnection point(s) Billing Percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. Each Telephone Company will bill the customer for its portion of the service. All other appropriate charges in each Telephone Company interstate tariff and this Guidebook are applicable.

(1) Not in Use

(2) Not in Use

(3) Customers ordering Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Serving Offices for the provision of WATS or WATS-type Services must place an order with each Telephone Company in whose territory the end office and the WATS Serving Office are located, if they are not collocated.

(M2)

(4) Except for Special Access Service as set forth in (c) above or as set forth in (e) below, the customer may place the order for a Special Access Service with either Exchange Telephone Company.

(5) For Special Access Service involving a hub(s) the customer must place the order with the Telephone Company in whose territory the hub(s) is located.

(6) Not in Use

For the service(s) ordered as set forth preceding, the customer must also supply a copy of the order to the Telephone Company in whose operating territory a customer designated premises is located and any other Telephone Company(s) involved in providing the service.

(M2)

(M1) Material now appears on Original Page 7.1.

(M2) Material formerly appeared on Original Page 9.

5. Ordering for Access Service (Cont'd)

(N)

5.2 Access Order (Cont'd)

(N)

5.2.6 Provision of Other Services

(A) Testing Service, Additional Labor and Special Facilities Routing

Testing Service and Additional Labor 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 Special Facilities Routing 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 Special Facilities Routing, rates and charges for the associated Access Services and ordering charges contained in this section will also apply.

(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 Part 4, Section 13, paragraph 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%.

(C)

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Conditions, Rates and Charges for Additional Engineering are specified in Part 4, Section 13 and are in addition to the conditions, rates and charges specified in this section.

(C)

(M)

(M) Material formerly appeared on 2nd Revised Page 10.

## 5. Ordering for Access Service (Cont'd)

(M1)

(N)

## 5.2 Access Order (Cont'd)

(N)

## 5.2.6 Provision of Other Services (Cont'd)

## (C) Special Construction

The conditions, rates and charges for special construction are in addition to the conditions, rates and charges specified in this Guidebook.

## 5.3 Rate Conditions

## 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 charges) with the following exceptions:

- Nonchargeable administrative changes where so specified in this Guidebook;
- Access order modifications as specified in Section 5.3.2;
- Installation, modification or rearrangement of Dedicated SONET Ring Service.
- When additional Access Orders are required as set forth in Section 5.2.1(A), for establishment of, removal of, or changes to multiple Carrier Identification Codes and are submitted at the same time, with the same due date, for the same central office and the same trunk group. In such cases only one Access Order Charge shall apply for the group of orders.

(B) An Access Order Charge will also apply per access order when a Customer elects to have existing Special Access Services billed under a payment plan, elects to terminate a payment plan and revert to monthly billing or elects to increase the minimum monthly revenue commitment associated with a payment plan.

(C) An Access Order Charge will apply per order for access order cancellations as specified in Section 5.3.3.

(D) Access Order Charges are specified in Section 5.4.

(M2)

(M1) Material now appears on 1st Revised Page 9.  
(M2) Material now appears on Original Page 10.1.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

(N)

## 5.3.2 Access Order Modification Charges

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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.

(M1)  
(M2)

Any increase in the number of Special Access Service channels, MegaLink Custom Service channels, STN additional DTLs/Access Nodes, or ReliaNet MACs/ACs will be treated as a new Access Order (for the increased amount only).

(C)  
(C)

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(C).

(M3)  
(M3)

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 conditions for access order modification charges are specified following.

(M2)

(M1) Material formerly appeared on 2nd Revised Page 10.

(M2) Material formerly appeared on 1st Revised Page 11.

(M3) Material formerly appeared in Part 12, Section 5, Original Page 6.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

## (A) Design Change Charge

(N)

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 change in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions, type of channel interface, type of Interface Group or technical specification package. (C)

Design changes do not include a change of customer premises, end user premises, end office switch, Feature Group type or Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

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

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 Section 5.3.2(B) 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 Section 5.4.

Credit for Missed Installation on Confirmed Due Date does not apply to the Design Change Charge. (M) (M)

(M) Material formerly appeared on 2nd Revised Page 12.

(M)

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

(N)

## 5.3.2 Access Order Modification Charges (Cont'd)

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

(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 30 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.

If a design change has been requested as described in Section 5.3.2(A), and the engineering review cannot be completed within the 30 calendar day timeframe, the new service date may exceed the original service date by more than 30 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, except as specified in Section 5.3.2(B)(4) through (7), 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.

(C)

(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 Section 5.3.2(C), applies. The Expedited Order Charge is in addition to the Service Date Change Charge.

(M) Material now appears on 2nd Revised Page 11.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

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

(N)

(3) 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 3:00PM (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 Section 5.3.3. 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. 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 Charges and Service Date Change Dispatch Charges are specified in Section 5.4. Credit for Missed Installation on Confirmed Due Date, as described in Section 2.5.5, does not apply to the Service Date Change Charge.

(M)

(M) Material now appears on 5th Revised Page 12.2.

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

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

(4) An exception to the Service Date Change Charge provisions in Section 5.3.2(B)(1) applies for OPT-E-MAN® and AT&T Switched Ethernet Service. The following provisions apply:

If a Customer is unable to accept service on the original due date, the Customer may issue one or more supplements to an access order to change the original due date to a date no more than 120 calendar days after the original due date. When such requests are made, the Telephone Company will accordingly delay the start of service and the Customer will incur a Service Date Change Charge. The first supplement to the access order must be received by the Telephone Company on or before 30 calendar days after the original due date.

If a Customer issues a supplement to an access order to extend the original due date but is unable to accept Service within 121 calendar days after the original due date, one of the following will apply:

- If Service has not been fully provisioned, the Telephone Company will cancel the order on the 121st calendar day after the original due date and the charges specified in Section 5.3.3(G) will apply, or (C)
- If Service has been fully provisioned, the Telephone Company will begin billing for the Service on the 121st calendar day after the original due date.

If a Customer is unable to accept Service within 31 calendar days after the original due date, and the Telephone Company has not received a supplement to the access order to extend the due date within 30 calendar days after the original due date, the Telephone Company may cancel the order on the 31st calendar day after the original due date and charges specified in Section 5.3.3(G) will apply. If Service has been fully provisioned, the Telephone Company alternatively may begin billing for the Service on the 31st calendar day after the original due date.

