

# S05 Access Ordering

## ACCESS SERVICE

5. Access Ordering5.1 General

This section sets forth the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided.

An Access Order is an order to provide the customer with Switched and Special Access or Access Related Service or to provide changes to existing services.

The regulations, rates and charges for special construction are set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No.3 and are in addition to the regulations, rates and charges specified in this section.

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall provide to the Telephone Company the order information required in Section 5.2 following, and in addition the customer must also provide:

- Customer name and premises address(es).
- Billing name and address (when different from customer name and address)
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.1 Service Installation

The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the constraints established by the Telephone Company schedule of applicable service dates.

The Telephone Company shall make available to all customers, upon request, a schedule of applicable service intervals for Switched and Special Access Services. The schedule shall specify the applicable service interval for services and the quantities of services that can be provided by a requested service date. Any associated materials will be provided upon request and within a reasonable period of time.

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

Access Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in Section 17.4.3(A) following.

When the Telephone Company has identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF F.C.C. NO 4, that it has not received a bona fide request for Direct Trunked Transport and a customer subsequently orders Direct Trunked Transport, the Telephone Company will work cooperative with the customer to provide Direct Trunked Transport within 90 days of receipt of an order.

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## ACCESS SERVICE

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

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. Additionally, a customer may also request an earlier service date on a pending Access Order. In this case, an access order modification as set forth in Section 5.4 following would be required. If the Telephone Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.2 Expedited Orders (Cont'd)

Such additional charges will be determined and billed to the customer as explained following.

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of 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 Section 17.4.3(A) following.

To develop, determine and bill the customer the extraordinary costs which may be involved, the Special Construction terms and conditions as set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 3 will be used by the Telephone Company. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 3.

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in Section 17.4.1(B) following also applies.

5.1.3 Selection of Facilities for Access Orders

The option to request a specific transmission path or channel is only provided for High Capacity Special Access facilities, or as provided for under Special Facilities Routing as set forth in Section 11 following.

When there are High Capacity facilities to a hub on order or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Switched or Special Access Service requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate customer request.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements5.2.1 Switched Access Service

When ordering Switched Access service, the customer must specify whether the service is to be provided as (1) Direct Trunked Transport to the end office, (2) Direct Trunked Transport to a tandem which connects with Tandem Switched Transport from the tandem to the end office or (3) Tandem Switched Transport to the end office. When all or a portion of service is ordered as Direct Trunked Transport, the customer must specify the type and quantity of Direct Trunked Transport facility (e.g., Voice Grade or High Capacity DS1 or DS3). The customer must also specify the type of Entrance Facility to be used for Switched Access (e.g., Voice Grade or High Capacity DS1 or DS3). For High Capacity Entrance Facilities, the customer must specify the facility assignment and the channel assignment for each trunk.

Direct Trunked Transport is available at all tandems and at all end offices except those end offices identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4 as not having the capability to provide Direct Trunked Transport. Direct Trunked Transport is not available: (1) from end offices that provide equal access through a Centralized Equal Access arrangement, or (2) from end offices that lack recording or measurement capability.

Direct Trunked Transport of originating 800 calls from an end office is available only from Service Switching Point (SSP) equipped end offices.

When the customer has both Tandem Switched Transport and Direct Trunked Transport at the same end office, the customer will be provided Alternate Traffic Routing as set forth in Section 6.4.6 following.

A customer's Local Transport may be connected to the Entrance Facility of another customer, providing the other customer submits a Letter of Authorization for this connection and assumes full responsibility for the cost of the Entrance Facility.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(A) FGA

Orders for FGA Switched Access Service shall be in lines.

When placing an order for FGA Switched Access Service the customer shall provide the following information in addition to that set forth in Section 5.1 preceding:

- The number of line and the first point of switching (i.e., Dial Tone Office)
- Optional Features
- Whether the Off-hook Supervisory Signaling is provided by the customer's equipment before the called party answers, or is forwarded by the customer's equipment when the called party answers.
- Lines to be provided as single lines
- Lines to be arranged in multiline hunt group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) as set forth in Section 2.3.11 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGA access communications are transported to another exchange.

