

SECTION 2 - Service DescriptionSD-1.4.3 Service Date Change Charge/Service Date Change Dispatch Charge

If a Customer is unable to acceptService on the originaldue date, the Customer may issue supplements to an order to change the originaldue date to a date no more than 120 calendar days after the originaldue date. When such requests are made, AT&T will accordingly delay the startofService and the Customer will incur a Service Date Change Charge for each supplementalorder. The firstsupplement to the ordermust be received by AT&T on or before the 30th calendarday after the originaldue date. (C) (C) (C)

If a Customer issues any supplement to an order to extend the originaldue date but is unable to acceptService within 121 calendardays after the originaldue date, one of the following will apply:

- IfService has not been fully provisioned, AT&T willcancelthe orderon the 121st calendarday after the originaldue date and the charges specified in Section SD-1.4.4 willapply; or (C)
- IfService has been fully provisioned, AT&T willbegin billing for the Service on the 121st calendarday after the originaldue date. (C)

If a Customer is unable to acceptService within 31 calendardays after the originaldue date, and AT&T has not received a supplement to the order to extend the due date within 30 calendardays after the originaldue date, AT&T may cancelthe orderon the 31stcalendar day after the originaldue date and charges specified in Section SD-1.4.4 willapply. IfService has been fully provisioned, AT&T alternatively may begin billing for the Service on the 31st calendarday after the originaldue date. Forpurposes of this Section, Service has been "fully provisioned" once a CustomerPort Connection (Port) has been installed and is ready foruse, including its associated Com mitted Information Rate (CIR) and Class of Service (CoS). EthernetVirtualChannels (EVCs) associated with a Port may be ordered eitherat the same time as the Port or subsequently. (C)

If an AT&T technician is dispatched to the Customer's Premises on the scheduled service date and the Customer is not ready to acceptService or the Customer has failed to notify AT&T before 3:00 PM (CT) on the business day prior to the scheduled service date that the service date needs to be changed, a Service Date Change Charge willapply, in addition to the Service Date Change Dispatch Charge.

1.4.3.1 AT&T's Discretionary Cancellation of Orders

IfAT&T cannot fully provision Service, orCustomer is unable to acceptService, and no due date has been established, AT&T willsend Customer a written clarification notice(s) regarding the orderadvising Customer to supplement its order(s) within 30 days after the date of the written clarification notice. IfAT&T does not receive a supplement to the order(s) within 30 days after the date of the written clarification notice, AT&T, in its sole discretion, cancelthe relevant order(s). (N) (N)

SECTION 2 - Service DescriptionSD-1.4.4 Cancellation Charges

A Customer may cancel an order for the installation of Service at any time prior to AT&T's notice that Service is available for the Customer's use. The Cancellation Date is the date AT&T receives written notice from the Customer that the order is to be canceled or the date AT&T cancels the order pursuant to Sections SD-1.4.3 or SD-1.4.3.1. (C) (C)

When either a Customer or AT&T cancels an order for a new Service Port, Cancellation Charges will apply, even when nonrecurring installation charges would otherwise be waived. Applicable Cancellation Charges will be calculated based on the number of calendar days between AT&T's receipt of the order and the Cancellation Date. A Cancellation Charge will apply on a per Port basis as shown in the table below:

Cancellation Charge For Service	
Cancellation Date - Calendar Days after Receipt of Order	Cancellation Charge (Per Port)
0-30	\$0.00
31-60	\$2,000.00
61+	\$3,000.00

SD-1.4.4.1 When Cancellation Charges Do Not Apply

Cancellation Charges do not apply under the following circumstances:

- (1) If AT&T 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);
- (2) If an order is cancelled because the Customer does not agree to pay applicable Special Construction charges as described in Section SD-4.11;
- (3) If AT&T requests that the Customer cancel and re-submit an order; (C)
- (4) 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 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; or (C)
- (5) If AT&T cancels an order as described in Section SD-1.4.3.1 (N)

SD-1.4.5 Inside Wiring Availability

Customer may request that AT&T install Inside Wiring at the time of Service installation. Inside Wiring is a deregulated connection from AT&T's demarcation point to Customer Premises equipment (CPE). For terms and conditions, refer to:

http://cpratt.com/pdf/publications/Inside_Wiring_Service_Guide_Attachment.pdf