

SECTION 2 - Service Description

SD-1.3 Participating Carriers

Participating Carriers Table	
States	AT&T Participating Carriers
IL, IN, MI, OH, WI	Illinois Bell Telephone Company
	Indiana Bell Telephone Company
	Michigan Bell Telephone Company
	The Ohio Bell Telephone Company
	Wisconsin Bell, Inc.
AL, FL, GA, KY, LA, MS, NC, SC, TN	BellSouth Telecommunications, LLC
AR, KS, MO, OK, TX	Southwestern Bell Telephone Company
CA	Pacific Bell Telephone Company
NV	Nevada Bell Telephone Company

SD-1.4 Ordering

SD-1.4.1. Order Charges

An Order Charge (also known as an Administrative Charge) applies, per order, for the installation, addition, change, rearrangement or move of services provided in this Service Guide (in addition to other applicable service charges), including the following situations: (C)

- An Order Charge will apply per order when a Customer elects to have existing services billed under a payment plan or elects to renew/re-term a payment plan. (C)
- An Order Charge will apply per order for order cancellations. (C)

An Order Charge will not apply in the following situations:

- Non-chargeable administrative changes where so specified in this Service Guide; (N)
- Where another charge applies to a particular type of change (such as Service Date Change Charge or Service Date Change Dispatch Charge). (N)

(D)

(D)

SECTION 2 - Service Description

SD-1.4.2 Design Change Charge

The Customer may request a design change to an Order for AT&T Switched Ethernet Service. (C)
A design change is any change to an order which requires engineering review. An engineering review is a review by AT&T personnel of the service ordered and the requested changes to determine what change 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 port configuration, type of channel interface, type of Class of Service or Committed Information Rate or technical specification package. Design changes do not include a change of Customer premises, end user (C)
premises, Ethernet serving switch, port speed, or port speed 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.

AT&T will review the requested change and notify the Customer whether the change is a design change, if it can be accommodated and if a new service date is required. If a change of service date is required, the Service Date Change Charge will also apply.

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

Certain material previously appearing on this page now appears on Original Page 7.1

SD-1.4.3 Service Date Change Charge/Dispatch Charge

(M)

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

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

- If Service has not been fully provisioned, AT&T will cancel the order on the 121st calendar day after the original due date and the charges specified will apply, or
- If Service has been fully provisioned, AT&T will begin billing for the Service on the 121st calendar day after the original due date.

If a Customer is unable to accept Service within 31 calendar days after the original due date, and AT&T has not received a supplement to the order to extend the due date within 30 calendar days after the original due date, one of the following will apply:

- If Service has not been fully provisioned, AT&T will cancel the order on the 31st calendar day after the original due date and charges specified will apply, or
- If Service has been fully provisioned, AT&T will begin billing for the Service on the 31st calendar day after the original due date.

(M)

If an AT&T 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 AT&T before 3:00 PM (CT) on the business day prior to the scheduled service date that the service date needs to be changed, a Service Date Change Charge will apply, in addition to the Service Date Change Dispatch Charge.

(N)

(N)

Certain material on this page previously appeared on Original Page 7.

SD-1.4.4 Cancellation Charges

A Customer may cancel an order for the installation of service at any time prior to notification by AT&T that service is available for the Customer's use. The Cancellation Date is the date AT&T receives written notice from the Customer that the order is to be cancelled. When a Customer cancels an order (or a part of an order) for associated service, applicable cancellation charges will be assessed, even when nonrecurring installation charges would otherwise be waived. (C)
(C)

Applicable cancellation charges will be calculated based on the number of calendar days between AT&T's receipt of the order and the Cancellation Date. A cancellation charge will apply on a per Port Connection basis as shown in the table below:

Cancellation Charge For AT&T Switched Ethernet Service	
Cancellation Date – Calendar Days after Receipt of Order	Cancellation Charge (Per Port Connection)
0-10	\$0.00
11-30	\$0.00
31-60	\$2,000.00
61+	\$3,000.00

SD-1.4.4.1 When Cancellation Charges Do Not Apply

For AT&T Switched Ethernet Service, Cancellation Charges do not apply: (C)

