

5. Ordering Options for Switched and Special Access Service5.2 Access Order (Cont'd)

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 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.

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)

(B) The following applies when placing an order for Special Access Services:

- For all Special Access Services, the customer must specify the customer designated premises or hubs involved, the type of service (e.g., Voice Grade, High Capacity, etc.), the channel interface, technical specification package and optional features and functions desired. For multipoint services, the channel interface at each premises may, at the request of the customer, be different but all such interfaces shall be compatible.
- For WATS Access Line Service, the customer must also specify the type of calling (i.e., originating only, terminating only or two way calling) for which the service is to be provided. Additionally, when the wire center which serves the customer premise is not a WATS serving office, the Telephone Company will provide the service to the nearest wire center where the screening function exists. In these circumstances, the customer will be so notified and the order will be changed to designate the appropriate premises. No service order change charge will apply.

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(A) Service Date Change Charge/Dispatch Charge (Cont'd)

- (2) For Digital Data Service, Fractional DS1, DS1 and DS3 High Capacity special access services:

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 5.2.3(B) 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 Section 5.2.3(B), 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.

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(B) Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service, Special Access Service (as applicable in Section 5.2.3), SS7 Signaling Connection will be treated as a partial cancellation and the charges as set forth in 5.2.3(B) following will apply.

SECTION 5 - Ordering Options for Switched and Special Access Service5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Expedite Charges

- (1) DS0 (Digital Data), Fractional DS1⁽²⁾, Entrance Facilities (Voice Grade, DS1, DS3) and High Capacity (DS1, DS3) Access Services⁽¹⁾

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), Monday-Friday.

When the customer requests a 0-2 day expedite interval, on DS3, Analog (Metallic, Telegraph, Direct Analog, Wideband Analog), DS0 (Wideband Data, Base Rate), DS1 128, 256, 384, 512, 768 Kbps, Entrance Facilities (Voice Grade, DS1, DS3) and DS1/DS3 Access Service, the request must be received by the Telephone Company by 8:30AM (PT), Monday-Friday. All 0-2 day expedite interval requests received after 8:30AM (PT) 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.

(1)

If, upon reviewing availability of equipment, facilities and scheduled workload, the Telephone Company agrees to provide service on an expedited basis and the customer accepts this proposal, an Expedite Order Charge (in case of DS0, Fractional DS1, Voice Grade/DS1 Entrance Facilities and High Capacity DS1 Access Services) or Expedite Circuit Charge (in case of DS3 Entrance Facilities, High Capacity DS3 Access Services) ⁽¹⁾ 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; a limit of nine (9) DS1 circuits at the same location; a limit of four (4) Fractional DS1 circuits at the same location; and a limit of two (2) DS3 circuit at the same location. ⁽¹⁾ When the number of access circuits exceeds the maximum threshold the interval will be negotiated.

If the Telephone Company determines that service can be provided on an expedited basis, the following charges will apply based upon agreed upon expedited service interval. The Expedited Order Charge (in case of DS0, Fractional DS1, Voice Grade/DS1 Entrance Facilities and High Capacity DS1 Access Services) applies on a per order basis, regardless of the number of circuits. The Expedited Circuit Charge (in case of DS3 Entrance Facilities, High Capacity DS3 Access Services) ⁽¹⁾ applies on a per circuit basis.

(1) Material in this Section has been de-tariffed as required by the Commission upon use of the forbearance relief pursuant to FCC Memorandum Opinion and Order No. 07-180, released October 12, 2007. Terms and Conditions associated with de-tariffed services are available at www.att.com/guidebook.

(2) Effective October 27, 2016, Fractional DS1 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.

SECTION 5 - Ordering Options for Switched and Special Access Service

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Expedite Charges (Cont'd)

- (1) DS0 (Digital Data), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3) and High Capacity (DS1, DS3) Access Services ⁽¹⁾ (Cont'd)

USOC	Analog/Voice Grade/DS0 Access Services	
	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 day	\$2,000.00
EODWP	0 days	\$2,500.00

USOC	DS1/Fractional DS1 Access Services	
	Expedited Service Intervals	Expedited Order Charge
EODXV	6 days	\$525.00
EODXT	5 days	\$575.00
EODXR	4 days	\$625.00
EODXP	3 days	\$675.00
EODWO	2 days	\$1,500.00
EODWN	1 day	\$2,000.00
EODWM	0 days	\$2,500.00

USOC	High Capacity DS3 Access Services	
	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 day	\$4,000.00
EODWE	0 days	\$4,500.00

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Expedite Charges (Cont'd)(1) DS0 (Digital Data), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3) and High Capacity (DS1, DS3) Access Services ⁽¹⁾ (Cont'd)

- (a) In addition to Expedited Order Charges or Expedite Circuit Charges, special construction charges may apply, if the Telephone Company determines that additional cost will be incurred.
- (b) When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as specified in (A), preceding, 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).

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Expedite Charges (Cont'd)

- (2) For all Access Services, excluding DS0 (Digital Data), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3) and High Capacity (DS1, DS3) Access Services⁽¹⁾
(Cont'd)

If the customer desires that service be provided on an earlier date than that which has been established for the access order or the provision of the Access Service, the customer may request that service be provided on an expedited basis.

If the Telephone Company determines that service can be provided on the requested date and that additional labor costs or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. The total 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 13.2.6(A) following.

- (a) Extraordinary Costs: The special construction terms and conditions specified in Pacific Bell's Tariff F.C.C. No. 2 will be used by the Telephone Company to determine charges to recover the extraordinary costs which may be involved. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of Pacific Bell's Tariff F.C.C. NO. 2.
- (b) When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in (A) preceding 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).

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 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 earliest 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.
- (B) 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:

1. The Access Order Charge
2. Other charges specified in Section 5.2.2 (Access Order Modifications), if applicable.

Example

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.

The Access Order Charge and other charges specified in Section 5.2.2 (Access Order Modifications), if applicable, are added to the cancellation charge.

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order

(B) (Cont'd)

(3) (Cont'd)

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.
- **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.

SECTION 5 - Ordering Options for Switched and Special Access Service5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

Table of Cancellation Charge Percentages											
	Critical Dates (Percentage of Total Provisioning Cost)										
On or After:	APP	SID	LAM	EIRD	DLRD	RID	DVA	WOT	FCD	PTD	DD
Before:	SID	LAM	EIRD	DLRD	RID	DVA	WOT	FCD	PTD	DD	
Special Access Services											
Voice	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	37.1	49.5	80.5	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
Video	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
Switched Access Services											
Trunks or Lines	7.0	18.9	23.7	24.9	26.3	35.6	51.4	58.3	69.4	90.3	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
All Other Special and Switched Access Services	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100