

TARIFF DISTRIBUTION

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ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.1 General

This Section sets forth the regulations and order-related charges for Access Orders for Switched and Special Access Services. These charges are in addition to other applicable charges as set forth in other sections of this Tariff.

- (CT) An Access Order is the customer's request for the Telephone Company to provide the customer with
(CT) Switched Access Service or Special Access Service or to provide modifications to existing services. An
(AT) Access Order may be submitted by Access Service Request (ASR) or by such other ordering processes as
(AT) the Telephone Company may provide. Depending upon the services, facilities or service interval dates
(AT) requested, one or more Access Orders may be required to provide the IC with access service.

5.1.1 Ordering Conditions

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

- (RT) 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 Paragraph 5.2, 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.

The Telephone Company will establish a service date when the customer has provided an Access Order that contains the information as required for each respective service described in this and other sections of the tariff. 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.

Orders for FGA and BSA-A Switched Access Service must be in multiples of 30 busy-hour minutes of capacity.

P.S.C. Mo. - No. 36
ACCESS SERVICES TARIFF

Southwestern Bell Telephone
Company d/b/a AT&T Missouri

Section 5
9th Revised Sheet 5.1
Replacing 8th Revised Sheet 5.1

ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE

5.2 Access Order (cont'd)

5.2.3 Access Order Modifications

The customer may request a modification of its Access Order at any time prior to the service date or notification by the Telephone Company that service is available for the customer's use, whichever is later. 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. All charges for Access Order modifications will apply on a per-occurrence basis.

Any increase in the number of DNAL Channels, Special Access Service channels, Frame Relay Service (FRS) Links or Ports, CCS/SS7 STP Port Terminations, STP Access Connections, Switched Access Service lines, trunks, Switched Transport Channels or LIDB OPCs will be treated as a new Access Order (for the increased amount only).

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

A. Service Date Change Charge/Dispatch Charge

(AT)

1. 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 45 calendar days. When, for any reason, the customer indicates that service can not be accepted for a period not to exceed 45 calendar days beyond the original service date, and the Telephone Company accordingly delays the start of service, a Service Date Change Charge will apply. The Application Date will not change as a result of a Service Date Change.

ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE (cont'd)

5.2 Access Order (cont'd)

5.2.3 Access Order Modifications (cont'd)

A. Service Date Change Charge/Dispatch Charge (cont'd)

(AT) (1) (cont'd)

If a Design Change has been requested as set forth in 5.2.3, C., following, and the engineering review cannot be completed within the 45-calendar-day time frame, the new service date may exceed the original service date by more than 45 calendar days. If a service date change is necessary to accommodate a customer requested design change, both the Service Date Change Charge and The Design Change Charge apply.

In all other cases, if the customer-requested service date exceeds the allowable service date change period previously described, the order will be canceled by the Telephone Company, appropriate cancellation charges applied and a new order issued with the new service date. If a service date change is necessary to accommodate a customer-requested Design Change, both the Service Date Change Charge and the Design Change Charge apply.

A new service date may be established that is prior to the original service date if the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date and the Telephone Company determines that additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that an Expedited Order Charge, as set forth in 5.2.3, D., following, applies. Such charges to expedite service should they apply will be in addition to the Service Date Charge.

For orders for facilities that will be used for special access services 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 (CST) 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.

ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE (cont'd)

5.2 Access Order (cont'd)

5.2.3 Access Order Modifications (cont'd)

A. Service Date Change Charge/Dispatch Charge (cont'd)

(AT)

(1) (cont'd)

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 Section 5.3.3. 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.

(AT)

A Service Date Change Charge will apply, on a per-order, per-occurrence basis, for each service date changed. A Service Date Change Dispatch Charge will apply per occurrence when a technician is dispatched to the customer's premises and the customer is not ready for service. The applicable charge is;

	<u>USOC</u>	<u>Charge</u>
Service Date Change Charge, per Order	OMC	\$ 13.00
Service Date Change Dispatch Charge	VT6DN	200.00

(AT)

(2) An exception to the Service Date Change Charge provisions in Section 5.3.2.A(1) applies for AT&T Switched Ethernet Service. The following provisions apply:

If a customer is unable to accept service on the original due date, the customer may issue one or more supplements to an Access Order to change the original due date to a date no more than 120 calendar days after the original due date. When such requests are made, the Telephone Company will accordingly delay the start of service and the customer will incur a Service Date Change Charge. The first supplement to the access order must be received by the Telephone Company on or before 30 calendar days after the original due date.

