

ACCESS SERVICE

5. Ordering for Access Service

5.1 General

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

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

5.2 Access Order

5.2.1 Ordering Conditions

An order for Access Service is subject to the following conditions:

- (A) A customer may order any number of services of the same type and between the same premises on a single access order provided all details are for the same service (except for those for multipoint service), except when requested activity involves more than ten Carrier Identification Codes. An additional Access Order is required for each additional group of ten Carrier Identification Codes requiring establishment, removal, or changes.
- (B) The customer shall provide all information necessary for the Company to provide and bill for the requested service. Such information is described in 5.2.2 (Ordering Requirements).
- (C) The Company will establish a service date when the customer has provided an access order that contains the required information for each respective service. The date on which the service date is established is considered to be the application date. The Company will provide a firm order confirmation to the customer and will advise the customer of the application date and the service date.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.1 Ordering Conditions (cont'd)

Except as provided below, the Company shall permit a requesting telecommunications carrier to commingle an unbundled network element or a combination of unbundled network elements with wholesale services obtained from the Company, to the extent provided by and subject to the terms and conditions of the requesting telecommunications carrier's interconnection agreement with the Company (or, if applicable, of the Company intrastate guidebooks or tariffs).⁽¹⁾

The Company need not provide access to (1) an unbundled DS1 loop in combination, or commingled, with a dedicated DS1 transport or dedicated DS3 transport facility or service, or to an unbundled DS3 loop in combination, or commingled, with a dedicated DS3 transport facility or service, or (2) an unbundled dedicated DS1 transport facility in combination, or commingled, with an unbundled DS1 loop or a DS1 channel termination service, or to an unbundled dedicated DS3 transport facility in combination, or commingled, with an unbundled DS1 loop or a DS1 channel termination service, or to an unbundled DS3 loop or a DS3 channel termination service, unless the requesting telecommunications carrier certifies that all of the following conditions are met.⁽¹⁾

- (1) The following criteria are satisfied for each combined circuit, including each DS1 circuit, each DS1 enhanced extended link, and each DS1-equivalent circuit on a DS3 enhanced extended link:
 - (i) Each circuit to be provided to each end user customer will be assigned a local number prior to the provision of service over that circuit;

- (1) In the event the Commission or a court, pursuant to any regulatory or judicial review of the Commission's Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers, Report and Order and Order on Remand and Further Notice of Proposed Rulemaking, CC Docket No. 01-338, FCC 03-36, para. 581 (released Aug. 21, 2003) (Triennial Review Order), vacates, stays, remands, reconsiders, or rejects the portion of the Triennial Review Order requiring ILECs to permit commingling, the terms and conditions of this Guidebook authorizing commingling, which are identified with a footnote, shall cease to be effective as of the effective date of the Commission order or the issuance of the court's mandate. In that event, the Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Guidebook written notice that, within 30 days, customers must either convert such UNE(s) or UNE Combination(s) to a comparable service, or disconnect such UNE(s) and/or UNE Combination(s) from those wholesale services. Failure to provide the Company instructions to convert or disconnect such UNE(s) and/or UNE Combination(s) within 30 days, as described above, shall be deemed authorization to convert the UNE(s) and/or UNE Combination(s) to comparable access services at month-to-month rates.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.1 Ordering Conditions (cont'd)

- (ii) Each DS1-equivalent circuit on a DS3 enhanced extended link must have its own local number assignment, so that each DS3 must have at least 28 local voice numbers assigned to it;
- (iii) Each circuit to be provided to each end user customer will have 911 or E911 capability prior to the provision of service over that circuit;
- (iv) Each circuit to be provided to each end user customer will terminate in a collocation arrangement that meets the requirements detailed below;
- (v) Each circuit to be provided to each end user customer will be served by an interconnection trunk that meets the requirements detailed below;
- (vi) For each 24 DS1 enhanced extended links or other facilities having equivalent capacity, the requesting telecommunications carrier will have at least one active DS1 local service interconnection trunk that meets the requirements detailed below; and
- (vii) Each circuit to be provided to each end user customer will be served by a switch capable of switching local voice traffic.

A collocation arrangement meets the requirements in (iv), above, if it is:

- (1) Established pursuant to section 251(c)(6) of the Act and located at the Company's premises within the same LATA as the customer's premises, when the Company is not the collocator; and
- (2) Located at a third party's premises within the same LATA as the customer's premises, when the Company is the collocator.

