

ACCESS SERVICE

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5. Ordering Options5.1 General

This section sets forth the regulations and order related charges for Access Orders for Switched Access Service, Special Access Service and the Expanded Interconnection Service Cross Connect (EISCC). These charges are in addition to other applicable charges as set forth in other sections of this tariff.

An Access Order is an order to provide the customer with the Switched Access Service, Special Access Service and the Expanded Interconnection Service Cross Connect (EISCC) or to provide changes to existing services.

5.1.1 Ordering Conditions

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

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The customer shall provide all information necessary for the Telephone Company to provide and bill for the requested service. In addition to the order information required in 5.2 following, 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.

Orders for ALA and Feature Group A Switched Access Service shall be in lines.

Orders for FGB, ATA-950, FGC, FGD or ATA-101XXXX Switched Access Service shall be in trunks.

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5. Ordering Options (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)

Except as provided below, the Telephone 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 Telephone Company, to the extent provided by and subject to the terms and conditions of the requesting telecommunications carrier's interconnection agreement with the Telephone Company (or, if applicable, of the Telephone Company intrastate tariffs).⁽¹⁾

The Telephone 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 requesting telecommunications carrier has received state certification to provide local voice service in the area being served or, in the absence of a state certification requirement, has complied with registration, tariffing, filing fee, or other regulatory requirements applicable to the provision of local voice service in that area.
- (2) 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:

⁽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 tariff 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 Telephone Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Tariff 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 Telephone 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 Options (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)

- (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;
- (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.

⁽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 tariff 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 Telephone Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Tariff 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 Telephone 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 Options (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)

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 Telephone Company's premises within the same LATA as the customer's premises, when the Telephone Company is not the collocater; and
- (2) Located at a third party's premises within the same LATA as the customer's premises, when the Telephone Company is the collocater.

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⁾

Orders for Entrance Facilities or Direct Trunked Transport shall be ordered at a DS1 or DS3 level when ordered separately from Feature Groups and Access Arrangements.

Orders for Entrance Facilities or Direct Trunked Transport in conjunction with Feature Groups or Access Arrangements shall be ordered at a DS0/VG or DS1 level. The number of DS1s provisioned will be determined by the Telephone Company based on the number of lines or trunks ordered by the customer.

Direct Trunked Transport shall be ordered with or without Entrance Facilities.

Tandem Switched Transport shall be ordered in trunks.

⁽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 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 tariff 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 Telephone Company will provide customers that have commingled UNE(s) and/or UNE Combination(s) with wholesale services obtained under this Tariff 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 Telephone 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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ACCESS SERVICE

5. Ordering Options (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)

The Telephone Company will establish a service date when the customer has provided a firm commitment for the service and sufficient information to allow for the processing of the Access Order. The date on which the service date is established is considered to be the Application Date. The Telephone Company will provide a firm order confirmation to the customer and will advise the customer of the Application Date and the Service Date.

The time required to provision the service (i.e., the interval between the Application Date and the Service Date) is known as the service interval. Such intervals will be established in accordance with service date interval guidelines.

Schedules that specify installation intervals will also specify the services and quantities of the services that can be provided as specified in Section 5.1.1.1(B) and (C). The Telephone Company will adhere to the intervals as specified in Section 5.2.2(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. (N)
(N)

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

Certain Telephone Company critical dates are associated with the service interval. These dates provide a means to determine the provisioning costs incurred at any point during the service interval. The critical dates for each Access Order will be provided to the customer on the firm order confirmation. These dates will be used to develop cancellation charges as set forth in 5.2.3(B)(3)(b) following. Cancellation charges are calculated by determining the provisioning costs the Telephone Company has incurred as of the last critical date completed.

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5. Ordering Options (Cont'd)5.1 General (Cont'd)5.1.1.1 Negotiated Interval

The Telephone 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 Services ordered exceeds the quantities specified in Section 5.2.2(C)(1), or
- (C) The customer requests a service date beyond the applicable standard interval service date:

Standard Intervals	
Analog/Voice Grade/DS0	10 days
DS1/Fractional DS1	7 days
DS3	7 days ⁽¹⁾
OC3 and OC12	7 days ⁽¹⁾

⁽¹⁾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.

(C)
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The Telephone 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 Telephone Company offered service date.

5.1.2 Provision of Other Services

- (A) In addition to Switched and Special Access, other services offered under the provisions of this tariff may be ordered with an Access Order or as set forth in (B) following. The rates and charges for these services, as set forth in other sections of this tariff, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.
- (B) With the agreement of the Telephone Company, other services set forth in (A) preceding may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 5.2.2(C) following will apply if an engineering review is required.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.1 General (Cont'd)5.1.2 Provision of Other Services (Cont'd)

(C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When Additional Engineering 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%.

The regulations, rates and charges for Additional Engineering are as set forth in 13.1 following and are in addition to the regulations, rates and charges specified in this section.

5.1.3 Special Construction

The regulations, rates and charges for special construction are set forth in TARIFF F.C.C. NO. 2 and are in addition to the regulations, rates and charges specified in this tariff.

With respect to the Alternate Serving Wire Center optional feature, in the event a more generic demand develops in an area, the Telephone Company will review such Special Construction cases and will make adjustments, if necessary, to the initial customer's account.

5.2 Access Order

An Access Order is used by the Telephone Company to provide a customer Access Service as follows:

- Switched Access Services as set forth in 6. following, or
- Special Access Services as set forth in 7. following, (D)
- Other Services as set forth in 5.1.2, preceding, and (T)
- TIPToP Services as set forth in 36, preceding (N)

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

If a PIU is required, the customer must provide its PIU when placing an order for Access Services in accordance with Section 2.3.14 of this tariff.