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## ACCESS SERVICE

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

Orders for FGB Switched Access Service shall be in trunks.

When placing an order for FGB Service, the customer shall provide the following information in addition to that set forth in Section 5.1 preceding:

- The number of trunks
- The end office, except when FGB is provided through a centralized equal access arrangement, when direct routing is desired
- The access tandem office when tandem routing is desired
- Optional Features
- Trunks to be provided as single trunks
- Trunks to be arranged in trunk group arrangements
- Directionality (1-way, 2-way, etc.)
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGB access communications are transported to another exchange.
- The access code dialing arrangement (i.e., a uniform access code of 950-XXXX or an Abbreviated Dialing Arrangement (ADA) access code of N or NX)
- For FGB switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(C) FGC, FGD, Interim NXX Translation and SS7 Signaling

When placing an order for FGC and FGD Switched Access Service, the customer shall provide:

- The number of BHMC from the customer designated premises to the end office by Feature Group and by type of BHMC, or
- The number of trunks desired between customer designed premises and an entry switch
- The number of BHMC or trunks required for or to be converted to an SS7 Signaling capability
- Optional Features
- Interim NXX Translation options
- A projected percentage of interstate use (PIU) as set forth in Section 2.3.11 preceding
- For FGD switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

When BHMC information is provided it is used to determine the number of transmission paths as set forth in Section 6.2.5 following.

The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 pm, Monday through Friday, excluding national holidays), the customer shall determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10-11 am hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, pick the twenty consecutive periods

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) FGC, FGD, Interim NXX Translation and SS7 Signaling (Cont'd)

days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. the customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. These determinations thus establish the forecasted BHMC for each end office.

Customers may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an end office or access tandem. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company an estimated of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements.

When FGC or FGD is ordered with the Interim NXX Translation optional feature, the customer shall specify the Service Access Code(s) (e.g., 900) and their associated NXX code(s) to be translated within the entire LATA or Market Area. The initial and subsequent orders to add, change, or delete Interim NXX Translation codes shall be placed separately or in combination with orders to change FGC or FGD Switched Access BHMC or trunks. Customer assigned NXX codes which have not been ordered will be blocked.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(C) FGC, FGD, Interim NXX Translation and SS7 Signaling (Cont'd)

Orders for the Interim NXX Translation optional feature shall not be required until such time as a customer other than an MTS/WATS provider requests Interim NXX Translation of Service Access Codes. Upon receipt of such order, the Telephone Company shall notify the MTS/WATS provider of the activation of the Interim NXX Translation Service for the Service Access Code. Following such initial activation, all customers are required to place orders for Interim NXX Translation of the Service Access Code and the Interim NXX Translation charge for the Service Access Code shall apply as set forth in Section 17.2.1(B) following.

(D) SS7 Optional Feature

When FGC or FGD is ordered with the SS7 optional feature, in addition to information listed in Section 5.2.1(C) preceding, the customer shall specify a reference to existing signaling connections or reference a related SS7 signaling connection order. When ordering SS7 signaling, the customer shall provide the Signaling Transfer Point codes, location identifier codes and circuit identifier codes. In addition, the customer shall work cooperatively with the Telephone Company to determine the number of SS7 signaling connections required to handle its signaling traffic.

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For 800 Data Base Access Service, as described in Section 6.1.3(A) & (C) following, the customer must order FGC or FGD to those access tandems or end offices designed as Service Switching Points (SSP) for 800 Data Base service in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO 4. Direct trunk routes can only be provided

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

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in Section 7.3 following the customer shall furnish written certification to that effect as set forth in Section 7.3.3 following.

When ordering bridging and/or multiplexing, the customer must specify the Telephone Company hub(s) from which they desire service. The customer must specify only those hubs that provide the type of service ordered and interconnect with the wire center(s) from which the customer requires service. The Wire Center section of NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO 4 identifies hub types (e.g., Digital Data, High Capacity Multiplexing, etc) and hub levels (i.e., Hub, Terminus Hub, Intermediate Hub and Super-Intermediate Hub). Additionally, the Subtending section of TARIFF F.C.C. NO 4 identifies wire centers and the Intermediate and/or Super-Intermediate Hubs with which they interconnect.

