

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

## 5.2 Access Order (Cont'd)

## 5.2.1 Access Order Service Date Intervals

## (B) Negotiated Interval

(3) The customer requests a service date beyond the applicable standard interval service date.

Standard Intervals	
Analog/Voice Grade/DS0	10 days
DS1/DS1 128, 256, 384, 512, 768 Kbps <sup>(3)</sup>	7 days
DS3	7 days <sup>(1)</sup>

<sup>(1)</sup> 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.

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

## 5.2 Access Order (Cont'd)

## 5.2.2 Access Order Modifications

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

A Service Date Change Charge will apply when a Customer modifies an Access Order service date for the installation of new services or rearrangements of existing services.

- (1) For services other than Base Rate, 128.0 Kbps, 256.0 Kbps, 384.0 Kbps, 512.0 Kbps, 768.0 Kbps, DS1 and DS3 special access services:

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 Section 5.2.3(B).

- (2) For Base Rate, 128.0 Kbps, 256.0 Kbps, 384.0 Kbps, 512.0 Kbps, 768.0 Kbps<sup>(1)</sup>, DS1 and DS3 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), 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.

<sup>(1)</sup> Effective October 27, 2016, 128.0, 256.0, 384.0, 512.0 and 768.0 Kbps transport 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.

## 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

- (1) Analog (Metallic, Telegraph, Direct Analog, DS0 (Base Rate), DS1 128, 256, 384, 512, 768 Kbps<sup>(2)</sup>, and DS1/DS3 Access Services<sup>(1)</sup>).

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.

When the customer requests a 0-2 day expedite interval, on DS3, Analog (Metallic, Telegraph, Direct Analog), DS0 (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 (CT), Monday-Friday. All 0-2 day expedite interval requests received after 8:30AM (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.

(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 Analog, DS0, DS1 128, 256, 384, 512, 768 Kbps, Voice Grade/DS1 Entrance Facilities and DS1 Access Services) or Expedite Circuit Charge (in case of DS3 Entrance Facilities and DS3 Access Services<sup>(1)</sup>) 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) DS1 128, 256, 384, 512, 768 Kbps; and a limit of two (2) DS3 circuit at the same location.<sup>(1)</sup> 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 Analog, DS0, DS1 128, 256, 384, 512, 768 Kbps, Voice Grade/DS1 Entrance Facilities and DS1 Access Services) applies on a per order basis regardless of the number of circuits on the order. The Expedited Circuit Charge (in case of DS3 Entrance Facilities and DS3 Access Services<sup>(1)</sup>) applies on a per circuit basis.

<sup>(1)</sup> 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](http://www.att.com/guidebook).

<sup>(2)</sup> Effective October 27, 2016, 128.0, 256.0, 384.0, 512.0 and 768.0 Kbps transport 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.

## 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) Analog (Metallic, Telegraph, Direct Analog), DS0 (Base Rate), DS1 128, 256, 384, 512, 768 Kbps<sup>(2)</sup>, and DS1/DS3 Access Services<sup>(1)</sup> (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/DS1 128, 256, 384, 512, 768 Kbps 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	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

<sup>(1)</sup> 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](http://www.att.com/guidebook).

<sup>(2)</sup> Effective October 27, 2016, 128.0, 256.0, 384.0, 512.0 and 768.0 Kbps transport 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.

## 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) Analog (Metallic, Telegraph, Direct Analog), DS0 (Base Rate), DS1 128, 256, 384, 512, 768 Kbps<sup>(2)</sup>, and DS1/DS3 Access Services<sup>(1)</sup> (Cont'd)

(1)

(1)

- (a) In addition to Expedited Order Charges or Expedited 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 5.2.2(A), 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).

<sup>(1)</sup> 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](http://www.att.com/guidebook).

<sup>(2)</sup> Effective October 27, 2016, 128.0, 256.0, 384.0, 512.0 and 768.0 Kbps transport 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.

## 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 (excluding the following  
Special Access Service: <sup>(1)</sup> SONET Xpress Service <sup>(1)</sup>)

## (B) When Cancellation Charges Apply (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 Service

## 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 (excluding the following  
Special Access Service SONET Xpress Service

## (B) When Cancellation Charges Apply (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	
<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	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
Program Audio Service	1.4	4.1	5.8	8.3	11.5	16.2	28	37.1	49.5	80.5	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
DS1 Service	12.9	29.2	33.1	35.5	37.5	42.9	55.7	66.2	69.9	86.2	100
DS3 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
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

## 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 (excluding the following  
Special Access Service: SONET Xpress Service5.2.3.1 Cancellation of an Access Order (for the following Special  
Access Service: <sup>(1)</sup> SONET Xpress Service <sup>(1)</sup>

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 a customer cancels an Access Order with respect to the Design Layout Report Date (DLRD), of the service being provisioned, as described in Section 5.2.3.1(B)(2) following. 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.



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

## 5.2 Access Order (Cont'd)

5.2.3.1 Cancellation of an Access Order (for the following Special  
Access Service: SONET Xpress Service) (Cont'd)

Cancellation charges for "non-point to point" services are applied based on actual costs incurred by the Telephone Company as described in Section 5.2.3.1(A) (2) and 5.2.3.1(B) (3) (b) following. The table below lists the "non-point to point" services pertaining to this section:

<b>"Non-Point to Point" Services</b>
SONET Xpress