If a customer issues a supplement to an access order to extend the original due date but is unable to accept service within 121 calendar days after the original due date, one of the following will apply:

- If service has not been fully provisioned, the Telephone Company will cancel the order on the 121st calendar day after the original due date and the charges specified in Section 5.2.3.A(1) will apply, or
- If service has been fully provisioned, the Telephone Company will begin billing for the Service on the 121st calendar day after the original due date

(AT)

of canceling this tariff.

ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE (cont'd)

5.2 Access Order (cont'd)

5.2.3 Access Order Modifications (cont'd)

A. Service Date Change Charge/Dispatch Charge (cont'd)

(2) (cont'd)

If a customer is unable to accept service within 31 calendar days after the original due date, and the Telephone Company has not received a supplement to the Access Order to extend the due date within 30 calendar days after the original due date, one of the following will apply:

- If service has not been fully provisioned, the Telephone Company will cancel the order on the 31st calendar after the original due date and charges specified in Section 5.2.3.A(1) will apply, or
- If service has been fully provisioned, the Telephone Company will begin billing for the Service on the 31st calendar day after the original due date.

B. Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by 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 to a pending order include such things as the addition or deletion of features, BSEs, 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, End User premises, End Office Switch, Feature Group type, BSA type, or Special Access Service channel 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. If the customer authorized the Telephone Company to proceed with the design change, a Design Change will apply. The Design Change Charge will apply on a per-order, per-occurrence basis, for each customer-issued order requiring a design change. The applicable charge is:

	<u>USOC</u>	<u>Rate</u>
Design Change Charge, per Order	H28	\$22.00

If a change of service date is required, the Service Date Change Charge as set forth in Paragraph 5.2.3. A. will also apply.

(AT)

(AT)

(MT)

(MT)

(RT)

ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE-(Continued)

5.2 Access Order-(Continued)

5.2.4 Cancellation of An Access Order

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

B. When Cancellation Charges Apply

(AT) If a customer or the customer's end user is unable to accept Access Service
(AT) and the new service date requested is beyond the allowable service date
change time period described in Paragraph 5.2.3. A., the
Access Order will be cancelled. When the customer cancels an access order on or after the
application date, a Cancellation Charge will apply as specified below in addition to any other
applicable charges specified in Section 5.2.3.

(CT) 1. For Access Services, excluding those set forth in Section 5.2.4.D, 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.

The service interval is the number of business days from the access order application date
through the access order cancellation date with the application date being day 1. Service
installation costs incurred by the Telephone Company start on the application date.

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.

Average daily charge equals installation charges plus rearrangement
charges divided by the number of business days in the service interval.

ACCESS SERVICES

5. ORDERING FOR SWITCHED AND SPECIAL ACCESS SERVICE-(Continued)

5.2 Access Order-(Continued)

5.2.4 Cancellation of An Access Order-(Continued)

C. When Cancellation Charges Do Not Apply

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

D. When Cancellation Charges Apply (cont'd)

Provisions in this Section 5.2.4.D apply to the services listed below:

- AT&T Switched Ethernet Service

Cancellation charges for services are applied based upon the tiered fee schedule outlined below.

When a customer cancels an Access Order for a service, cancellation charges will apply, even when nonrecurring installation charges would otherwise be waived, as follows:

When an order for a service is cancelled, applicable charges will be calculated based on the number of calendar days between the Telephone Company's receipt of the Access Order and the cancellation date. A cancellation charge will apply on a per port connection basis as shown in the table below:

Cancellation Date – Calendar Days After Receipt of Order	Cancellation Charge (Per Port Connection)
0-10	\$0.00
11-30	\$650.00
31-61	\$2,000.00
61+	\$3,000.00

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(AT)