When ordering High Capacity Optional Rate plans or upgrades to the plans, discontinuance charges, as specified in Section 7.2.8 following, will not apply if the conditions set forth in Section 7.2.8 following are met and the customer provides the following ordering information:

## Term Discounts-Upgrades in Capacity (DS1 and DS3)

- The customer's order for the disconnect of the existing DS1 Service and the installation of the new DS3 Service are received at the same time and specifically referenced the application of upgrade in capacity.
- The customer's disconnect order for the existing DS1 Service must reference the DS3 Service installation order.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.2 Special Access Service (Cont'd)

Customer orders to install and disconnect DS1 or DS3 services provided under a Term Discount plan where the number of DS1s or DS3s remains constant and the customer wishes to maintain the existing Term Discount period and minimum service period must:

- be received at the same time, and
- reference continuation of the existing Term Discount period and the minimum service period on both the installation and disconnect orders.

DS3 Capacity Discounts - Upgrades

- The customer's order for the disconnect of the current DS3 Capacity Interface and order for the installation of the upgrades DS3 Capacity Interface are received by the Telephone Company at the same time and specifically reference the application of upgrade in capacity.
- The customer's disconnect order for the existing DS3 Service must reference the installation order.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.3 WATS or WATS-type Services

Special Access Service may be ordered for connection with FGA, FGB, FGC or FGD Switched Access Service at Telephone Company designated WATS Serving Offices (WSOs) for the provision of WATS or WATS-type Services any may be ordered separately by a customer other than the customer which orders the FGA, FGB, FGC 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)
- 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 Section 7.2.1 following, must be ordered between that wire center and the nearest WSO where the screening, switching and/or recording functions can be provided.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.4 Mixed Use Facilities - Switched and Special Access

Mixed use is the provision of both Switched and Special Access Services over the same High Capacity facilities. Mixed use facilities to a hub will be ordered and provided as Special Access Service. Where mixed use is employed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service as further elaborated and set forth in Section 6.4.7 and Section 7.2.7 following. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

5.2.5 Miscellaneous Services

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service. When miscellaneous services are added to a pending order a service date change is required, the Service Date Change Charge as set forth in Section 17.4.1(A) following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in Section 17.4.1(C) following will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge and The Design Change Charge will apply as set forth in Section 5.4.3(B) following.

The rates and charges for these service, as set forth in Section 17 of this tariff, will apply in addition to the ordering charges set forth in Section 17 and the rates and charges for the Access Service with which they are associated.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.5 Miscellaneous Services (Cont'd)

Additional Engineering is not an ordering option, but will be applied to an Access order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in Section 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

5.3 Access Orders For Services Provided By More Than One Telephone Company

Access Services provided by more than one Telephone Company are services where one end of Local Transport, or 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 or where the Interim NXX Translation service and the end office are not provided by the same Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in Section 2.4.7 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

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5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.1 Non Meet Point Billing Ordering - FGA

The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in Section 2.4.7(A)(1). The customer will place the order with the Telephone Company as follows:

- For FGA Switched Access Service the customer will place the order with the Telephone Company in whose territory the first point of switching is located. The first point of switching is the dial tone office.
- When the first point of switching is not in the same Telephone Company's territory as the Interexchange Carrier premises, the customer must supply a copy of the order to the Telephone Company in who territory the Interexchange Carrier premises is located and any other Telephone Company(s) involved in providing the service. When service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

5.3.2 Meet Point Billing Ordering

Each Telephone Company will provide its portion for the Access Service within its operating territory to an interconnection point(s) with the other Telephone Company(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 as set forth in Section 2.4.7. All other appropriate charges in each Telephone Company tariff are applicable.