(A) The following applies when placing an order for all Switched Access Services:

(1) When ordering EF the customer shall specify:

- (a) Whether DS0/VG, DS1 or DS3.
- (b) The multiplexing required for DS3 to DS1 or DS1 to DS0/VG.
- (c) Customer designated premises, hub, type of service, Interface and technical specifications.

(2) When ordering DTT the customer shall specify:

- (a) Whether DS0/VG, DS1 or DS3.
- (b) The multiplexing required for DS3 to DS1 or DS1 to DS0/VG.
- (c) Customer designated premises, hub, switch location (i.e. Access Tandem or End Office), type of service, Interface, technical specifications.
- (d) The channel facility assignment when Direct trunked transport is interconnected with a existing facility.
- (e) The number of trunks.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

(A) The following applies when placing an order for all Switched Access Services: (Cont'd)

(4) The following applies when placing an order for Switched Access lines or trunks:

- For ALA and Feature Group A lines, the customer shall specify the number of lines and the first point of switching (i.e., dial tone office) the directionality of the service and the Switched Transport and Local Switching options desired. In addition, the customer shall specify whether the off-hook supervisory signaling for the ordered lines is to be provided by the customer's equipment or is to be forwarded by the customer's equipment when the called party answers. The customer shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.

The customer shall also specify that the ALA or Feature Group A is to be provided with an extension to a different LATA, if applicable. When such an extension is specified on the order, the customer must also specify the customer's premises in the LATA with the Switched Access ALA or Feature Group A, at which the FGA or ALA extension is to be terminated.

- For ATA-950, ATA-101XXXX or Feature Group B and D trunks, the customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and Switched Transport options and Local Switching options desired. When ordering ATA-950, ATA-101XXXX or FGB and FGD trunks to an access tandem, the customer has the option to provide the Telephone Company an estimate 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. The customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic. The traffic type must also be specified using the same categories as described in 6.1.1 following, to enable efficient provisioning and billing functions.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

For Feature Group D Switched Access Service with Common Channel Signaling Access Capability (CCSAC) and for Line Information Data Base (LIDB), the customer shall work cooperatively with the Telephone Company to determine the number of SS7 Signaling Connections the customer must order to handle its signaling traffic. The customer shall reference existing SS7 Signaling Connections or related Signaling Connection orders. The customer must also provide any CCSAC Common Switching optional features.

For Feature Group D trunks ordered with SS7 signaling, the customer shall provide STP point codes, switching point codes, trunk circuit identification codes and switch type.

For 500 Access Service, a Feature D or ATA-101XXXX customer shall order the service as determined by the manner in which the service is to be provisioned as set forth in 6.2.14 following. The customer must specify on the access order one of three calling options (1+ 500, 0+ 500 or both), when placing an order for 500 Access Service on existing or new trunk groups. All 500 number assignments and administration shall be in accordance with the North American Numbering Plan (NANP).

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

For SS7 Signaling Connections, the customer shall specify the level of diversity in its network, as defined in Pacific Bell Network Interface Document PUB-L-780023-PB/NB and Bellcore Common Channel Signaling Network Specification Technical Reference TR-TSV-000905. Customers who specify signaling point of interface premises where utilities meeting these requirements do not exist have the option of ordering Special Construction out of F.C.C. No. 2.

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CCSAC Testing requirements are as described in section 6.1.7. following.

All orders for CCSAC and SS7 Signaling Connections will be provisioned on negotiated service intervals.

For 900 Access Service, the customer shall order in the same manner which is set forth preceding for ordering Feature Group D. Additionally, when new NXX(s) are to be opened in the LATA or when existing NXX(s) are to be deleted, and such change is to occur coincident with the service date established for the order, the customer shall provide such information when placing the order for service. If the change is to occur absent the requirement for additional capacity, the customer shall notify the Telephone Company of the change as set forth in 6.6.1 following.

All 900 number assignments and administration shall be in accordance with the North American Numbering Plan (NANP). All Toll Free Access Service number assignment and administration will be performed by the Toll Free Access Service Management System (SMS).

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

During the feature group transition period as set forth in the F.C.C. Order 89-79 adopted June 13, 1991 (see 6.1 following) customers may not mix access service at the group level to an end office or tandem. All access service must be ordered and will be provisioned similarly either as feature group service or access arrangements and cannot be mixed. However, customers may order individual circuits either as feature group or access arrangements during the transition period.

For Line Information Data Base (LIDB) Service, the customer shall provide a LIDB Service Order Form which specifies the originating point codes of the customer's designated Operator Service System (OSS), or other Service Switching Point (SSP), sending the query or queries, the PIU, and the desired due date of the order. The customer must have SS7 interconnection to the Telephone Company's Signal Transfer Points (STPs) for LIDB.

For Toll Free Access Service, the customer shall provide a Toll Free Access Service Order Form.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

For Directory Assistance Service, the customer shall specify which Feature Group B, C, D, ATA-950 or ATA-101XXXX Switched Access Service trunk group is to be associated with the Directory Assistance Service. The customer then specifies the Directory Transport options.

For originating 1+ and 011+ sent-paid traffic from a Telephone Company pay telephone, the customer must specify the equal access end offices they want to serve. The customer will determine the number of trunks and the routing, either direct or to the coin tandem, when ordering Exchange Access Operator Service System (EAOSS) trunks. When ordering Modified Operator Services (MOS) trunks, the customer will determine the number of trunks from each designated equal access end office to their specified location. MOS trunks are not provisioned via the access or coin tandems. The customer is responsible for providing all other operator services signaling capabilities, as described in the Pacific Bell Network Interface Document PUB-L-780085-PB.

(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. Video, 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.

When the customer desires an exemption from the Special Access surcharge, they shall furnish with the order, notification as set forth in 7.4.2 following.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

For the Operator Transfer Service option ordered in conjunction with FGD as specified in 6.2.4(A)(11) following, the customer must specify the number of trunks desired between their premises in each LATA and the telephone Company Operator Services System locations served by the Operator Services System. Operator Transfer trunks are used to carry originating 0-traffic, i.e., the end user dials only the 0 digit with no additional digits.