An interconnection trunk meets the requirements of (v) and (vi) above in this certification if the requesting telecommunications carrier will transmit the calling party's number in connection with calls exchanged over the trunk and the trunk is located in the same LATA as the customer premises served by the EEL.(1)

- (1) In the event the Commission or a court, pursuant to any regulatory or judicial review of the Commission's *Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers*, Report and Order and Order on Remand and Further Notice of Proposed Rulemaking, CC Docket No. 01-338, FCC 03-36, para. 581 (released Aug. 21, 2003) (*Triennial Review Order*), vacates, stays, remands, reconsiders, or rejects the portion of the Triennial Review Order requiring ILECs to permit commingling, the terms and conditions of this Guidebook authorizing commingling, which are identified with a footnote, shall cease to be effective as of the effective date of the Commission order or the issuance of the court's mandate. In that event, the Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Guidebook written notice that, within 30 days, customers must either convert such UNE(s) or UNE Combination(s) to a comparable service, or disconnect such UNE(s) and/or UNE Combination(s) from those wholesale services. Failure to provide the Company instructions to convert or disconnect such UNE(s) and/or UNE Combination(s) within 30 days, as described above, shall be deemed authorization to convert the UNE(s) and/or UNE Combination(s) to comparable access services at month-to-month rates.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.2 Ordering Requirements

If a PIU is required, the customer must provide its PIU placing an order for Access Services in accordance with Section 2.4 of this Guidebook.

When placing an order for Access Services the customer is required to provide the following information:

- 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 provisioning activities of order negotiation, order confirmation, interactive design, installation and billing

In addition to the information listed above, the customer shall provide, at a minimum, information for the specific services requested as described herein.

Where Access Services are jointly provided, additional regulations are set forth in 2.6 (Jointly-Provided Access Services).

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.2 Ordering Requirements (cont'd)

Regulations concerning the ordering of Testing Service, Additional Labor, Telecommunications Service Priority, Special Facilities Routing and Special Construction are contained in 5.2.6 (Provision of Other Services).

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.2 Ordering Requirements (cont'd)

(A) Special Access Service

For all Special Access Services, the customer must specify the customer designated premises, or hubs involved, the type of service (e.g., Voice Grade or WATS Access Line, High Capacity, etc.), the channel interface, technical specification package and features desired. For multipoint services, the customer may request different channel interfaces at each premises; however, all such interfaces must be compatible.

(B) MegaLink Custom Services

For all MegaLink Custom Services, the customer must specify the customer designated premises or hubs involved, the interface type (electrical or optical), the features desired and billing period.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.2 Ordering Requirements (cont'd)

(C) Telecommunications Relay Interconnection Service (TRIS)

For TRIS, the TRS provider must specify the TRS designated premises, the digital access tandem, the network channel and network channel interface code, and the number of trunks.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.3 Service Provisioning Intervals

The time required to provision the service (i.e., the period between the application date and the service date) is known as the service interval. Such intervals will be established in accordance with published interval guidelines and where possible, will reflect the customer's requested service date.

Schedules that specify installation intervals will also specify the services and quantities of the services that can be provided as specified in Section 5.2.3.1 (B) and (C). The Company will adhere to the published intervals as specified in Section 5.3.2 (C)(1), except during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions). Standard intervals only apply when facilities and equipment are available.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.3 Service Provisioning Interval (cont'd)

Access Services will be installed during Company business days. If a customer requests that installation be done outside of normally scheduled work hours, and the Company agrees to this request, the customer will be subject to applicable charges described in 13.2 (Additional Labor).

5.2.3.1 Negotiated Interval

The Company will negotiate a service date interval with the customer when:

- (A) There is no standard interval for the service, or
- (B) The quantity of Access Service Orders exceeds the quantities specified in Section 5.3.2 (C) (1) or
- (C) The customer requests a service date beyond the applicable standard interval service date.