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5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.2 Meet Point Billing Ordering (Cont'd)

For the service(s) ordered as set forth following, the customer must also supply a copy of the order to the Telephone Company in who operating territory a customer designated premises is located and any other Telephone Company(s) involved in providing the service. Additionally, when service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

(A) For FGA and FGB Switched Access Services, the customer must place an order with the Telephone Company in whose territory the first point of switching is located, (i.e., FGA - dial tone office, FGB - access tandem or end office). The Telephone Company will designate the first point(s) of switching for FGB Services where the Telephone Company elects to provide equal access through a centralized equal access arrangement. Those Telephone Company offices providing equal access through centralized arrangements are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO 4.

(B) For FGC and FGD Switched Access Services, the customer must place an order with the Telephone Company in who territory the end office is located. Customers may, at their option, order FGD to the access tandem. When ordered to the access tandem, and the access tandem and the end office are not in the same Telephone Company operating territory, the customer must also supply a copy of the order to each additional Telephone Company subtending the access tandem.

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5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Meet Point Billing Ordering (Cont'd)

- (C) Customers ordering Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Service Offices for the provision of WATS or WATS-type Services must place an order with each Telephone Company in who territory the end office and the WATS Serving Office are located, if they are not collocated.
- (D) 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.
- (E) For Special Access Service involving a hub(s) the customer must place the order with the Telephone Company(s) in whose territory the hub(s) is located.
- (F) For initiation, addition, changes or deletions to the Interim NXX Translation code(s), the customer must place an order with the Telephone Company who provides the Interim NXX Translation. The customer must also provide a copy of the order to the Telephone Companies subtending the Interim NXX Translation office.

5.4 Charges Associated with Access Ordering

5.4.1 Access Order Charge

The Access Charge, as set forth in Section 17.4.1(A) following, is applied to all customer requests for new Special and Switched Access Service. In addition, the Access Order Charge is applicable to customer requests for additions, changes or rearrangements to existing Special and Switched Access Service with the following exceptions:

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5. Access Ordering (Cont'd)

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.1 Access Order Charge (Cont'd)

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To administrative changes as set forth in Section 6.4.1(B)(3) and Section 7.2.2(C)(3) following.
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order.
- When the Interim NXX Translation charge is applicable.
- When a Miscellaneous Service Order Charge is applicable.
- When a Presubscription Charge is applicable.
- When a Telephone Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.
- When a service with an ICB rate is converted to a similar service with a non-ICB tariff rate prior to the expiration of the ICB.
- When a Billing Name and Address Order charge is applicable.
- When a 900 Blocking Service charge is applicable.

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PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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BY: Donald R. Brown, President

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## ACCESS SERVICE

5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.1 Access Order Charge (Cont'd)

- When a customer requests a change of trunks from Tandem Switched Transport to Direct Trunked Transport or from Direct Trunked Transport to Tandem Switched Transport, or requests to rearrange Switched Access Services between lower capacity and higher capacity facilities (e.g. Voice Grade to/from DS1 or DS1 to/from DS3), providing:
  - the change is ordered no later than July 1, 1994, and
  - the change is completed no later than October 1, 1994, and
  - the orders to disconnect existing trunks and to connect the new trunks are placed at the same time, and
  - the number of installed trunks does not exceed the number of trunks disconnected. If the number of installed trunks exceeds the number of trunks disconnected, the Access Order Charge will apply unless the customer provides justification based upon standard engineering methods to show that the additional capacity is required to maintain the same level of service.

The Access Order Charge will be applied on a per order basis to each order received by the Telephone Company or copy of an order received by the Telephone Company pursuant to Section 5.3.1 and Section 5.3.2 preceding, except by the Telephone Company applying the Interim NXX Translation Charge, and is in addition to other applicable charges as set forth in this and other sections of this tariff.

The Access Order Charge will be applied on a per order basis for any change, rearrangement or addition to the delivery of signaling to an existing STP Port.

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## ACCESS SERVICE

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

- A Miscellaneous Service Order Charge, as set forth in Section 17.4.1(D) following, applies to any service, or combination of services ordered simultaneously from Section 13 for which a service order is not already pending (with the exception of Presubscription (Section 13.4), 900 Blocking Service (Section 13.7), and Billing Name and Address Service (Section 13.8) which do not have the charge applied). The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

The charge always applies to the following services since a pending service order would not exit:

- Overtime Repair (Section 13.2.2);
- Standby Repair (Section 13.2.3);
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing (Section 13.2.4);
- Other Labor (Section 13.2.5); and
- Maintenance of Service (Section 13.3.2).

