

3.1 Order Charge – AT&T Switched Ethernet Service

An Order Charge (also known as an Administrative Charge) applies, per order, for the installation, addition, change, rearrangement/reconfiguration, move, or cancellation of Service provided in this Service Guide (in addition to other applicable Service charges) set forth herein.

An Order Charge will not apply in the following situations:

- When Customer subscribes to a new Ethernet Payment Plan (EPP) or renews an EPP on an existing circuit;
- Non-chargeable administrative changes where so specified in this Service Guide; or
- Where another charge applies to a particular type of change (such as Service Date Change Charge or Service Date Change Dispatch Charge)

Special Access Order Charge (Administrative Charge)		
States	USOC	Nonrecurring Charge
Interstate		
AL, FL, GA, IL, IN, KY, LA, MI, MS, NC, NV, OH, SC, TN, WI	N/A	N/A
CA	NRBAO	\$22.00
AR, KS, MO, OK, TX	NRB1X	\$14.00
Intrastate Access		
AL, FL, GA, IL, IN, KY, LA, MI, MS, NC, NV, OH, SC, TN, WI	N/A	N/A
CA	NRBAO	\$46.00
AR, KS, MO, OK	NRB1X	\$14.00
TX	NRB1X	\$13.00

3.2 Design Change Charge

Customer may request a Design Change to an Order for Service. A Design Change is any change to an order which requires engineering review. AT&T must conduct an engineering review of Customer's Service Order, as well as the requested changes, to determine what Design Change, if any, is necessary to meet Customer's requested change. Design Changes include such things as the following activities: (a) for either AT&T Dedicated Ethernet or AT&T Switched Ethernet Service: addition or deletion of optional features or functions or a change in the type of port configuration, type of channel interface or technical specification package; and (b) a change in the type of Class of Service (CoS) or Committed Information Rate (CIR) for AT&T Switched Ethernet Service.

Design Changes do not include the following activities: (a) for AT&T Dedicated Ethernet and AT&T Switched Ethernet Service: a change of the Customer Site, End User Site, end office switch, channel type, or port speed; or (b) a change to the Ethernet serving switch or port speed type for AT&T Switched Ethernet Service. Changes of this nature will require Customer to issue a new order, cancel the original order, and pay any associated Cancellation Charges, as specified in Part 1, Section 7.

AT&T will review the requested change and notify 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 will also apply.

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a Design Change.

Design Change Charge, per order	
USOC: H28	
States	Charge
Interstate	
IL, IN, MI, OH, WI	\$58.00
CA	\$17.00
NV	\$60.00
AR, KS, MO, OK, TX	\$32.96
AL, FL, GA, KY, LA, MS, NC, SC, TN	\$39.93
Intrastate Access	
AL	\$60.94
AR, KS, OK	\$32.96
CA (<i>AT&T Switched Ethernet Service only</i>)	\$21.75
FL, GA, LA, MS, SC, TN, TX	\$26.21
IL, IN, MI, OH, WI	\$58.00
KY	\$33.37
MO	\$22.00
NV	\$60.00

3.3 Service Date Change Charge/Dispatch Charge – AT&T Dedicated Ethernet

If Customer is unable to accept Service on the original due date, AT&T may issue one or more supplements to an order to change the original due date to a date no more than 30 calendar days after the original due date. When Customer makes such requests, AT&T will accordingly delay the start of Service and Customer will incur a Service Date Change Charge. AT&T must receive the first supplement to the order on or before 30 calendar days after the original due date.

If Customer is unable to accept service within 31 calendar days after the original due date, one of the following will apply:

- If AT&T has not fully provisioned Service, AT&T will cancel the order on the 31st calendar day after the original due date and the Cancellation Charges specified in Part 1, Section 5, paragraph 5.1 will apply; or
- If AT&T has fully provisioned Service, AT&T will begin billing for the Service on the 31st calendar day after the original due date.

If an AT&T technician is dispatched to the Customer Site on the scheduled service date and Customer is not ready to accept Service or Customer failed to notify AT&T before 3:00 PM (CT) on the business day prior to the scheduled service date that the service date needed to be changed, a Service Date Change Charge will apply, in addition to the Service Date Change Dispatch Charge.