Standard Intervals

Analog/Voice Grand/DS0	10 days
DS1	5 days

The Company will offer a service date based on the type and quantity of Access Services the customer has requested. The negotiated interval may not exceed by more than six months the standard interval service date, or, when there is no standard interval, the Company offered service date.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.5 Shared Use

Shared Use is the provision of Switched Access and Special Access services over the same DS1- or DS3-level transmission path through the use of a common interface. Shared use to a hub is allowed for the following access services: Switched Access and Special Access High Capacity Services and Switched Access and MegaLink Custom Services. Individual services using a shared use facility must be ordered as Special Access High Capacity Service or MegaLink Custom Service.

When placing an order for the individual service(s), the customer must specify a channel assignment for each service ordered. In addition, when a customer requests an SFM or Reconfiguration, the Connecting Facility Assignments (CFAs) must be specified for the facilities involved in the SFM or Reconfiguration for each service.

5.2.6 Provision of Other Services

(A) Testing Service, Additional Labor and Telecommunications Service Priority

Testing Service, Additional Labor, Telecommunications Service Priority may be ordered with an access order concurrent with the associated Access Services. Alternatively, with the agreement of the Company, Testing Service, Additional Labor and Telecommunications Service Priority may subsequently be added to the access order at any time, up to and including the service date for the Access Service. When added subsequently, Design Change Charges described in 5.3.2(A) (Design Change Charges) may apply.

In addition to the rates and charges specified in this tariff for Testing Service, Additional Labor and Telecommunications Service Priority, rates and charges for the associated Access Services and ordering charges contained in this section will also apply.

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5. Ordering for Access Service (cont'd)

5.2 Access Order (cont'd)

5.2.6 Provision of Other Services (cont'd)

(B) Additional Engineering

Additional Engineering is not an ordering option but will be applied to an access order when the Company determines additional engineering is necessary to accommodate a customer request. Additional engineering will only be required as specified in 13.1 (Additional Engineering). When additional engineering is required, the customer will be notified and 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, after being notified that additional engineering of Company facilities is required, the customer does not want the service or facilities, 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%.

The regulations for Additional Engineering as specified in 13.1 (Additional Engineering) and the rates and charges as specified in 13.4 (Rates and Charges) are in addition to the regulations, rates and charges specified in this section.

(C) Special Construction

The regulations, rates and charges for special construction are specified in Section 14 of this Guidebook.

5.3 Rate Regulations

5.3.1 Access Order Charges

(A) An Access Order Charge applies, per access order, for the installation, addition, change, rearrangement or move of Access Services provided in this Guidebook (in addition to other applicable Access Service Guidebook charges) with the following exceptions:

- Nonchargeable administrative changes where so specified in this Guidebook;
- Access order modifications as specified in 5.3.2 (Access Order Modification Charges);
- Complete or partial disconnection of Access Services and/or features (except when a Carrier Identification Code (CIC) is deleted);
- Revocation or discontinuance of Telecommunications Service Priority System; and
- Change of Access Services Bill Period.

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5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.1 Access Order Charges (cont'd)

(A) (cont'd)

- When additional Access Orders are required as set forth in Section 5.2.1(A) preceding, for establishment of, removal of, or changes to multiple Carrier Identification Codes and are submitted at the same time, with the same due date, for the same central office and the same trunk group. In such cases only one Access Order Charge shall apply for the group of orders.

- (B) An Access Order Charge will apply per order for access order cancellations as specified in 5.3.3.

- (C) Access Order Charges are specified in 5.4 (Rates and Charges).

5.3.2 Access Order Modification Charges

The customer may request a modification of its access order at any time prior to the service date or notification by the Company that service is available for the customer's use, whichever is later. The Company will make every effort to accommodate a requested modification when it is able to do so during normal business hours with the normal work force assigned to complete such an order. If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the access order modification, the Company will schedule a new service date. All charges for access order modifications will apply on a per occurrence basis.

The following will be treated as a new access order (for the increased amount only) when any increase occurs in the number of:

- Special Access Service channels;
- MegaLink Custom Service Channels

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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)

If the Company specifies that order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer (e.g., the upgrading by the Company of the channel termination from effective two-wire to effective four-wire) and the customer authorizes the suggested order modifications, these changes will be made without order modification charges being incurred by the customer. However, charges for the Special Access Service provided to the customer will apply.

Rate regulations for access order modification charges are specified following.