- When a customer cancels an order for the termination of existing service. (N)
- If AT&T misses a service due date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotion), the Customer may cancel the order without incurring cancellation charges. (C)
(C)
- If the customer cancels a network reconfiguration order (e.g., move, change or disconnect). (N)
(N)
- If an order is cancelled because the Customer does not agree to pay applicable Special Construction charges as described in Section SD-4.11. (D)

(D)

SECTION 2 - Service Description

SD-4.9 Additional Engineering and Additional Labor**SD-4.9.1 Additional Engineering**

Additional Engineering is not an ordering option but will be applied to an order when AT&T determines additional engineering is necessary to accommodate a Customer request. When additional engineering is required, the Customer will be notified and furnished with a written statement setting forth the justification for the additional engineering as well as an estimate of the charges.

If the Customer agrees to the additional engineering, a firm order will be established. If, after being notified that additional engineering of AT&T facilities is required, the Customer does not want the service or facilities, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the Customer for the additional engineering may not exceed the estimated amount by more than 10 percent.

Additional Engineering will be provided by AT&T at the request of the Customer only when:

- A Customer requests additional technical information after AT&T has already provided the technical information normally included on the Design Layout Report (DLR). (C)
- Additional engineering time is incurred by AT&T to engineer a Customer's request for a customized service.

AT&T will notify the Customer that Additional Engineering Charges will apply before any additional engineering is undertaken.

SECTION 2 - Service Description

SD-4.9.2 Additional Labor

Additional Labor is that labor requested by the Customer on a given service and agreed to by AT&T as set forth in the following. (C)

AT&T will notify the Customer that Additional Labor Charges, as set forth in the pricing section of this Service Guide, will apply before any additional labor is undertaken. Additional Labor Charges apply for each half hour or fraction thereof unless otherwise specified herein.

A call-out of AT&T personnel requiring Additional Labor will be charged a minimum of four (4) hours on an Overtime and/or Premium Time basis when the call-out is attributed to a Customer request/problem. However, at no time will the Customer be charged if trouble is found to be on AT&T's side of the demarcation point.

Types of Additional Labor are:

- Overtime Installation is that AT&T installation effort outside of a normal business day.
- Stand by includes all time in excess of one-quarter (1/4) hour during which AT&T personnel stand by at the Customer's request.
- Testing and Maintenance with Other Service Providers: Additional testing, maintenance or repair of facilities which connect to facilities of other service providers, is that which is in addition to the normal effort required to test, maintain or repair facilities provided solely by AT&T. (C)
- Other Labor: Other Labor is that additional labor not included in the preceding items, including but not limited to labor incurred to accommodate a specific Customer request that involves only labor which is not covered by any other section of this Service Guide. (C)

Hourly rates for Additional Labor are based upon the time of day, day of the week, and if the work is performed on an AT&T holiday as set forth below:

- Basic Time - Work related efforts of AT&T performed during a normal business day, 8:00 a.m. – 5:00 p.m., Monday through Friday.
- Overtime - Work related efforts of AT&T performed outside of a normal business day (Monday through Friday), and on Saturdays.
- Premium Time - Work related efforts of AT&T performed on Sundays and/or AT&T holidays.

SECTION 2 - Service Description

SD-4.10 Testing

Additional Cooperative Acceptance Testing and Nonscheduled Testing are testing services available to Customers.

- **Additional Cooperative Acceptance Testing (ACAT)**

When a Customer provides a technician at its premises or at an end user's premises, (C)
with suitable test equipment to perform the requested tests, AT&T will provide a (C)
technician at its office for the purpose of conducting Additional Cooperative Acceptance
Testing. At the Customer's request, AT&T will provide a technician at the Customer's
premises or at the end user premises.

- **Nonscheduled Testing (NST)**

When a Customer provides a technician at its premises with suitable test equipment to (D)
perform the required tests, AT&T will provide a technician at its office for the purpose of (C)
conducting Nonscheduled Testing. At the Customer's request, AT&T will provide a
technician at the Customer's premises.