When ordering Operator Transfer Service trunks as specified preceding, the customer must also specify the type of signaling desired. Operator Transfer Service trunks may be equipped with either Equal Access (EA) Signaling or Equal Access Operator Services Signaling (EAOSS).

When ordering the Switched EISCC, the customer shall specify:

- (a) Whether DS1 or DS3.
- (b) The multiplexing for DS3 to DS1 or DS1 to DS0/VG.
- (c) The location of the EIS equipment, channel assignments, hub, type of service, interface and technical specifications, if appropriate.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)(C) TIPToP Service

The TIPToP customer shall specify the number of one-way and two-way port interfaces and the access tandem where the service is desired. The minimum initial order quantity must match the quantity as defined in Section 36.1(B)(1)(h). Subsequent orders for port interfaces must use existing facilities when spare capacity is available on those facilities.

When choke trunks are required to a separate choke tandem, the quantity of port interfaces required will be determined by the TIPToP Customer using the table in Section 36.1(B)(1)(e).

TIPToP one-way and two-way port interfaces require the TIPToP Customer to provide a minimum of one Local Routing Number (LRN) per LATA prior to provisioning of the customer's order. Changes to any order to update LRNs associated with that order will incur applicable access order modification charges as defined in Section 5.2.2. LRNs associated with other services cannot be used for the TIPToP service.

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The TIPToP customer must provide an Access Carrier Name Abbreviation (ACNA).

The TIPToP Customer must provide the Access Customer Terminal Location (ACTL) and the Common Language Location Identifier (CLLI) for every IP Gateway and every Customer's IP-VIS Dedicated location used in conjunction with TIPToP service in each LATA where service is ordered.

The TIPToP Customer must identify all NPA-NXXs for which they are the code owner at the time of order. Subsequent acquisitions of NPA-NXXs must be reported to the Telephone Company within thirty (30) days of acquisition.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.1 Rates and Charges

(A) Access Order Charges

- (1) The following access order charge applies to Switched Access Service, CCS/SS7 Interconnection Service, Directory Assistance Service, Service Provider Number Portability and TRIS.

	<u>USOC</u>	<u>Charge per Access Order/Request</u>
Switched Access Order Charge	NRBA0	\$15.00

The Switched Access Order Charge will not apply when additional Access Orders as set forth in Section 5.1.1 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 Switched Access Order Charge shall apply for the group of orders.

- (2) The following access order charge applies to the Special Access Service and Expanded Interconnection⁽¹⁾.

(C)

	<u>USOC</u>	<u>Charge per Access Order/Request</u>
Special Access Order Charge	NRBA0	\$22.00

- (1) This charge does not apply to OC-192 Dedicated SONET Ring Service or Optical Carrier Network (OCN) Point-to-Point Service

(N)
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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications

The customer may request a modification of its Access Order at any time prior to notification by the Telephone Company that service is available for the customer's use. The Telephone Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification 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 modification, the Telephone Company will schedule a new service date.

Any increase in the number of Special Access Services or Switched Access Service lines, trunks, SS7 Signaling Connections will be treated as a new Access Order (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, the Telephone Company will notify the customer if a new service date must be scheduled.

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Issued: April 27, 2000

Effective: May 12, 2000

One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(C)

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 30 calendar days.

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 applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.3 following.

At the customer's request a new service date may be established that is prior to the original service date if the Telephone Company determines it can accommodate the request without delaying service dates for other customers and facilities and equipment are available. The customer must request a service date change at least 1 business day before the service date.

Failure to notify, as noted below, the Telephone 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 Telephone Company before 3:00PM (PT) 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.

(N)

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 5.2.3 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.

Certain material previously appearing on this page now appears on 6th Revised Page 5-16.

(This page filed under Transmittal No. 97)

ACCESS SERVICE

5. Ordering Options (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) (C)

A Service Date Change Charge will apply on a per order, per occurrence basis for each service date changed. (T)
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. The applicable charge is: (N)

	<u>USOC</u>	<u>Charge</u>	(N)
Service Date Change Charge			(M)
per order, per occurrence	OMC/OMCSD	\$26.50(R)	(M)
Service Date Change Dispatch Charge			(M)
per occurrence	(VT6DN)	\$200.00	(M)

(B) Design Change (N)

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 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 premises when the end office switch(es) changes, Feature Group type, Switched Transport type and capacity, Access Arrangement or Special Access Services 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 it can be accommodated and if a new service date is required.

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a design change. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>
Design Change Charge,	H28	\$17.00
per order, per occurrence		

Certain material and revised material appearing on this page previously appeared on 3rd Revised Page 5-15.

(This page filed under Transmittal No. 97)

ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Expedite Charges

- (1) Analog (Metallic, Telegraph, Wideband Analog), DS0 (Wideband Data, Generic Digital Transport), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3), High Capacity Services (DS1 and Fiber Advantage DS1, DS3, DS3x3 and DS3x12) Access Services, OC-3 and OC-12 Point-to-Point Services (N)
(N)

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. (C)

On OC-3/OC-12 Point- to-Point services when a customer request a 4, 5, or 6 day expedite the request must be received by the Telephone Company no later the 8:30AM (PT) Monday-Friday. If received after 8:30AM (PT) the order 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. (N)

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, 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, DS3x3 and DS3x12 Access Services, OC-3 and OC-12 Point-to-Point Services) will apply. (N)
(N)

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 locations; a limit of two (2) DS3 circuit at the same location; a limit of one (1) OC-3 point-to-point circuit at the same location; and a limit of one (1) OC-12 point-to-point circuit at the same location. When the number of access circuits exceeds the maximum threshold the interval will be negotiated. (N)
(N)
(N)