(C)  
(C)

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

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

(N)

(5) For MegaLink Data, High Capacity DS1 and MegaLink  
Custom special access services - AR, KS, MO, OK, TX:

(M)

For Generic Digital Transport Service (GDTS),  
Fractional DS1, and High Capacity DS1, DS3, DS3X3 and  
DS3X12 special access services - CA:For Digital Data Service, Fractional DS1, DS1 and DS3  
High Capacity special access services - NV:For Base Rate, 128, 256, 384, 512, 768 Kbps, DS1 and  
DS3 special access services - IL, IN, MI, OH, WI:If a Customer does not accept Access Service within 30  
calendar days after the original service date, the  
Customer will, at its option:

- (a) Cancel its Access Order, in which case Section  
5.3.3(B)(2) shall apply; or
- (b) Accept billing within 30 calendar days after the  
original service date, in which case billing will  
begin; or
- (c) Neither cancel the Access Order nor accept  
service, in which case the following will apply.  
If the Customer neither cancels the Access Order  
nor accepts service, all applicable service  
charges shall begin to accrue on the 31st calendar  
day after the original service date (the Effective  
Billing Date). If the Customer accepts service  
within 90 calendar days after the original service  
date, the Telephone Company will commence billing  
upon the Customer's acceptance of service and such  
billing will apply as of the Effective Billing  
Date. If the Customer fails to accept service  
within 90 calendar days after the original service  
date, the Telephone Company will cancel the  
relevant Access Order(s) and will bill the  
Customer for cancellation charges, as set forth in  
5.3.3(B)(2), following, plus all charges accrued  
between the Effective Billing Date and the date of  
cancellation using the rate associated with the  
shortest term available for the service being  
cancelled.

(C)

(C)

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Page 7;  
Part 14, Section 5, Original Page 3; Part 15, Section 5, Original  
Page 3; and Part 16, Section 5, Original Page 2.

5. Ordering for Access Service (Cont'd)

(N)

5.3 Rate Conditions (Cont'd)

5.3.2 Access Order Modification Charges (Cont'd)

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

(N)

(6) For services other than Base Rate, 128, 256, 384, 512, 768 Kbps, DS1 and DS3 special access services: - IL, IN, MI, OH, WI

(M1)

If the Customer requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges as set forth in paragraph 5.3.3(B)(2).

(M1) (C)

(7) Partial Cancellation Charge - NV

(M2)

Any decrease in the number of ordered Special Access Services (as applicable in 5.3.3(E)) will be treated as a partial cancellation and the charges as set forth in 5.3.3(E)(2) will apply.

(C)

(M2) (C)

(M1) Material formerly appeared in Part 16, Section 5, Original Page 2.  
(M2) Material formerly appeared in Part 15, Section 5, Original Page 4.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

(N)

## (C) Expedite Charges

## (1) OC-3 and OC-12 Point-to-Point 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 11PM (time zone of premise location), Monday-Friday.

Customer requests for 0-2 day expedite intervals must be received by the Telephone Company by 8:30AM (CT), Monday-Friday. All 0-2 day expedite interval requests received after 8:30AM (time zone of premise location) will reflect an application date of the next business day and the due date will also be changed to the next business day. Expedite charges will be determined by the interval between the application date and the expedited due date.

On OC-3/OC-12 Point-to-Point Services, when a Customer requests a 4, 5 or 6 day expedite, the request must be received by the Telephone Company no later than 8:30AM (time zone of premise location) Monday-Friday. If received after 8:30 AM (time zone of premise location), the order will reflect an application date of the next business day and the due date will also be changed to the next business day. Expedite charges will be determined by the interval between the application date and the expedite due date.

(M)

The maximum number of circuits per location, which may be expedited, is limited to the quantities indicated in the following table:

<u>Service</u>	<u>Maximum Expedite Quantity Per Location</u>
OC-3 Point to Point Services	2
OC-12 Point to Point Services	2

When the number of access circuits exceeds the maximum threshold, the interval will be negotiated.

(M)

(M) Material formerly appeared on 1st Revised Page 14.

5. Ordering for Access Service (Cont'd)	(M1)
5.3 Rate Conditions (Cont'd)	(N)
5.3.2 Access Order Modification Charges (Cont'd)	
(C) Expedite Charges (Cont'd)	
(1) OC-3 and OC-12 Point-to-Point Services (Cont'd)	(N)

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 or the Expedited Circuit Charge apply on a per circuit basis.

These charges are detailed in the tables below:

OC-3 Point-to-Point Service			(M2)
<u>USOC</u>	<u>Expedited Service Intervals</u>	<u>Expedited Circuit Charge</u>	
EODJG	6 days	\$1,900.00	
EODJF	5 days	2,500.00	
EODJE	4 days	3,200.00	

OC-12 Point-to-Point Service		
<u>USOC</u>	<u>Expedited Service Intervals</u>	<u>Expedited Circuit Charge</u>
EODJO	6 days	\$2,400.00
EODJN	5 days	3,200.00
EODJM	4 days	4,000.00

- (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 Section 5.3.2(B) 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). (M2) (M3) (M3)

(M1) Material now appears on 2nd Revised Page 13.

(M2) Material formerly appeared on 2nd Revised Page 15.

(M3) Material formerly appeared on 2nd Revised Page 16.

5. Ordering for Access Service (Cont'd)	(M1) (N)
5.3 Rate Conditions (Cont'd)	
5.3.2 Access Order Modification Charges (Cont'd)	
(C) Expedite Charges (Cont'd)	(N)
(2) For all Access Services (excluding services listed in 5.3.2(C)(1) and 5.3.2(C)(3))	(M2) (C)
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 charge to the customer for the Additional Engineering may not exceed the estimated amount 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:	
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 Part 4, Section 13.	(C)
(a) Extraordinary Costs: Special Construction terms and conditions will be used by the Telephone Company to determine charges to recover the extraordinary costs which may be involved.	
(b) When the request for expediting occurs subsequent to the issuance of the access order, a Service Date Change Charge as specified in 5.3.2(B) also applies.	
(c) If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedite 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 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). (M2)	

(M1) Material now appears on 2nd Revised Page 14.