When the Customer subscribes to testing services, the Customer shall make the facilities to be (C)
tested available to AT&T at times mutually agreed upon.

SD-4.11 Special Construction**SD-4.11.1 General**

This section contains the conditions and charges applicable for special construction of facilities.

When special construction of facilities is required, the conditions following apply in addition to all conditions, rates and charges set forth in this Service Guide.

SD-4.11.2 Conditions**SD-4.11.2.1 Ownership of Facilities**

AT&T retains ownership of all specially constructed facilities provided under this Service Guide.

SD-4.11.2.2 Interval to Provide Facilities

Based on available information and the type of service ordered, AT&T will establish a completion date for the specially constructed facilities. If the scheduled completion date cannot be met due to circumstances beyond the control of AT&T, a new completion date will be established and the Customer will be notified.

SECTION 4 - Pricing

P-4.4 Ordering Charges

Ordering Charges - Interstate			
	States	USOC	Charge
Special Access Order Charge (Administrative Charge)	AL, FL, GA, IL, IN, KY, LA, MI, MS, NC, NV, OH, SC, TN, WI	N/A	N/A
	CA	NRBAO	\$22.00
	AR, KS, MO, OK, TX	NRB1X	\$14.00
Design Change Charge, per order	IL, IN, MI, OH, WI	H28	\$58.00
	CA	H28	\$17.00
	NV	H28	\$60.00
	AR, KS, MO, OK, TX	H28	\$32.96
	AL, FL, GA, KY, LA, MS, NC, SC, TN	H28	\$39.93
Service Date Change Charge, per order, per occurrence	AR, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	OMC	\$26.50
	CA	OMC/OMCSD	\$26.50
	AL, FL, GA, KY, LA, MS, NC, SC, TN	OMC	\$31.60
Service Date Change Dispatch Charge, per occurrence	AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI	VT6DN	\$200.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	OMCAD	\$150.00
Billing Change Charge by RAO - per ACNA, per Customer type, per billing period	AR, KS, MO, OK, TX	WCP	\$7.25
Change of Bill Period - Manual Entry, per EVC	AR, KS, MO, OK, TX	NRBCH	\$44.00
Miscellaneous Service Order Charge - per occurrence for Standby and Testing and Maintenance with other telephone companies	NV	MSSOC	\$121.77

(C)

AT&T Switched Ethernet Service Guide

Ordering Charges - Intrastate			
	States	USOC	Charge
Special Access Order Charge (Administrative Charge)	CA	NRBAO	\$46.00
	AR, OK, KS, MO	NRB1X	\$14.00
	TX	NRB1X	\$13.00
Design Change Charge, per order	FL, GA, LA, MS, SC, TN, TX	H28	\$26.21
	AL	H28	\$60.94
	KY	H28	\$33.37
	IL, IN, MI, OH, WI	H28	\$58.00
	AR, KS, OK	H28	\$32.96
	MO	H28	\$22.00
	CA	H28	\$21.75
	NV	H28	\$60.00
Service Date Change Charge, per order, per occurrence	FL, GA, LA, MS, NC, SC, TN	OMC	\$26.21
	AL,	OMC	\$35.13
	KY	OMC	\$33.37
	IL	OMC	\$24.70
	AR, IN, KS, MI, OH, OK, TX, WI	OMC	\$26.50
	MO	OMC	\$13.00
	CA	OMC	\$21.75
	NV	OMC	\$26.50
Service Date Change Dispatch Charge, per occurrence	AL, FL, GA, KY, LA, MS, SC, TN	OMCAD	\$150.00
	AR, IL, IN, KS, MI, OH, OK, MO, NV, TX, WI	VT6DN	\$200.00
Access Billing Change Charge by RAO - per ACNA, per customer type, per billing period	AR, KS, MO, NV, OK	WCP	\$7.25
Change of Access Services Bill Period - Manual Entry, per circuit	AR, KS, MO, OK,	NRBCH	\$44.00
Miscellaneous Service Order Charge - per occurrence for Standby and Testing and Maintenance with other telephone companies	NV	MSSOC	\$121.77

(C)