
ORDERING FOR ACCESS SERVICE

5.1 General

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

An access order is the customer's request for SGBT to provide the (T) customer with Access Services or to provide modifications to existing services. An access order may be submitted by Access Service Request (N) (ASR) or by such other ordering processes as SGBT may provide. Depending (N) 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 SGBT on customer orders which contain the information as required for each respective service as delineated in this tariff. Customer orders shall not be deemed to have been received until such information is provided. When necessary, SGBT will attempt to seek clarification on a verbal basis. SGBT will initiate the order process within one working day of receipt of the customer's order.

ORDERING FOR ACCESS SERVICE

5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

B. Service Date Change Charge/Dispatch Charge (cont'd)

If a SWBT technician is dispatched to the customer's premises on the (T)
scheduled service date and the customer is not ready to accept service
or the customer has failed to notify SBC 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 (T)
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. Service Date Change
Charges are specified in Section 5.4 (Rates and Charges).

(4) An exception to the Service Date Change Charge provisions in (T)
Section 5.3.2.B.1 and 2, above, applies for AT&T Switched Ethernet
Service. The following provisions apply: (N)

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,
SWBT 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 SWBT 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, SWBT will cancel the
order on the 121st calendar day after the original due date and
the charges specified in Section 5.4 will apply, or
- If Service has been fully provisioned, SWBT 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 SWBT has not received a supplement
to the access order to extend the due date within 30 calendar days
after the original due date, one of the following will apply:

- If Service has not been fully provisioned, SWBT will cancel the
order on the 31st calendar after the original due date and
charges specified in Section 5.4 will apply, or
- If Service has been fully provisioned, SWBT will begin billing
for the Service on the 31st calendar day after the original due
date.

(T)
(N)

(N)

ORDERING FOR ACCESS SERVICE

5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

C. Expedited Order Charge

(1) Analog (Metallic, Telegraph, Video and Wideband Analog), Voice Grade, DS0 (Wideband Data and Digital Link) and DS1 Access Services

(M)

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 (CT), Monday-Friday.

If, upon reviewing availability of equipment, facilities and scheduled workload, SBC agrees to provide service on an expedited basis and the customer accepts this proposal, an Expedite Order Charge will apply.

The maximum number of circuits, which may be expedited, is limited to twelve (12) two-point or six (6) multi-point Analog/DS0 circuits at the same location; and a limit of nine (9) DS1 circuits at the same location. When the number of access circuits exceeds the maximum threshold the interval will be negotiated and expediting will not be an option.

If SBC 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.

(M)

Analog/Voice Grade/DS0 Access Services		
USOC	Expedited Service	Expedited Order Charge
	Intervals	
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

Material appearing on this page previously appeared on 6th Revised Page 16.

Material previously appeared on this page now appears on 1st Revised Page 16.2.

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5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.2 Access Order Modification Charges (cont'd)

(C) Expedited Order Charge (cont'd)

DS1 Access Service		
USOC	Expedited Service Intervals	Expedited Order Charge
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

(M)

- (a) In addition to expedited order charges, special construction charges may apply, if SWBT 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 SWBT is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply, unless the missed service date was caused by the customer.

(M)

(2) For all Access Services, excluding Analog, Voice Grade, DSO and DS1 Access Services

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 SWBT determines that service can be provided on the requested date and that additional labor costs or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. The total charges to the customer for the Additional Engineering may not exceed the estimate amount by more than 10%. If the customer instructs SWBT to proceed, such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, SWBT will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable additional labor charges as set forth in 13.4.

Expanded interconnection is offered under protest. Its availability is subject in all respects to the Stipulation and Agreement entered into in Docket No. 12879.

Material appearing on this page previously appeared on 2nd Revised Page 16.1.

ORDERING FOR ACCESS SERVICE

5.3 Rate Regulations (Cont'd)

5.3.3 Access Order Cancellation

(A) A customer may cancel an access order at any time prior to notification by SWBT that service is available for the customer's use. The cancellation date is the date SWBT receives written notice from the customer that the order is to be cancelled. (D)
(D)
(D)
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(D)

(B) Except as specified in Sections 5.3.3(C) and 5.3.3(E), when a customer cancels an Access Order on, or after, the Application Date a Cancellation Charge applies as follows:

(1) Costs incurred by SWBT in conjunction with the installation of the Access Service start on the Application Date. {1} This date is also known as the order date.

(2) Where the customer cancels an Access Order prior to the Application Date, no charges shall apply.

(3) When the customer cancels an Access Order on or after the Application Date, a cancellation charge will apply.

Calculation of the Cancellation Charge is as follows:

(a) If the customer has requested a Service Date Change beyond the original service date, the resulting additional business days are included in the Service Interval.

(b) When counting the number of business days in the Service Interval or the number of business days from the Access Order Application Date through the Access Order Cancellation Date, count the Application Date as day one.

{1} The application date is the date on which the service date is established and given to the customer. It is not necessarily the date the customer initially requests service or contacts SWBT.

Expanded interconnection is offered under protest. Its availability is subject in all respects to the Stipulation and Agreement entered into in Docket No. 12879.

ORDERING FOR ACCESS SERVICE

5.3 Rate Regulations (Cont'd)

5.3.3 Access Order Cancellation (Cont'd)

(B) (Cont'd)

(c) Cancellation Charge Formula:

Average Daily Charge (Installation Charges plus Rearrangement Charges) divided by the number of Business Days in the Service Interval.

The number of Business Days from Access Order Application Date through the Access Order Cancellation Date multiplied by the Average Daily Charge plus the Access Order Charge is equal to the Cancellation Charge.

(C) When the customer cancels an order for the discontinuance of service, no charges apply for the cancellation. {1}

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

- CCS/SS7 STP port terminations
- Dark Fiber Facility Arrangement strands
- LIIDB OPCS
- MegaLink Custom Service channels
- MicroLink II Service access terminations
- FRS links or ports
- Special Access channels
- STN access nodes, DTL volume option or additional DTLs
- Switched Access Service lines, trunks, DNAL channels, Switched Transport channels or Directory Transport channels

(E) Provisions in this Section 5.3.3(E) apply to the service(s) listed (N) below:

- AT&T Switched Ethernet

Cancellation charges for services are applied based upon the tiered fee schedule outlined below.

When a customer cancels an Access Order for a service, cancellation charges will apply, even when nonrecurring installation charges would otherwise be waived, as follows:

When an order for a service is cancelled, applicable charges will be calculated based on the number of calendar days between SGBT's receipt of the Access Order and the cancellation date. A cancellation charge will apply on a per port connection basis as shown in the table below:

Cancellation Date - Calendar Days After Receipt of Order	Cancellation Charge (Per Port Connection)
0-10	\$0.00
11-30	\$650.00
31-61	\$2,000.00
61+	\$3,000.00

(N)

{1} In those cases where the customer has requested a Service Date Change, the number of business days beyond the original service date will be included for purposes of calculating this charge.