(M2) Material formerly appeared on 2nd Revised Page 16.

## 5. Ordering for Access Service (Cont'd)

(M1)  
(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

## (C) Expedite Charges (Cont'd)

(N)

(3) Analog (Metallic, Telegraph, Direct Analog), DS0 (MegaLink Data (2.4, 4.8, 9.6, 19.2, 56, 64 Kbps)), DS0 (Generic Digital Transport), DS0 (Digital Data), DS0 (Base Rate), Voice Grade, DS1, DS3, High Capacity DS1 (MegaLink Data (128, 256, 384, 512, 768 Kbps))<sup>(1)</sup>, Fractional DS1<sup>(1)</sup>, DS1 128, 256, 384, 512, 768 Kbps<sup>(1)</sup>, MegaLink Custom Services, High Capacity Services (DS1 and Fiber Advantage DS1, DS3, DS3X3 and DS3X12), High Capacity (DS1, DS3), and DS1/DS3 Access Services

(M2)

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 11PM (PT or CT), Monday-Friday.

(C)

When the Customer requests a 0-2 day expedite interval, the request must be received by the Telephone Company by 8:30AM (PT or CT), Monday-Friday. All 0-2 day expedite interval requests received after 8:30AM (PT or CT) will reflect an application date of the next business day and the due date will also be changed to the next business day. Expedite charges will be determined by the interval between the application date and the expedite due date. APP day 0 does not begin until the Telephone Company verifies facilities or determines facilities are not in place.

(C)

(C)

(C)

(C)

(M2)

(1) Effective October 27, 2016, this service is limited to existing Customers for existing service arrangements; no new or additional term commitments of any kind, including any otherwise available renewals, will be available; and no move, add, or change orders will be accepted.

(C)

(M1) Material now appears on 2nd Revised Page 14 and 3rd Revised Page 15.

(M2) Material formerly appeared in Part 12, Section 5, Original Page 8; Part 14, Section 5, Original Page 4; Part 15, Section 5, Original Page 5; and Part 16, Section 5, Original Page 3.

5. Ordering for Access Service (Cont'd)

(N)

5.3 Rate Conditions (Cont'd)

5.3.2 Access Order Modification Charges (Cont'd)

(C) Expedite Charges (Cont'd)

(3) (Cont'd)

(N)

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 or Expedite Circuit Charge will apply.

(M)

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; a limit of nine (9) DS1 circuits at the same location; a limit of four (4) DS1 (MegaLink Data (128, 256, 384, 512, 768 Kbps)/Fractional DS1/DS1 128, 256, 384, 512, 768 Kbps circuits at the same location; and a limit of two (2) DS3 circuit at the same location. When the number of access circuits exceeds the maximum threshold, the interval will be negotiated.

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Pages 8 and 9; Part 14, Section 5, Original Page 4; Part 15, Section 5, Original Page 5; and Part 16, Section 5, Original Page 3.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

## (C) Expedite Charges (Cont'd)

(N)

## (3) (Cont'd)

(M)

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 applies on a per order basis, regardless of the number of circuits on the order. The Expedited Circuit Charge applies on a per circuit basis.

## Analog/Voice Grade/DS0 Access Services

USOC	Expedited Service Intervals	Expedited Order Charge
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

(M) Material formerly appeared in Part 12, Section 5, Original Page 9; Part 14, Section 5, Original Pages 4 and 5; Part 15, Section 5, Original Pages 5 and 6; and Part 16, Section 5, Original Pages 3 and 4.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

(N)

## (C) Expedite Charges (Cont'd)

(M1)

## (3) (Cont'd)

DS1/MegaLink Data (128, 256, 384, 512, 768 kbps) /  
Fractional DS1/DS1 128, 256, 384, 512, 768 Kbps  
Access Services

USOC	Expedited Service Intervals	Expedited Order Charge
EODXV	6 days (CA, NV, MW only)	\$525.00
EODXT	5 days (CA, NV, MW only)	575.00
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

(M1)

MegaLink Custom Services/DS3/High Capacity DS3/  
Fiber Advantage DS3, DS3X3 and DS3X12 Access Services

(M2)

USOC	Expedited Service Intervals	Expedited Circuit Charge
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

(M2)

(M1) Material formerly appeared in Part 12, Section 5, Original Page 9;  
Part 14, Section 5, Original Page 5; Part 15, Section 5, Original  
Page 6; and Part 16, Section 5, Original Page 4.

(M2) Material formerly appeared in Part 12, Section 5, Original Page 10;  
Part 14, Section 5, Original Page 5; Part 15, Section 5, Original  
Page 6; and Part 16, Section 5, Original Page 4.

5. Ordering for Access Service (Cont'd)

(N)

5.3 Rate Conditions (Cont'd)

5.3.2 Access Order Modification Charges (Cont'd)

(C) Expedite Charges (Cont'd)

(3) (Cont'd)

(N)

(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.

(M)

(b) When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as specified in Section 5.3.2(B), also applies.

(c) If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedite 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).

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Pages 10 and 11; Part 14, Section 5, Original Page 6; Part 15, Section 5, Original Page 7; and Part 16, Section 5, Original Page 5.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

## (D) Service Changes - CA

(N)

- If a Special Access change involves the addition of another leg to an existing multipoint service, the nonrecurring charge for the channel termination rate element will apply. The charge will apply only for the leg that is being added.
- If a Special Access change involves changing the type of signaling on a Voice Grade service, a charge equal to the Voice Grade channel termination rate element nonrecurring charge will apply. The charge will apply per service termination affected.
- For all other Special Access changes, including the addition of optional features without separate nonrecurring charges, a charge equal to a channel termination rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.
- If a Special Access change involves changing a Multiplexer Cross Connect that will be considered to be a discontinuance and installation of the Multiplexer Cross Connect and all applicable nonrecurring charges shall apply.