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, 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, DS3x3 and DS3x12 Access Services, OC-3 and OC-12 Point-to-Point Services) applies on a per circuit basis. (N)

(This page filed under Transmittal No. 253)

ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Expedite Charges

(1) Analog (Metallic, Telegraph, Wideband Analog), DS0 (Wideband Data, Generic Digital Transport), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3), High Capacity Services (DS1 and Fiber Advantage DS1, DS3, DS3x3 and DS3x12) Access Services, OC-3 and OC-12 Point-to-Point Services (Cont'd)

(N)

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	Fiber Advantage DS3, DS3x3 and DS3x12 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

(M)

(M)

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One SBC Plaza, Dallas, Texas 75202

ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Expedite Charges (Cont'd)

- (1) Analog (Metallic, Telegraph, Wideband Analog), DS0 (Wideband Data, Generic Digital Transport), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3), High Capacity Services (DS1 and Fiber Advantage DS1, DS3, DS3x3 and DS3x12) Access Services, OC-3 and OC-12 Point-to-Point Services (Cont'd)

(N)

USOC	OC-3 Point-to-Point Services	
	Expedited Service Intervals	Expedited Circuit Charge
EODJG	6 days	\$1,900.00
EODJF	5 days	\$2,500.00
EODJE	4 days	\$3,200.00

USOC	OC-12 Point-to-Point Services	
	Expedited Service Intervals	Expedited Circuit Charge
EODJO	6 days	\$2,400.00
EODJN	5 days	\$3,200.00
EODJM	4 days	\$4,000.00

(N)

- (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).

Material previously appearing on this page now appears on 6th Revised Page 5-17.1.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Expedite Charges (Cont'd)

- (2) For all Access Services, excluding Analog (Metallic, Telegraph, Wideband Analog), DS0 (Wideband Data, Generic Digital Transport), Fractional DS1, Entrance Facilities (Voice Grade, DS1, DS3), High Capacity Services (DS1 and Fiber Advantage DS1, DS3, DS3x3 and DS3x12) Access Services, OC-3 and OC-12 Point-to-Point Services (Cont'd)

(N)

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 following.

- (a) Extraordinary Costs: The special construction terms and conditions specified in 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 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 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 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).

(This page filed under Transmittal No. 253)

ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (excluding the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM))

(C)

(C)

(A) A customer may cancel an Access Order for the installation of service. The Access Order must be cancelled at least 1 business day before the service date. The cancellation date is the 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. If a customer is unable to accept Access Service within 30 calendar days of the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled 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 Expanded Interconnection 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 facilities, no charges shall apply.

(This page filed under Transmittal No. 156)

ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (excluding the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd) (C)

(B) (Cont'd)

(3) Where installation of access facilities has been started prior to the cancellation, the lesser of the charges specified in (a) or (b) following, shall apply except for Switched Access, Special Access Metallic and Telegraph services. For Switched Access and Special Access Metallic and Telegraph services, (b) following will always apply. (D)

(a) The charge for the minimum period of Switched or Special Access service (as applicable in this section) ordered by the customer. (Recurring and Nonrecurring charges) (T)

(b) The Cancellation Charge equals:

- 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:

- (i) 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 one. Service installation costs incurred by the Telephone Company start on the application date.
- (ii) 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.
- (iii) Average daily charge equals installation charges plus rearrangement charges divided by the number of business days in the service interval.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (excluding the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(C)
|
(C)

(B) (Cont'd)

(3) (Cont'd)

(c) A separate charge will be assessed for Switched Transport (i.e., EF, DTT and TST) and Switched Access lines or trunks.

(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 due to circumstances over which it has direct control (excluding, e.g., acts of God, government requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

(E) When a customer cancels an Access Order for ADSL, ADSL-TPP or ADSL-VDP, no charges apply for the cancellation.

5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM))

(N)
|

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.

(N)

(This page filed under Transmittal No. 156)

ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM))
(Cont'd)

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.

The table below defines the product categories for "point to point" services pertaining to this section:

"Point to Point" Services	
Service	Product Category/Type
OC-3 Optical Carrier Network-Point to Point Service	OC-3
OC-12 Optical Carrier Network-Point to Point Service	OC-12
OC-48 Optical Carrier Network-Point to Point Service	OC-48
OC-192 Optical Carrier Network-Point to Point Service	OC-192
GigaMAN	1Gig-E

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.

(This page filed under Transmittal No. 156)

(N)

(N)

ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM))
(Cont'd)

The table below lists the "non-point to point" services pertaining to this section:

"Non-Point to Point" Services
SONET Ring and Access Service
OC-192 Dedicated SONET Ring Service
Multi-service Optical Network Ring Service
Optical Ethernet Metropolitan Area Network

(A) Cancellation of a letter of agreement

- (1) When facilities must be constructed prior to the Telephone Company receipt of an Access Order (e.g., construction of OC-192 Dedicated SONET Ring where facility assignment is not yet available, due to lack of spare capacity), excluding special construction as described in Tariff F.C.C. No. 2, the customer will be required to submit a written letter of agreement to the Telephone Company which includes a maximum estimate as previously provided by the Telephone Company of the cancellation charges as defined at 5.2.3.1(A)(2). A customer may cancel a written letter of agreement. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the letter of agreement is to be cancelled. If verbal notice is given, it must be followed by written confirmation within 10 days or it shall be deemed to be void.

If a customer does not place an Access Order for the services within 30 days of receiving notification that the network is ready for the services ordered, the letter of agreement will be deemed cancelled.

- (2) When a customer cancels a letter of agreement, cancellation charges will apply as follows:
- (a) Installation of facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or on preparation thereof which would not otherwise have been incurred.

(N)

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ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(A) Cancellation of a letter of agreement (Cont'd)

(2) (Cont'd)

(b) Where an Access Order has been issued, cancellation charges shall apply as indicated in Section 5.2.3.1(B) following.