(A) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an access order which requires engineering review. An engineering review is a review by 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 to a pending order include such things as the addition or deletion of Basic Service Elements (BSEs), Special Access or MegaLink Custom optional features, BSEs or functions, type of channel interface, type of interface group or technical specification package.

Design changes do not include a change of customer premises, end user premises Special Access or MegaLink Custom Service Channel type. Changes of this nature will require the issuance of a new access order and the cancellation of the original access order with appropriate Cancellation Charges applied.

The Company will review the requested change and notify the customer whether the change is a design change, if it can be accommodated and if a new service date is required. If a change of service date is required, the Service Date Change Charge described in (B), following, will also apply.

The Design Change Charge will apply on a per access order per occurrence basis, for each access order requiring a design change. Design Change Charges are specified in 5.4 (Rates and Charges).

(B) Service Date Change Charge

- (1) A customer may request a change in the access order service date for the installation of new services or rearrangements of existing services provided the new service date is no more than 30 calendar days beyond the original service date. When such a request is made, the Company will accordingly delay the start of service and a Service Date Change Charge will apply. The application date will not change as a result of a service date change.

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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)

(B) Service Date Change Charge (cont'd)

(1) (cont'd)

If a design change has been requested as described in (A) preceding, and the engineering review cannot be completed within the 30-calendar day timeframe, the new service date may exceed the original service date by more than 30 calendar days. If a service date change is necessary to accommodate a customer requested design change, both the Service Date Change Charge and the Design Change Charge apply.

In all other cases, if the customer requests a service date which exceeds the allowable service date change period previously described, the order must be cancelled by the customer. Appropriate cancellation charges will be applied. The customer must issue new order specifying the desired service date if Access Service is still required.

- (2) A new service date may be established that is prior to the original service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, and the Company determines that additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Company that an Expedited Order Charge, as specified in (C), following, applies. The Expedited Order Charge is in addition to the Service Date Change Charge.
- (3) Failure to notify, as noted below, the Company prior to the original service date to request a different service date will result in the application of a Service Date Change Dispatch Charge for installation, moves and rearrangement of services. If a Telephone Company technician is dispatched to the customer's premises on the scheduled service date and the customer is not ready to accept service or the customer has failed to notify the Company 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 5.3.3, following. Cancellation of the order will not preclude the application of the Service Date Change Charge and/or the Service Date Change Dispatch Charge assessed for prior occurrences on the same order.

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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)

(B) Service Date Change Charge (cont'd)

A Service Date Change Charge is applicable on a per order per occurrence basis for each service date changed. A Service Date Change Dispatch Charge will apply per occurrence when a technician is dispatched to the customer's premises and the customer is not ready for service. Service Date Change Charges and Service Date Change Dispatch Charges are specified in 5.4 (Rates and Charges).

Credit for Missed Installation on Confirmed Due Date as described in 2.5.5 (Missed Installation on Confirmed Due Date) does not apply to Service Date Change Charge.

- (4) An exception to the Service Date Change Charge provisions in Sections 5.3.2(B)(1) and (2) applies for AT&T Switch 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, the Telephone Company 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 the Telephone Company on or before 30 calendar days after the original due date.

- If a Customer has opted to issue 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, the Telephone Company will cancel the order on the 121st calendar day after the original due date and charges specified in Section 5.4 will apply, or
- If Service has been fully provisioned, the Telephone Company will begin billing for the Service on the 121st day after the original due date.

If a Customer is unable to accept Service within 31 calendar days after the original due date, and the Telephone Company 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 options will apply:

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

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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

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- (1) Analog (Metallic, Telegraph), Voice Grade, DS0 (MegaLink Data and DoveLinksm) and DS1 Access Services.

If a customer desires that service be provided on an earlier date than the standard intervals, 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 11 PM (CT), Monday-Friday.

When the customer requests a 0-2 day expedite interval, on Analog (Metallic, Telegraph), DS0 (MegaLink Data, DoveLink) Access Services, the request must be received by the Company by 8:30 AM (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. APP day 0 does not begin until the Company verifies facilities or determines facilities are not in place.

If, upon reviewing availability of equipment, facilities and scheduled workload, the Company agrees to provided service on an expedited basis and the customer accepts this proposal, an Expedited Order Charge will apply (in case of Analog, Voice Grade, DS0 and DS1 Access Services).

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.