(M)

(M)

(M) Material formerly appeared in Part 14, Section 5, Original Page 12.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

(N)

## 5.3.2 Access Order Modification Charges (Cont'd)

(M)

## (E) Moves for High Capacity Enhanced Access Diversity - CA

For Special Access High Capacity Service Enhanced Access Diversity Option 3, any existing local loop which the customer orders to be rearranged from one wire center to another wire center will be treated as an outside move, even if there is no change in the point of termination.

(F) Moves for Fiber Advantage<sup>SM</sup> Service - CA

When a Fiber Advantage DS3x3 or DS3x12 service is hubbed into individual DS3 services, and the customer desires to move the location of one of the Fiber Advantage DS3 services, and the Fiber Advantage DS3x3 or Fiber Advantage DS3x12 service results in no change, then the nonrecurring charge associated with the individual Fiber Advantage DS3 service channel termination under their current payment plan will apply. The fixed period associated with the payment plan for the rearranged Fiber Advantage DS3 will not change.

When a Fiber Advantage DS3 service is hubbed into individual Fiber Advantage DS1 service under a Rate Stability Payment Plan, and the customer desires to move the location of that Fiber Advantage DS1 service, and there is no change to Fiber Advantage DS3, then the nonrecurring charge associated with the individual Fiber Advantage DS1 service channel termination under that current Rate Stability Payment Plan will apply. The fixed period associated with the payment plan for the rearranged Fiber Advantage DS1 service will not change.

(M)

(M) Material formerly appeared in Part 14, Section 5, Original Pages 13 and 14.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.2 Access Order Modification Charges (Cont'd)

(F) Moves for Fiber Advantage<sup>SM</sup> Service - CA (Cont'd)

(N)

During a 3 or 5 year Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term, a customer may move one end of a Fiber Advantage DS3, DS3x3 or DS3x12 Service to another location, within the same LATA, without incurring termination charges, provided the following conditions are met:

(M1)

- The Fiber Advantage DS3, DS3x3 or DS3x12 Service has satisfied the twelve month minimum service period requirement at the old location;
- The customer subscribes to a new Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term at the new location, dependent upon the remaining months of their current contract.

The following conditions apply:

- 42 months or less - the customer may purchase a new 3 or 5 year Rate Stability Plan.
- 43 months or greater - the customer may purchase only a new 5 year Rate Stability Plan.
- The expiration date for the new Rate Stability Payment Plan term is beyond the end of the original Rate Stability Plan term;
- No lapse in service occurs;
- Nonrecurring Charges will apply, when applicable;
- The new service is provided for the same customer of record as the disconnected service;
- The monthly rates for the new service at the new location will be those rates in effect at the time the new service is installed; and
- Spare facilities must be available or a nonrecurring upfront payment, which is a special construction charge, may apply.

(M1)

(M) Material formerly appeared in Part 14, Section 5, Original Pages 13 and 14.

5. Ordering for Access Service (Cont'd)	(N)
5.3 Rate Conditions (Cont'd)	(N)
5.3.3 Access Order Cancellations	(M1)
(A) Cancellation of an Access Order (excluding the following Special Access Services): Optical Carrier Network (OCN) Point-to-Point Service, Dedicated Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, AT&T Switched Ethernet Service, Optical Ethernet Metropolitan Area Network (OPT-E-MAN®) - IL, IN, MI, OH, WI	
(1) A customer may cancel an Access Order for the installation of service on any date prior to the installation of service. 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. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:	(M1) (M2)
- The Access Order shall be cancelled and charges set forth in Section 5.3.3(A) (2) will apply, or	(C)
- 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.	(M2)

(M1) Material formerly appeared on 2nd Revised Page 16.  
(M2) Material formerly appeared on 1st Revised Page 17.

5. Ordering for Access Service (Cont'd) (M1)  
 5.3 Rate Conditions (Cont'd) (N)  
 5.3.3 Access Order Cancellations (Cont'd) (N)  
 (A) (Cont'd) (N)  
 (2) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows: (C)  
 (a) Installation of Special Access Service (as applicable in this section) facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred. (C)  
 (b) When the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply. (C)  
 (c) When installation of access facilities has been started prior to the cancellation, the charges specified in Sections 5.3.3(A)(2)(c) (1) or (2), whichever is lower, shall apply. (C)  
 (1) A charge equal to the costs incurred in such installation, less estimated net salvage. Such charge is determined as detailed in Section 5.3.3(A)(2)(d). (C)  
 (2) The charge for the minimum period of Special Access Service (as applicable in this section) ordered by the customer, including all applicable nonrecurring charges. (C)  
 (d) Charges applicable, as specified in Section 5.3.3(A)(2)(c)(1), include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable costs of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs. (C)

(M2)

(M1) Material now appears on Original Page 16.7.  
 (M2) Material now appears on 3rd Revised Page 18.

5. Ordering for Access Service (Cont'd)

(N)

5.3 Rate Conditions (Cont'd)

5.3.3 Access Order Cancellations (Cont'd)

(A) (Cont'd)

(N)

(3) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

(M)

(4) If the Telephone Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

(M)

(M) Material formerly appeared on 1st Revised Page 17.

5. Ordering for Access Service (Cont'd)	(N)
5.3 Rate Conditions (Cont'd)	(N)
5.3.3 Access Order Cancellations (Cont'd)	(M)
(B) Cancellation of an Access Order (excluding Special Access Services shown in paragraphs (C) through (G), following) - AR, KS, MO, OK, TX, CA, NV	(C) (C)
(1) Cancellation of an Access Order	
A Customer may cancel an access order at any time prior to (1) the service date or (2) notification by the Telephone Company that service is available for the Customer's use, whichever is later. 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. Termination liability charges, associated with term plans, will not apply to orders that are cancelled within 90 calendar days after the original service date where the Customer has accepted billing but not accepted service.	
(2) When Cancellation Charges Apply	
When the Customer cancels an Access Order, a Cancellation Charge will apply.	
Cancellation charges are calculated by multiplying the nonrecurring charges (NRC) associated with the shortest term available for the service being cancelled, by the applicable critical date percentage shown in the Table of Cancellation Charge Percentages, following, for the critical date last completed on the order, plus:	
- The Access Order Charge - Other charges specified in Section 5.3.2 (Access Order Modification Charges), if applicable.	
<i>Example</i>	
If a Customer submits an order to install a new DS1 High Capacity service channel termination and then cancels the order after the Design, Verified, and Assigned (DVA) critical date, but before the Wired and Office Tested (WOT) critical date, the cancellation charge will be calculated as follows:	
Cancellation Charge = 55.7% (from the Table of Cancellation Charge Percentages, following) X Non-Recurring installation charge for one channel termination.	(M)

(M) Material formerly appeared in Part 12, Section 5, Original Page 13.