(c) Applicable letter of agreement cancellation charges will be calculated from the costs incurred by the Telephone Company at the time the letter of agreement is cancelled. The cancellation charge equals:

- (i) Non-recoverable cost of equipment and material ordered, provided or used, and
- (ii) Non-recoverable cost of installation and removal including the cost of engineering, labor, supervision, transportation, rights-of-way and other associated costs.
- (iii) Less previously collected special construction charges, if applicable.

(B) Cancellation of Access Order

- (1) A customer may cancel an Access Order for installation of service. The Access Order must be cancelled at least one (1) day before the service date.

The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. If verbal notice is given, it must be followed by written confirmation within 10 days or it shall be deemed to be void.

(N)

(This page filed under Transmittal No. 156)

ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)(B) Cancellation of Access Order (Cont'd)

(1) (Cont'd)

If a customer or customer's end user is unable to accept Access Service and the new service date requested is beyond 30 calendar days of the original service date, the customer has the choice of the following options:

(a) The Access Order shall be cancelled and charges specified in 5.2.3.1(B)(2) following will apply, or

(b) Service shall be accepted, and 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. If the customer does not select one of the options, the Telephone Company will begin billing for the service on the 31st day beyond the original service date of the Access Order.

(2) When Cancellation Charges Apply

When a customer cancels an Access Order (or a part of an order) after it has been issued, but before notification by the Telephone Company that the service is available for use, cancellation charges will apply, even when nonrecurring installation charges would be waived, as follows:

(a) When a "point to point" special access service is cancelled on or before the Design Layout Report Date (DLRD), a cancellation charge will apply on a per circuit basis as shown in Table A in Section 5.2.3.1(B)(3)(a).

(N)

(This page filed under Transmittal No. 156)

ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(B) Cancellation of Access Order (Cont'd)(2) When Cancellation Charges Apply (Cont'd)

(b) When a lower-speed "point to point" service (e.g., OC-3c OCN Point-to-Point Service) with a Connecting Facility Assignment (CFA) of a higher-speed "point to point" or "non-point to point" service (e.g., OC-12 OCN Point-to-Point Service) is cancelled, and a cancelled service has no channel termination or local distribution channel, a cancellation charge will apply on a per circuit basis as shown in Table A in Section 5.2.3.1(B)(3)(a).

(c) When a "point to point" service is cancelled after the Design Layout Report Date (DLRD), a cancellation charge will apply on a per circuit basis as shown in Table B, following.

(3) Cancellation Charges(a) Point-to-point Services:

TABLE A Cancellation Charge	
Product Category/Type	Cancellation Charge (Per Circuit)
OC-3	\$600.00
OC-12	\$800.00
OC-48	\$1,200.00
OC-192	\$2,500.00
1Gig-E	\$800.00

(N)

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ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM)) (Cont'd)

(B) Cancellation of Access Order (Cont'd)

(3) Cancellation Charges (Cont'd)

(a) Point-to-point Services: (Cont'd)

TABLE B Cancellation Charge	
Product Category/Type	Cancellation Charge (Per Circuit)
OC-3	\$2,900.00
OC-12	\$3,100.00
OC-48	\$3,700.00
OC-192	\$4,000.00
GigaMAN	\$3,200.00

(b) Non-point-to-point services:

Applicable charges will be calculated from the costs incurred by the Telephone Company at the time the Access Order is cancelled. The Cancellation Charge equals:

- (i) Non-recoverable cost of equipment and material ordered, provided or used, and
- (ii) Non-recoverable cost of installation and removal including the cost of engineering, labor, supervision, transportation, rights-of-way and other associated costs.

(N)

(This page filed under Transmittal No. 156)

ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.3.1 Cancellation of an Access Order (for the following Special Access Services: SONET Ring and Access Service, Gigabit Ethernet Metropolitan Area Network (GigaMAN), Multi-service Optical Network (MON) Ring Service, OC-192 Dedicated SONET Ring Service, Optical Carrier Network (OCN) Point-to-Point Service, Optical Ethernet Metropolitan Area Network (OPT-E-MANSM))
(Cont'd)

(B) Cancellation of Access Order (Cont'd)(4) When Cancellation Charges Do Not Apply

- (a) When a customer cancels an order for the termination of existing service.
- (b) If the Telephone Company misses a service date by more than 30 days, the customer may cancel the Access Order without incurring cancellation charges.
- (c) Where the customer cancels a letter of agreement prior to the start of installation of access facilities.
- (d) Network reconfiguration order.

(N)

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.4 Selection Of Facilities For Access Orders

- (A) If the customer has a high capacity interface for use with Switched Access Service Interface Groups 5, 6 & 9, or has a Special Access Service facility in service to a Hub, the customer must request that specific channels be used to implement the Access Order.
- (B) For all other Access Orders, the option to request a specific transmission path or channel is not provided except as provided for under Special Facilities Routing as set forth in Section 11 following.

5.2.5 Special Facilities Routing

A customer may request that the facilities used to provide Switched or Special Access Service be specially routed. The regulations, rates and charges for Special Facilities Routing (i.e., Avoidance, Diversity and Cable-only) are as set forth in Section 11 following.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.6 Minimum Period

(A) Except as set forth in (B), (C), (D) and 9.4(A) following, the minimum period for which Access Service is provided and for which charges are applicable, is one month. (T)

(B) The minimum service period for Fiber AdvantageSM DS3 and DS3x3 services is a 1-year Term Plan. After the 1-, 3- or 5-year Rate Stability Payment Plan is satisfied, the customer must select a renewal option as referenced in Section 7.4.11(C). (N)
(N)
(N)
(N)

The minimum service period for Fiber Advantage^(SM) DS3 and DS3x3 services is one month.* (C)

(C) The minimum period for Fiber AdvantageSM DS3x12 service is a 3-year Rate Stability Payment Plan. After the 3- or 5-year Rate Stability Payment Plan is satisfied, the customer must select a renewal option as referenced in Section 7.4.11(C). (N)
(N)
(N)
(N)

(D) For SONET Ring and Access Services, the minimum period for dedicated ring configuration is a 3 Year Rate Stability Payment Plan. For OC-192 Dedicated SONET Ring Service, the minimum period for a dedicated ring configuration is a 3 year Term Pricing Plan. (T)

(E) 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.) (T)

(F) Service Rearrangements as set forth in 5.2.8 following for Switched and Special Access Services respectively, may be made without a change in minimum period requirements. (T)

(G) Changes other than those identified in 5.2.8 following will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also remain responsible for all outstanding minimum period obligations associated with the disconnected service. (T)

The changes listed below are those which will be treated as a discontinuance and installation of service for which a new minimum period will be established.