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.2 Miscellaneous Service Order Charge (Cont'd)

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby, necessitating the issuance of another service order:

- Telecommunications Service Priority (Section 13.3.3); and
- Controller Arrangement (Section 13.3.4(A)).

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

- Additional Engineering (Section 13.1);
- Overtime Installation (Section 13.2.1);
- Standby Acceptance Testing (Section 13.2.3);
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing (Section 13.2.4); and
- Additional Cooperative Acceptance Testing [(Sections 13.3.1(A)(1) and 13.3.1(B)(1)].

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.3 Access Order Charge Charges

Access Order changes involve service date changes and design changes. The customer may request a change of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change cannot be made with the normal work force during normal business hours, the Telephone Company will notify the customer. If the customer still desires the Access Order change, the Telephone Company will schedule a new service date as set forth in Section 5.1.2 preceding. All charges for Access Order change as set forth in Section 17.4.1 will apply on a per occurrence basis.

Any increase in the number of Special Access Service channels or Switched Access Service line, trunks or busy hour minutes of capacity will be treated as a new Access Order (for the increase amount only).

If order changes are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order change charges being incurred by the customer.

(A) Service Date Change

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.3 Access Order Charge Charges (Cont'd)

(A) Service Date Change (Cont'd)

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changes and the Service Date Change Charge, as set forth in Section 17.4.1(B) following, will be applied to the order.

If the service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in Section 5.1.2 preceding apply. Such charges will apply in addition to the Service Date Change Charge.

If requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in Section 5.5.3 following. A new Access Order with a new service date will be issued. The Service Date Change Charge will not apply; however, the Access Order Charge will apply to the new order.

If the service date is changed due to a design change as set forth in (B) following, the Service Date Change Charge will apply.

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## ACCESS SERVICE

5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Charge Charges (Cont'd)(B) Design Change

The customer may request a design change to the service ordered prior to the requested service date. A design change is any change to an Access Order which requires engineering review. An engineering review is a review, by Telephone Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer designated premises, first point of switching, Feature Group type or Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if the change can be accommodated and if a new service date is required. If the customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge as set forth in Section 17.4.1(C) following will apply in addition to the charge for Additional Engineering as set forth in Section 17.4.2 following. If a change of service date is required, the Service Date Change Charge as set forth in Section 17.4.1(B) following will also apply. The Access Order Charge as specified in Section 17.4.1 following does not apply.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations

5.5.1 Minimum Periods

The minimum period for part-time Video 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.).

The minimum period for Switched Access High Capacity DS3 Entrance Facilities and Direct Trunked Transport is as set forth in Section 6.1.3 following. The minimum period for High Capacity DS1 and DS3 Special Access Services is as set forth in Section 7.2.8 following.

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

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

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations (Cont'd)

5.5.2 Development of Minimum Period Charges

When Access Service is disconnected after commencement of service but prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

The Minimum Period Charge for monthly billed services will be determined as follows:

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

The Minimum Period Charge for part-time Video and Program Audio Services is the applicable daily rate for the appropriate channel type as set forth in Section 7.2.4 following.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations (Cont'd)

5.5.3 Cancellation of an Access Order

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

- The Access Order shall be canceled and charges set forth in (B) following will apply; or
- The Access Order shall be canceled and charges set forth in (B) following will apply; or
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

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

- (1) Installation of Switched or Special Access Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (2) Where the customer cancels an Access Order prior to the start of installation of Access Service facilities, no charges shall apply.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations (Cont'd)

5.5.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

- (3) Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
- (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs;
- (b) The minimum period charges for Switched or Special Access Service ordered by the customer, as set forth in Section 5.5.2 preceding.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations (Cont'd)

5.5.4 Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a partial cancellation and charges will be determined as set forth in Section 5.5.3(B) preceding.

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