5. Ordering for Access Service (Cont'd) (N)

5.3 Rate Conditions (Cont'd) (N)

5.3.3 Access Order Cancellations (Cont'd) (M)

(B) (Cont'd)

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

The Access Order Charge and other charges specified in Section 5.3.2 (Access Order Modification Charges), if applicable, are added to the cancellation charge.

The critical dates tracked by the Telephone Company are as follows:

Application (APP) Date

The date by which the Customer must provide to the Telephone Company both (1) a firm commitment for service and (2) sufficient information to enable the Telephone Company to begin service provisioning. This is also the order date.

Scheduled Issue Date (SID)

The date that the order is entered into the Telephone Company's order distribution system.

Loop Assignment and Make-up (LAM) Date

The date by which Local Loop Assignment and Make-up information is available.

Engineering Information Report Date (EIRD)

The date that the engineering information report for facilities and station equipment is received by the engineering control office (ECO).

Design Layout Report Date (DLRD)

The date the Design Layout Report is forwarded to the Customer.

Records Issue Date (RID)

The date that all design and assignment information is sent to the central office and installation forces. (M)

(M) Material formerly appeared in Part 12, Section 5, Original Pages 13 and 14; Part 14, Section 5, Original Page 7; Part 15, Section 5, Original Page 10; and Part 16, Section 5, Original Page 6.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

## (B) (Cont'd)

(N)

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

(M)

The critical dates tracked by the Telephone Company are as follows: (Cont'd)

Designed, Verified, and Assigned (DVA) Date

The date by which field implementation groups report that all documents and materials have been received.

Wired and Office Tested (WOT) Date

The date by which all intraoffice wiring is completed, all plug-ins optioned, aligned, and frame continuity established, and the interoffice facilities, if applicable, tested. In addition, switching equipment, including translation loading, is installed and tested.

Frame Continuity Date (FCD)

The date on which frame-to-frame testing is completed. This is sometimes referred to as the Facility Continuity Check Date.

Plant Test Date (PTD)

The date on which overall testing of the service is performed.

Service Date (DD)

The date on which service is made available to the Customer. This is sometimes referred to as the Due Date.

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Page 14; Part 14, Section 5, Original Page 7; Part 15, Section 5, Original Page 10; and Part 16, Section 5, Original Page 6.

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(B) (Cont'd)

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

Table of Cancellation Charge Percentages											
On or After:	APP	SID	LAM	EIRD	DLRD	RID	DVA	WOT	FCD	PTD	DD
	SID	LAM	EIRD	DLRD	RID	DVA	WOT	FCD	PTD	DD	
<b>Special Access Services</b>											
Metallic Service	1.6	4.9	6.9	9.8	13.5	18.2	30.3	39.7	53.6	83.3	100
Telegraph Service	1.6	4.8	8.9	13.6	17.0	22.2	34.7	43.9	56.9	84.6	100
Direct Analog Service	1.6	4.7	6.6	9.5	13.2	18.7	33.2	44.6	56.6	83.6	100
Dedicated Access Line	1.6	4.7	6.6	9.5	13.2	18.7	33.2	44.6	56.6	83.6	100
Voice Grade Service	1.6	4.7	6.6	9.5	13.2	18.7	33.2	44.6	56.6	83.6	100
Program Audio Service	1.4	4.1	5.8	8.3	11.5	16.2	28.0	37.1	49.5	80.5	100
MegaLink Data Service	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
Base Rate Service	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
Generic Digital Transport	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
Digital Data	1.5	4.6	6.1	9.2	13.5	18.6	28.5	35.4	46.2	78.2	100
High Capacity Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
MegaLink Custom Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
DS1 or DS3 Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
Video <sup>1/</sup>	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
All Other Special Access Services	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100

/1/ Effective December 31, 2020, this Service (known as TV Analog Video Service, Analog Video Service, Broadcast Video (TV1) or Video Service across the regions) will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(N)

(N)

5. Ordering for Access Service (Cont'd)

5.3 Rate Conditions (Cont'd)

5.3.3 Access Order Cancellations (Cont'd)

(B) (Cont'd)

(3) When Cancellation Charges Do Not Apply

- (a) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (b) When a customer cancels an access order prior to the application date, no charges apply for the cancellation.
- (c) 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 commotion's), the customer may cancel the access order without incurring Cancellation Charges.
- (d) If the Telephone Company misses a service date for daily rated Audio Service or daily rated Video Service<sup>/1/</sup>, as provided in Section 7 (Special Access Service), the customer may cancel the access order without incurring Cancellation Charges.

(C)

/1/ Effective December 31, 2020, this Service (known as TV Analog Video Service, Analog Video Service, Broadcast Video (TV1) or Video Service across the regions) will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(N)

(N)

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(C) Access Order Cancellation Charges  
 (for the following Special Access Services):  
 Self-healing Transport Network (STN) and ReliaNet - AR, KS,  
 MO, OK, TX  
 SONET Xpress Service - IL, IN, MI, OH, WI

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.

Cancellation charges for "point to point" services are based upon the date that an Access Order is cancelled, relative to the Design Layout Report Date (DLRD), of the service being provisioned, as described in Section 5.3.3(C)(2)(b). 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.

(C)  
(C)

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

<b>"Point to Point" Services</b>	
<b>Service</b>	<b>Product Category/Type</b>
N/A	N/A

Cancellation charges for "non-point to point" services are applied based on actual costs incurred by the Telephone Company as described in Sections 5.3.4(B) and 5.3.3(C)(2)(c) (Non-Point-to-Point Services). The table below lists the "non-point to point" services pertaining to this section:

<b>"Non-Point to Point" Services</b>
Self-healing Transport Network
ReliaNet
SONET Xpress

(1) Cancellation of a letter of agreement

See paragraph 5.3.4.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

(N)

## 5.3.3 Access Order Cancellations (Cont'd)

(C) (Cont'd)

(M)

## (2) Cancellation of Access Order

(a) 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.