(1) A move to a different building as set forth in 5.2.9 following

(2) A change in type of service (i.e., Switched Access to Special Access, one type of Special Access to another, or one type of Switched Access Service to another, except as set forth in 6.7.6 following)

*This option will no longer be available for new circuits provisioned on or after, November 21, 2003. There will be no change to existing circuits. (N)
(N)

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.6 Minimum Period (Cont'd)

(G) (Cont'd)

(T)

(2) (Cont'd)

A change from Switched Access Transport (e.g., Entrance Facility or Direct Trunk Transport) to the same capacity (e.g. DS3 Entrance Facility to DS3 Channel Termination) in non-SONET Special Access Service where there is no other change to any part of the service (other than the change from Switched to Special and associated circuit identification change) and will be charged equal to a Rollover with a Change in Point of Termination as described in Section 7 following. This charge will apply per service being changed. When the change involves DS3x3 or DS3x12 service multiply the rate applicable by the 3 for a DS3x3 or 12 for a DS3x12 (when the rate is stated "per DS3"). When the service multiplexes, only the highest speed service will be charged with the subtending services changing at no charge. The minimum period of the service being changed does not change so no Termination Liability applies to this change. Qualifying orders for this activity must be placed during the effective period of this regulation and may be completed after this regulation expires. This regulation expires at the end of 90 days after the effective date of this regulation, unless sooner canceled, changed or extended.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.6 Minimum Period (Cont'd)

(G) (Cont'd)

(T)

- (3) A change in the type of Special Access Service Channel Termination
- (4) A change in Switched Access Service or Directory Assistance Service Interface Group
- (5) Change in Switched Access Service traffic type
- (6) Change in Switched Access Service capacity (i.e., DS1 to DS3)
- (7) Change from two-point to multipoint Special Access Service or from multipoint to two-point Special Access Service

5.2.7 Minimum Period Charges

The Minimum Period Charge applies when the customer requests disconnect of Switched, Special Access Service prior to the expiration of the minimum period. Except as set forth in 9.4 following, the Minimum Period Charge consists of the following:

- (A) For those Switched Access elements to which usage sensitive rate elements apply, the minimum period charge will be based on actual usage.
- (B) For those Switched Access elements, Special Access Services which are billed a flat monthly rate, the minimum period charge will be the full applicable monthly rate.
- (C) For part-time Television and Program Audio Special Access Services, the minimum period charge will be the applicable daily rate.
- (D) For all Switched, Special Access Services, all nonrecurring charges associated with the establishment of the Access Service.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements

Service rearrangements are changes to existing installed services which do not result in either a change in the minimum period requirements as set forth in 5.2.6 preceding or a change in the physical location of the point of termination at a customer's designated premises or a change in the physical location of the customer premises. Customer initiated changes in the physical location of the point of termination or changes which require a change in the physical serving arrangement are treated as moves and are described and charged for as set forth in 5.2.9 following.

There are 3 types of Service Rearrangements, Administrative Changes, Service Changes and Rollover Changes.

(A) Administrative Changes

Administrative changes excluding change of customer of record, will be made without charge to the customer. Nonchargeable administrative changes require the continued provision and billing of the Access Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the Access Service). Administrative changes are as follows:

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(A) Administrative Changes (Cont'd)

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes its name--e.g., AT&T-Long Lines to AT&T-Communications),
- Change of customer or customer's end user premises address when the change of address is not a result of a physical relocation of equipment,
- Change in billing data where billing entity remains the same (name, address, or contact name or telephone number),
- Change of customer circuit identification,
- Change of billing account number,
- Change of customer test line number,
- Change of customer's end user contact name or telephone number, and
- Change of jurisdiction.

For change of customer of record (i.e., Access Service is provided to and billed to a different entity) where no physical work is required, (i.e., physical serving arrangement remains the same) the following charge will apply:

	Nonrecurring	
	<u>Charge</u>	<u>USOC</u>
- per circuit	\$9.00	ANC

For change of customer of record requiring physical work, charges set forth in 5.2.6 preceding and 5.2.7, will apply.

(B) Service Changes

Service Changes listed below, are physical changes to existing service, excluding Rollover Changes as set forth in (C) following. Charges will apply as specified below.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(B) Service Changes (Cont'd)

- If the change involves the addition of or a modification to an optional feature which has a separate nonrecurring charge, that nonrecurring charge will apply.
- On existing Switched Access trunks, for a change of Switched Access signaling type from multifrequency address signaling to SS7 out of band signaling, i.e., the CCSAC optional feature, no charge will apply, provided there is no change in the physical serving arrangement. The addition of the 64 CCC optional feature to existing FGD trunks with CCSAC will require the establishment of a new minimum period and the full nonrecurring Switched Transport Charge will apply, as set forth in 5.2.6, (E), preceding. When the CCSAC or 64 CCC optional feature is specified the customer may add Calling Party Number (CPN), Charge Number (CN), Carrier Selection Parameter (CSP), and Access Transport Parameter (ATP), where available, at no charge if these optional features are specified at the same time the CCSAC or 64 CCC optional feature is ordered.
- Customers who order service rearrangements to redirect their traffic from direct to tandem routing for 800 Database Service, where the service is initially available only at the tandem, will not be charged a nonrecurring charge. In addition, when 800 Database Service becomes available at end offices subtending a tandem to which customers have redirected their 800 traffic, customers will be allowed to rearrange their 800 traffic from tandem to direct routing at no charge. Trunk rearrangement orders from direct to tandem routing received after June 1, 1993 will not be exempt from nonrecurring charges. All trunk rearrangement orders from tandem to direct routing must be received no later than six months after all end offices scheduled for conversion in an access tandem area have become 800 SSP-capable in order to be exempt from nonrecurring charges.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(B) Service Changes (Cont'd)