Service Date Change Charge, per order, per occurrence		
States	USOC	Charge
Interstate		
CA	OMC/OMCSD	\$26.50
AR, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	OMC	\$26.50
AL, FL, GA, KY, LA, MS, NC, SC, TN		\$31.60
Intrastate Access		
FL, GA, LA, MS, NC, SC, TN	OMC	\$26.21
AL		\$35.13
CA (<i>AT&T Switched Ethernet Service only</i>)		\$21.75
KY		\$33.37
IL		\$24.70
AR, IN, KS, MI, OH, OK, TX, WI		\$26.50
MO		\$13.00
NV		\$26.50
Service Date Change Dispatch Charge, per occurrence		
States	USOC	Charge
Interstate		
AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	VT6DN	\$200.00
AL, FL, GA, KY, LA, MS, NC, SC, TN	OMCAD	\$150.00
Intrastate Access		
AR, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	VT6DN	\$200.00
AL, FL, GA, KY, LA, MS, NC, SC, TN	OMCAD	\$150.00

AT&T's Discretionary Cancellation of Orders

If AT&T cannot fully provision Service, or Customer is unable to accept Service, and no due date has been established, AT&T will send Customer a written clarification notice(s) advising Customer to supplement its order(s) within 30 days after the date of the written clarification notice. If AT&T does not receive a supplement to the order(s), or if Customer otherwise fails to resolve any condition that may preclude or impair AT&T's ability to provide Service, within 30 days after the date of the written clarification notice, AT&T may, in its sole discretion, cancel the relevant order(s).

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3.4 Service Date Change Charge/Dispatch Charge – AT&T Switched Ethernet Service

If Customer is unable to accept Service on the original due date, Customer may issue supplements to an order to change the original due date to a date no more than 120 calendar days after the original due date. When Customer makes such request, AT&T will accordingly delay the start of Service and Customer will incur a Service Date Change Charge for each supplemental order. AT&T must receive the first supplement to the order on or before the 30th calendar day after the original due date.

If a Customer issues a supplement to an 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 AT&T has not fully provisioned Service, AT&T will cancel the order on the 121st calendar day after the original due date and the charges specified in Part 1, Section 5, paragraph 5.2 will apply; or
- If AT&T has fully provisioned Service, AT&T will begin billing for Service on the 121st calendar day after the original due date.

If Customer is unable to accept Service within 31 calendar days after the original due date, and AT&T has not received a supplement to the order to extend the due date within 30 calendar days after the original due date, AT&T may cancel the order on the 31st calendar day after the original due date and charges specified in Part 1, Section 5, paragraph 5.2 will apply. If AT&T has fully provisioned Service, AT&T alternatively may begin billing for the Service on the 31st calendar day after the original due date. For purposes of this Part/Section, Service has been fully provisioned once a Customer Port Connection (Port) has been installed and is ready for use, including its associated CIR and CoS. Ethernet Virtual Channels (EVCs) associated with a Port may be ordered either at the same time as the Port or subsequently.

If an AT&T technician is dispatched to a Customer Site on the scheduled service date and Customer is not ready to accept Service or Customer failed to notify AT&T before 3:00 pm (CT) on the business day prior to the scheduled service date that the service date needs to be changed, a Service Date Change Charge will apply, in addition to the Service Date Change Dispatch Charge.

AT&T's Discretionary Cancellation of Orders

If AT&T cannot fully provision Service, or Customer is unable to accept Service, and no due date has been established, AT&T will send Customer a written clarification notice(s) advising Customer to supplement its order(s) within 30 days after the date of the written clarification notice. If AT&T does not receive a supplement to the order(s), or if Customer otherwise fails to resolve any condition that may preclude or impair AT&T's ability to provide Service, within 30 days after the date of the written clarification notice, AT&T may, in its sole discretion, cancel the relevant order(s).

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Service Date Change Charge, per order, per occurrence		
States	USOC	Charge
Interstate		
CA	OMC/OMCSD	\$26.50
AR, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	OMC	\$26.50
AL, FL, GA, KY, LA, MS, NC, SC, TN		\$31.60
Intrastate Access		
FL, GA, LA, MS, NC, SC, TN	OMC	\$26.21
AL		\$35.13
KY		\$33.37
IL		\$24.70
AR, IN, KS, MI, OH, OK, TX, WI		\$26.50
MO		\$13.00
NV		\$26.50
Service Date Change Dispatch Charge, per occurrence		
States	USOC	Charge
Interstate		
AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	VT6DN	\$200.00
AL, FL, GA, KY, LA, MS, NC, SC, TN	OMCAD	\$150.00
Intrastate Access		
AR, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	VT6DN	\$200.00
AL, FL, GA, KY, LA, MS, NC, SC, TN	OMCAD	\$150.00