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:

- The Access Order shall be cancelled and charges specified in Section 5.3.3(C) (2) (b) will apply, or
- Service shall be accepted, and billing for the service will commence.

(C)

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.

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Page 19.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

(N)

## 5.3.3 Access Order Cancellations (Cont'd)

(M)

## (C) (Cont'd)

## (2) Cancellation of Access Order (Cont'd)

## (b) 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:

- 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(C) (2) (c) (Point-to-Point Services).

(C)

- When a lower-speed "point to point" service with a Connecting Facility Assignment (CFA) of a higher-speed "point to point" or "non-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(C) (2) (c) (Point-to-Point Services).

(C)  
(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.

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Pages 19 and 20.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

(N)

## 5.3.3 Access Order Cancellations (Cont'd)

## (C) (Cont'd)

(M)

## (2) Cancellation of Access Order (Cont'd)

## (c) Cancellation Charges

Point-to-Point Services

Product	Cancellation Charge (Per Circuit)
Category/Type	
N/A	N/A

Product	Cancellation Charge (Per Circuit)
Category/Type	
N/A	N/A

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:

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

(M)

(M) Material formerly appeared in Part 12, Section 5, Original Pages 20 and 21.

5. Ordering for Access Service (Cont'd)

(N)

5.3 Rate Conditions (Cont'd)

5.3.3 Access Order Cancellations (Cont'd)

(N)

(D) Cancellation of an Access Order

(excluding the following Special Access Services): Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, AT&T Switched Ethernet Service, Optical Ethernet Metropolitan Area Network (OPT-E-MAN®)) - CA

(1) A customer may cancel an Access Order for the installation of service. The Access Order must be cancelled at least 1 business day before the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer is unable to accept Access Service within 30 calendar days of the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in Section 5.3.3(D) (2) will apply, or
- Billing for the service will commence.

(C)

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.

(M)

(M) Material now appears on Original Page 18.1.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(D) (Cont'd)

(N)

(2) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

(M)

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

(b) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.

(c) Where installation of access facilities has been started prior to the cancellation, the lesser of the charges specified in Sections 5.3.3(D)(2)(c)(1) or (2) shall apply except for Special Access Metallic and Telegraph services. For Special Access Metallic and Telegraph services, Section 5.3.3(D)(2)(c)(2) will always apply.

(C)

(C)

(C)

(1) The charge for the minimum period of Special Access service (as applicable in this section) ordered by the customer. (Recurring and Nonrecurring charges)

(2) 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.

(M)

(M) Material formerly appeared on 2nd Revised Page 18.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(D) (Cont'd)

(2) (Cont'd)

(c) (Cont'd)

(N)

(2) (Cont'd)

(M)

## Notes:

- (i) 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 one. Service installation costs incurred by the Telephone Company start on the application date.
- (ii) 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.
- (iii) Average daily charge equals installation charges plus rearrangement charges divided by the number of business days in the service interval.

(D)

- (3) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (4) If the Telephone Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, government requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.
- (5) When a customer cancels an Access Order for ADSL, ADSL-TPP or ADSL-VDP, no charges apply for the cancellation.

(M)

(M) Material formerly appeared on 2nd Revised Page 19.

5. Ordering for Access Service (Cont'd)

(M1)

(N)

5.3 Rate Conditions (Cont'd)

(N)

5.3.3 Access Order Cancellations (Cont'd)

(E) Cancellation of an Access Order

(excluding the following Special Access Services): Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, AT&T Switched Ethernet Service, Optical Carrier Network (OCN) Point-to-Point Service) - NV

(1) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in Section 5.3.3(E) (2) will apply, or
- Billing for the service will commence.

(C)

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.

(M2)

(M2)

(M1) Material now appears on Original Page 18.2.

(M2) Material formerly appeared on 1st Revised Page 20.

5. Ordering for Access Service (Cont'd) (M1)  
 5.3 Rate Conditions (Cont'd) (N)  
 5.3.3 Access Order Cancellations (Cont'd) (N)  
 (E) (Cont'd) (N)  
 (2) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows: (C)  
 (a) Installation of Special Access Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred. (C)  
 (b) Where the customer cancels an Access order prior to the start of installation of access facilities, no charges shall apply. (C)  
 (c) Where installation of access facilities has been started prior to the cancellation, the lesser of the charges specified in Sections 5.3.3(E)(2)(c) (1) or (2), shall apply except for Special Access service. For Special Access, Section 5.3.3(E)(2)(c)(2) will always apply. (C)  
 (1) The charge for the minimum period of Special Access service (as applicable in this section) ordered by the customer. (Recurring and Nonrecurring charges) (C)  
 (2) 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.

(M2)

(M1) Material now appears on 3rd Revised Page 19.  
 (M2) Material now appears on Original Page 20.1.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(E) (Cont'd)

(2) (Cont'd)

(c) (Cont'd)

(2) (Cont'd)

(N)

## Notes:

(M1)

(i) 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 one. Service installation costs incurred by the Telephone Company start on the application date

(ii) 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

(iii) Average daily charge equals installation charges plus rearrangement charges divided by the number of business days in the service interval.

(3) A separate charge will be assessed for Switched Transport (i.e., EF, DTT, TST) and Switched Access lines or trunks.

(3) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

(M1)

(4) If the Telephone Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

(M2)

(M2)

(M1) Material formerly appeared on 1st Revised Page 20.

(M2) Material formerly appeared on 1st Revised Page 21.

5. Ordering for Access Service (Cont'd)	(M1) (N)
5.3 Rate Conditions (Cont'd)	
5.3.3 Access Order Cancellations (Cont'd)	(N)
(F) Access Order Cancellation Charges (excluding the following Special Access Services): Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN), Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), AT&T Switched Ethernet Service, Optical Ethernet Metropolitan Area Network (OPT-E-MAN®) - AR, KS, MO, OK, TX	
(1) Cancellation of an Access Order	
A customer may cancel an access order at any time prior to (1) the service date or (2) notification by the Telephone Company that service is available for the customer's use, whichever is later. 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.	
(2) When Cancellation Charges Apply	
If a customer/interconnector, a customer's end user or an interconnector's customer or end user 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), 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).	
(a) For 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.	