- Pursuant to the Report and Order in CC Docket 91-213, released October 16, 1992, for customers who order service rearrangements from direct-trunked to tandem-switched or tandem-switched to direct-trunked, the nonrecurring charge will be waived for orders received by June 30, 1995 and completed by December 30 1995. All trunk rearrangement orders must identify on a "one for one" or equivalent basis those existing trunks to be rearranged. The "one for one" or equivalent basis will be determined in accordance with Industry accepted engineering standards. Pacific will disconnect the tandem-switched direct trunks when the direct/tandem-switched trunks are connected, unless otherwise negotiated, but in no case shall the disconnect exceed 90 days after the establishment of the tandem switched/direct trunk order.
- For customers who make Point Code Changes in their SS7 networks to accommodate changes in trunk termination locations, the nonrecurring charge will be waived until June 30, 1995.
- For all other Switched Access changes, including the addition of, or modifications to, optional features without separate nonrecurring charges, a charge equal to one half the Switched Transport line/trunk nonrecurring (i.e., installation) charge or a charge equal to the Switched Transport facility (i.e., EF or DTT) nonrecurring charge will apply. When an optional feature is not required on each transport channel, but rather for an entire transport channel group, an end office or an access tandem switch, only one such charge will apply per transport channel group, end office or access tandem.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(B) Service Changes (Cont'd)

- If a Special Access change involves the addition of another leg to an existing multipoint service, the nonrecurring charge for the channel termination rate element will apply. The charge will apply only for the leg that is being added.
- If a Special Access change involves changing the type of signaling on a Voice Grade service, a charge equal to the Voice Grade channel termination rate element nonrecurring charge will apply. The charge will apply per service termination affected.
- For all other Special Access changes, including the addition of optional features without separate nonrecurring charges, a charge equal to a channel termination rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.
- If a Special Access change involves changing a Multiplexer Cross Connect that will be considered to be a discontinuance and installation of the Multiplexer Cross Connect and all applicable nonrecurring charges shall apply.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(C) Rollover Changes

Rollover Changes listed below, are physical changes to, or reclassification of existing service including (B) preceding, and there is no change in either the point of termination or the EIS point of termination. A Rollover Change charge for Special Access Service, Switched Access Service and Directory Assistance DS1 Service will apply as set forth in 6.8.2(F) and 7.5 following. No Charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services.

- Rearranging an existing service from one port to another port in the same multiplexer.

- Rearranging an existing service from one multiplexer to another multiplexer.

- Rearranging an existing lower speed service to an existing multiplexed higher speed service.

- Reclassification of 3 existing DS3 services between the same points of termination to a DS3x3 service, or 4 existing DS3x3 services between the same points of termination to a DS3x12 service as long as the Rate Stability Payment Plan is equivalent or longer than the lower bit rate services being reclassified.

- Rearranging existing Switched Access Lines or Trunks from one existing facility to another existing facility.

- Rearranging an existing service onto the dedicated ring configuration of SONET Ring and Access Services.

The rollover charge will be waived if the existing DS1, DS3 or OC3c service is moving to a SONET Service that has a Rate Stability Payment Plan of 5 years. For orders placed before July 1, 2000, the rollover charge will be waived if the existing DS1 or DS3 service is moving to a new Fiber Advantage DS3 service with a Rate Stability Payment Plan of 5 years.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(C) Rollover Changes (Cont'd)

In addition, a Rollover Change will occur when existing Special Access Service is rearranged to other existing Special Access Service or expanded Interconnection Service and there is a change in the point of termination of the rolled service. Except as noted below, all facilities and equipment required for the activity must already exist. No charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services.

- Rearranging an existing service from one multiplexer to another multiplexer.
- Rearranging an existing lower speed service to an existing multiplexed higher speed service.
- Rearranging from Special Access to or from expanded Interconnection Service where the expanded Interconnection Service Cross-Connect may be installed simultaneously with the rollover change.
- Rearranging an existing service to the dedicated ring configuration of SONET Ring and Access Services.

When the existing service is rolling to a SONET Ring and Access Service with a Rate Stability Payment Plan of 5 years the customer will receive a credit equal to the change charge applicable to a rollover with no change in termination.

For orders placed before July 1, 2000, when the existing service is rolling to a Fiber Advantage DS3 Service with a Rate Stability Payment Plan of 5 years the customer will receive a credit equal to the change charge applicable to a rollover with no change in termination.

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5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.8 Service Rearrangements (Cont'd)(C) Rollover Changes

In addition, a Rollover Change will occur when existing Switched Access Service is rearranged to other existing Switched Access Service or Expanded Interconnection Service and there is a change in the point of termination of the rolled service. Except as noted below, all facilities and equipment required for the activity must already exist. No charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services. (T)
(T)

- Rearranging an existing service from one multiplexer to another multiplexer.
- Rearranging an existing lower speed service to an existing multiplexed higher speed service.
- Rearranging from Switch Access Service to or from Expanded Interconnection Service where the Expanded Interconnection Service Cross-Connect may be installed simultaneously with the rollover change. (T)
(Z)
- Rearranging existing Switched Access lines or trunks from 1 existing facility to another existing facility. (Z)
(Z)

(P)

(D)

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.9 Moves

A move involves a change in the physical location of one of the following:

- The Point of Termination at the customer's designated premises
- The customer's premises
- The EIS Point of Termination

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(A) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the Switched Access Entrance Facility or the Special Access Service termination affected. There will be no change in the minimum period requirements.