If the 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, Voice Grade, DS0 and DS1 Access Services) applies on a per order basis, regardless of the number of circuits on the order

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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)

- (1) Analog (Metallic, Telegraph), Voice Grade, DSO (Megalink Data) and DS1 Access Services (cont'd)

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

<u>USOC</u>	<u>DS1 Access Services</u>	
	<u>Expedited Service Intervals</u>	<u>Expedited Order Charge</u>
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

- (a) In addition to expedited order charges, special construction charges may apply, if the 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 (B), preceding, also applies.
- (c) If the 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 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).

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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)

(2) For all Access Services, excluding Analog, Voice Grade, DS0 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 the 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 Engineer may not exceed the estimated amount by more than 10%. If the customer instructs the Company to proceed, such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, the 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 addition labor charges, as set forth in 13.4.

- (a) Extraordinary Costs. The special construction terms and conditions, specified in Section 14 of this Guidebook will be used by the 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 Section 14.
- (b) When the request for expediting occurs subsequent to the issuance of the access order, a Service Date Change Charge, as specified in (B), preceding, also applies.
- (c) If the Company 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.
- (d) The Company will adhere to customer requested expedites approved by the Company, except during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions).

(D) Partial Cancellation Charge

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 will apply.

- MegaLink Custom Service Channels
- Special Access Channels

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5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.3 Access Order Cancellation Charges

(A) Cancellation of an Access Order

A customer may cancel an access order at any time prior to (1) the service date or (2) notification by the Company that service is available for the customer's use, whichever is later. The cancellation date is the date the Company receives written notice from the customer that the order is to be cancelled.

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(D)

(B) When Cancellation Charges Apply

If a customer or a customer's end user is unable to accept Access Service and the new service date requested is beyond the allowable service date change time period specified in 5.3.2(B)(1)(Service Date Change Charge), the access order will be cancelled. When the customer cancels an access order on or after the application date, a Cancellation Charge will apply as specified below in addition to any other applicable charges specified in 5.3.2 (Access Order Modification Charges).

(1) For Access Services, excluding those set forth in Section 5.3.3(B)(2), () the Cancellation Charge equals:

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- the number of business days from the access order application date through the access order cancellation date (i.e., the service interval)
- multiplied by the average daily charge
- plus the access order charge.

Notes:

- (a) The service interval is the number of business days from the access order application date through the access order cancellation date with the application date being Day 1. Service installation costs incurred by the Company start on the application date.
- (b) If the customer has requested a service date change beyond the original service date, the number of business days beyond the original service date are included in the service interval.
- (c) Average daily charge equals installation charges plus rearrangement charges divided by the number of business days in the service interval.

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5. Ordering for Access Service (cont'd)

5.3 Rate Regulations (cont'd)

5.3.3 Access Order Cancellation Charges (cont'd)

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(C) When Cancellation Charges Do Not Apply

- (1) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (2) When a customer cancels an access order prior to the application date, no charges apply for the cancellation.
- (3) If the Company or the customer misses a service date by more than 30 days, due to circumstances over which it has no direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the access order without incurring Cancellation Charges.

5.3.4 Minimum Period Requirements

The minimum period for which Access Service is provided and for which charges are applicable is set forth in each section of this Guidebook.

When Access Service is disconnected 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. This terminology does not refer to when billing is stopped, but rather distinguishes a disconnect from a service rearrangement.

Service rearrangements may be made without a change in minimum period requirements where so specified in this Guidebook.

ACCESS SERVICE

5. Ordering for Access Service (cont'd)

5.4 Rates and Charges

All rates and charges are contained in this section. The applicable FIDs or USOCs are included when appropriate.

(A) Access Order Charges (NRB1X)

- (1) The following access order charge applies to the Special Access Service and MegaLink Custom Services.

	<u>Charge per Access Order</u>
Special Access Order Charge	\$14.00

(B) Access Order Modification Charges

	<u>USOC</u>	<u>Charge per order per occurrence</u>
(1) Design Change Charge.....	H28	\$32.96
	<u>USOC</u>	<u>Charge per order per occurrence per service date changes</u>
(2) Service Date Change Charge	OMC	\$26.50
(3) Service Date Change Dispatch Charge	(VT6DN)	<u>Charge per order per occurrence</u> \$200.00