(M2)

(M1) Material now appears on Original Page 20.1.  
(M2) Material now appears on 4th Revised Page 22.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

## (F) (Cont'd)

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

(N)

## Notes:

(M)

- (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.

(M)

## (3) When Cancellation Charges Do Not Apply

- (a) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (b) When a customer cancels an access order prior to the application date, no charges apply for the cancellation.
- (c) 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 commotion's), the customer may cancel the access order without incurring Cancellation Charges.

(M) Material formerly appeared on 1st Revised Page 21.

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

## (G) Access Order Cancellation Charges

(for the following Special Access Services): Optical Carrier Network (OCN) Point-to-Point Service, Self-healing Transport Network (STN, Dedicated SONET Ring Service, OC-192 Dedicated SONET Ring Service, Multi-service Optical Network (MON) Ring Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), AT&T Dedicated Ethernet, AT&T Switched Ethernet Service, Optical Ethernet Metropolitan Area Network (OPT-E-MAN®)

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.

If a Customer is unable to accept Service within 31 calendar days after the original due date, and the Telephone Company has not received a supplement to the access order to extend the due date within 30 calendar days after the original due date, the Telephone Company may cancel the order on the 31st calendar day after the original due date and charges specified below will apply. If Service has been fully provisioned, the Telephone Company alternatively may begin billing for the Service on the 31st calendar day after the original due date.

(N)

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 port is forwarded to the Customer. The DLRD is provided to the Customer upon firm order confirmation.

5. Ordering for Access Service (Cont'd)

(M1)  
(N)

5.3 Rate Conditions (Cont'd)

5.3.3 Access Order Cancellations (Cont'd)

(G) (Cont'd)

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

(N)

The table below lists services defined as "point to point" services for the purposes of this section:

"Point to Point" Services

OC-3 Optical Carrier Network-Point to Point Service  
OC-12 Optical Carrier Network-Point to Point Service  
OC-48 Optical Carrier Network-Point to Point Service  
OC-192 Optical Carrier Network-Point to Point Service  
GigaMAN  
AT&T Dedicated Ethernet

(M2)

(M1) Material now appears on 7th Revised Page 23.

(M2) Material now appears on Original Pages 24.1 and 24.2.

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

## (G) (Cont'd)

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

When an Access Order is cancelled (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:

(C)

(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 circuit basis as shown in the table below:

<u>Service</u>	<u>Cancellation Charge (Per Circuit)</u>
OC-3 OCN Point to Point Service	\$600.00
OC-12 OCN Point to Point Service	800.00
OC-48 OCN Point to Point Service	1,200.00
OC-192 OCN Point to Point Service	2,500.00
GigaMAN	800.00
AT&T Dedicated Ethernet	800.00

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

## (G) (Cont'd)

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

When an Access Order is cancelled (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: (Cont'd)

(C)

(b) 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 the table below:

<u>Service</u>	<u>Cancellation Charge (Per Circuit)</u>
OC-3 OCN Point to Point Service	\$2,900.00
OC-12 OCN Point to Point Service	3,100.00
OC-48 OCN Point to Point Service	3,700.00
OC-192 OCN Point to Point Service	4,000.00
GigaMAN	3,200.00
AT&T Dedicated Ethernet	3,200.00

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(G) (Cont'd)

(N)

## (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 below. The table below lists the "non-point to point" services (Type A) pertaining to this section:

"Non-Point to Point" Services (Type A)

OC-192 Dedicated SONET Ring Service

Dedicated SONET Ring Service

Multi-service Optical Network Ring Service

Optical Ethernet Metropolitan Area Network (OPT-E-MAN®)

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 an order for "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:

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

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.3 Rate Conditions (Cont'd)

## 5.3.3 Access Order Cancellations (Cont'd)

(G) (Cont'd)

(N)

## (3) When Cancellation Charges Apply for "Non-Point to Point" Services (Type B)

Cancellation charges for "non-point to point" services (Type B) are applied based upon the tiered fee schedule outlined below. The table below lists the "non-point to point" services (Type B) pertaining to this section:

"Non-Point to Point" Services (Type B)

## AT&amp;T Switched Ethernet Service

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

When an Access Order for a new "non-point-to-point" service (Type B) Customer Port Connection is cancelled, cancellation charges will apply, even when nonrecurring installation charges would otherwise be waived.

Applicable charges will be calculated based on the number of calendar days between the Telephone Company's receipt of the Access Order and the Cancellation Date. A cancellation charge will apply on a per circuit basis as shown in the table below:

Cancellation Date - Calendar Days After Receipt of Order	USOC	Cancellation Charge (Per Port Connection)
0-10	NRFSC	\$0.00
11-30	NRFSD	0.00
31-60	NRFSE	2,000.00
61+	NRFSF	3,000.00

(M)

(M) Material now appears on Original Page 26.1.

5. Ordering for Access Service (Cont'd)

(N)

5.3 Rate Conditions (Cont'd)

(N)

5.3.3 Access Order Cancellations (Cont'd)

(M)

(G) (Cont'd)

(4) When Cancellation Charges Do Not Apply  
Cancellation charges do not apply under the following circumstances:

- (a) 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., Force Majeure conditions);
- (b) If an order is cancelled because Customer does not agree to pay applicable Special Construction charges as described in Part 1, Section 8.
- (c) If the Telephone Company requests that the Customer cancel and re-submit an order; or
- (d) If the Customer cancels an order and, within 90 days after the cancellation date of that order, submits a new order for service to the same service address with bandwidth equal to or greater than the bandwidth requested in the cancelled order. Customer may be required to submit a claim for a credit for, or reversal of, the cancellation charge in order to establish that the new order is related to the cancelled order and meets the criteria specified above.

(M)

(M) Material formerly appeared on 5th Revised Page 26.