(B) Moves To a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.9 Moves (Cont'd)(C) Moves for Fiber AdvantageSM Service

When a Fiber AdvantageSM DS3x3 or DS3x12 service is hubbed into individual DS3 services, and the customer desires to move the location of one of the Fiber AdvantageSM DS3 services, and the Fiber AdvantageSM DS3x3 or Fiber AdvantageSM DS3x12 service results in no change, then the nonrecurring charge associated with the individual Fiber AdvantageSM DS3 service channel termination under their current payment plan will apply. The fixed period associated with the payment plan for the rearranged Fiber AdvantageSM DS3 will not change.

When a Fiber AdvantageSM DS3 service is hubbed into individual Fiber AdvantageSM DS1 service under a Rate Stability Payment Plan, and the customer desires to move the location of that Fiber AdvantageSM DS1 service, and there is no change to Fiber AdvantageSM DS3, then the nonrecurring charge associated with the individual Fiber AdvantageSM DS1 service channel termination under that current Rate Stability Payment Plan will apply. The fixed period associated with the payment plan for the rearranged Fiber AdvantageSM DS1 service will not change.

During a 3 or 5 year Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term, a customer may move one end of a Fiber Advantage DS3, DS3x3 or DS3x12 Service to another location, within the same LATA, without incurring termination charges, provided the following conditions are met: (C)

- The Fiber Advantage DS3, DS3x3 or DS3x12 Service has satisfied the twelve month minimum service period requirement at the old location; (C)

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.9 Moves (Cont'd)(C) Moves for Fiber AdvantageSM Service (Cont'd)

- The customer subscribes to a new Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term at the new location, dependent upon the remaining months of their current contract. (C)

The following conditions apply:

- 42 months or less – the customer may purchase a new 3 or 5 year Rate Stability Plan.
- 43 months or greater – the customer may purchase only a new 5 year Rate Stability Plan.
- The expiration date for the new Rate Stability Payment Plan term is beyond the end of the original Rate Stability Plan term;
- No lapse in service occurs;
- Nonrecurring Charges will apply, when applicable;
- The new service is provided for the same customer of record as the disconnected service;
- The monthly rates for the new service at the new location will be those rates in effect at the time the new service is installed; and
- Spare facilities must be available or a nonrecurring upfront payment, which is a special construction charge, may apply.

(D) Moves for High Capacity Enhanced Access Diversity

For Special Access High Capacity Service Enhanced Access Diversity Option 3, any existing local loop which the customer orders to be rearranged from one wire center to another wire center will be treated as an outside move, even if there is no change in the point of termination.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.10 Shared Use Facilities

Shared Use (i.e., Switched and Special Access Services provided over the same analog or digital high capacity facilities) is allowed. Shared Use facilities to a Hub will be ordered and provided as Special Access Service. While shared use is allowed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service depending on the intended use. When placing the order for individual service(s), the customer must specify a channel assignment for each service ordered. Rate regulations for Shared Use facilities are set forth in 6.1.1 and 7.4.8 following.

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ACCESS SERVICE

5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.11 Access Orders for Service Provided by More than One Telephone Company

Access Services provided by more than one Telephone Company are services where one end of Switched Transport, Directory 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 company of a different Telephone Company or where, in the case of Interim 800 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 2.4.8 preceding, to be used by the Telephone Companies involved in providing the Access Service.

(A) Ordering Procedures for ALA, ATA-950, Feature Group A and B (FGA and FGB) - Single Company Billing

The company where the first point of switching is located shall accept the order for ALA, FGA, ATA-950 and FGB service. The other company(ies) involved shall also receive a copy of the order from the customer. The company receiving the order from the customer will arrange to provide the service and bill the customer, as set forth in 2.4.8(A) preceding.

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5. Ordering Options (Cont'd)5.2 Access Order (Cont'd)5.2.11 Access Orders for Service Provided by More Than One Telephone Company (Cont'd)

- (B) Ordering Procedures for Service Other Than ALA, FGA, ATA-950 and FGB - Single Bill*

The Telephone Company that accepts the order from the customer and renders the bill will be determined as follows:

FGC and/or Directory Assistance - The company where the end office is located shall accept the order.

ATA-101XXXX and FGD ordered to an End Office/Access Tandem - The company where the end office is located shall accept the order.

WATS Access Line Service - When the WATS serving office and the end user end office are located in different Telephone Company operating territories, the company where the end office is located shall accept the order.

Special Access Service without Hub - Either company may accept the order.

Special Access Service with Hub - The company where the Hub is located shall accept the order.

The other company(ies) involved shall also receive a copy of the order from the customer.

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5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.11 Access Orders for Service Provided by More Than One Telephone Company (Cont'd)

(C) Ordering Procedures for Service Other Than ALA, FGA, ATA-950
and FGB - Multiple Bill

Each company will accept an order for service from the customer for that portion of service provided within its territory.

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5. Ordering Options (Cont'd)5.3 Available Inventory

Available inventory is limited and does not include facilities previously ordered. The Telephone Company will make every reasonable effort to maintain sufficient available inventory to provide Access Service in accordance with customers' requested service date intervals. To the extent that service can be provided, Access Orders will be satisfied from available inventory.

5.4 Design Layout Report

At the request of the customer the Telephone Company will provide to the customer, for Switched and Special Access Services, the make-up of the facilities and services to aid the customer in designing its overall service. For Switched Access Service, the make-up of the facilities and services will be provided from the customer's premises to the first point of switching. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

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