5. Ordering for Access Service (Cont'd) (N)

5.3 Rate Conditions (Cont'd) (N)

## 5.3.4 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 where facility assignment is not yet available, due to lack of spare capacity), excluding special construction as described in Part 1, Section 8, 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 in Section 5.3.4(B). A Customer may cancel a written letter of agreement. (C) (C)

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) 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.

This Section 5.3.4 does not apply to AT&T Switched Ethernet Service.

## 5. Ordering for Access Service (Cont'd)

## 5.3 Rate Conditions (Cont'd)

## 5.3.5 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.

## 5.3.6 Minimum Period - CA

(A) The minimum service period for Fiber Advantage<sup>SM</sup> DS3 and DS3x3 services is a 1-year Term Plan. After the 1-, 3- or 5-year Rate Stability Payment Plan is satisfied, the customer must select a renewal option as referenced in Part 14, Section 7, paragraph 7.4.11(C).

The minimum service period for Fiber Advantage DS3 and DS3x3 services is one month.

(B) The minimum period for Fiber Advantage DS3x12 service is a 3-year Rate Stability Payment Plan. After the 3- or 5-year Rate Stability Payment Plan is satisfied, the customer must select a renewal option as referenced in paragraph 7.4.11(C).

(C) The minimum period for part-time Video<sup>/1/</sup> and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.)

(C)

/1/ Effective December 31, 2020, Analog Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(N)

(N)

## 5. Ordering for Access Service (Cont'd) (N)

## 5.3 Rate Conditions (Cont'd) (N)

## 5.3.6 Minimum Period - CA (Cont'd) (M1)

(D) A change from Switched Access Transport (e.g., Entrance Facility or Direct Trunk Transport) to the same capacity (e.g. DS3 Entrance Facility to DS3 Channel Termination) in non-SONET Special Access Service where there is no other change to any part of the service (other than the change from Switched to Special and associated circuit identification change) and will be charged equal to a Rollover with a Change in Point of Termination as described in Section 7 following. This charge will apply per service being changed. When the change involves DS3x3 or DS3x12 service multiply the rate applicable by the 3 for a DS3x3 or 12 for a DS3x12 (when the rate is stated "per DS3"). When the service multiplexes, only the highest speed service will be charged with the subtending services changing at no charge. The minimum period of the service being changed does not change so no Termination Liability applies to this change. Qualifying orders for this activity must be placed during the effective period of this regulation and may be completed after this regulation expires. This regulation expires at the end of 90 days after the effective date of this regulation, unless sooner canceled, changed or extended. (M1)

## 5.3.7 Minimum Period Charges - CA (M2)

The Minimum Period Charge applies when the customer requests disconnect of Special Access Service prior to the expiration of the minimum period. The Minimum Period Charge consists of the following:

- For part-time Television and Program Audio Special Access Services, the minimum period charge will be the applicable daily rate. (M2)

(M1) Material formerly appeared in Part 14, Section 5, Original Page 10.  
(M2) Material formerly appeared in Part 14, Section 5, Original Page 11.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.4 Rates and Charges

(M)

## 5.4.1 Rates and Charges - IL, IN, MI, OH, WI

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is:

Service Date Change Charge, - per order	<u>USOC</u> OMC	<u>Charge</u> \$26.50
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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. The applicable charge is:

Service Date Change Dispatch Charge, - per occurrence	<u>USOC</u> VT6DN	<u>Charge</u> \$200.00
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Design Change Charge, - per order	<u>USOC</u> H28	<u>Charge</u> \$58.00
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If a change of service date is required, the Service Date Change Charge as set forth in 5.3.2(B) will also apply.

(M)

(M) Material formerly appeared on Original Page 27.1.

## 5. Ordering for Access Service (Cont'd)

(N)

## 5.4 Rates and Charges (Cont'd)

(N)

## 5.4.2 Rates and Charges - CA

The following access order charge applies to Special Access Service and Expanded Interconnection, but does not apply to OC-192 Dedicated SONET Ring Service or Optical Carrier Network (OCN) Point-to-Point Service:

	<u>USOC</u>	<u>Charge per Access Order/Request</u>
Special Access Order Charge	NRBAO	\$22.00

A Service Date Change Charge will apply 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. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>
Service Date Change Charge per order, per occurrence	OMC/OMCSD	\$26.50
Service Date Change Dispatch Charge per occurrence	VT6DN	\$200.00

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a design change. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>
Design Change Charge, per order, per occurrence	H28	\$17.00

## 5.4.3 Rates and Charges - NV

A Service Date Change Charge will apply, 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. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>
Service Date Change Charge, per order	OMC	\$26.50
Service Date Change Dispatch Charge, per occurrence	VT6DN	\$200.00

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a design change. The applicable charge is:

Design Change Charge, per order	H28	60.00
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(M)

(M) Material formerly appeared on Original Page 29.

## 5. Ordering for Access Service (Cont'd)

(M)  
(N)

#### 5.4 Rates and Charges (Cont'd)

(N)

#### 5.4.4 Rates and Charges - AR, KS, MO, OK, TX

All rates and charges contained in this section are applicable to Arkansas, Kansas, Missouri, Oklahoma and Texas. The applicable FIDs or USOCs are included when appropriate.

### Access Order Charges (NRB1X)

- (1) Not in use
- (2) The following access order charge applies to the Special Access Service, MegaLink Custom Services, STN and Expanded Interconnection, but does not apply to OC-192 Dedicated SONET Ring Service:

Special Access Order Charge	<u>Charge per Access Order</u>
	\$14.00

### Access Order Modification Charges

		Charge per order <u>per occurrence</u>
(1) Design Change Charge (H28)		\$32.96
		Charge per order <u>per occurrence</u>
(2) Service Date Change Charge (OMC)		<u>per service date changed</u> \$26.50
		Charge per order <u>per occurrence</u>
(3) Service Date Change Dispatch Charge (VT6DN)		\$200.00

(M) Material now appears appeared on 1st Revised Page 28.

**AT&T INTERSTATE ACCESS GUIDEBOOK**

PART 2 - Provisions - Midwest, West, Southwest  
SECTION 5 - Ordering Conditions

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2nd Revised Page 30

Reserved for Future Use

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