

SECTION 2 - Service Description

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**SD-1.4.3 Service Date Change Charge/Dispatch Charge**

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, AT&T may cancel the order on the 31st calendar day after the original due date and charges specified below will apply. If Service has been fully provisioned, AT&T alternatively may begin billing for the Service on the 31st calendar day after the original due date. For purposes of this Section, Service has been “fully provisioned” once a Customer Port Connection has been installed and is ready for use, including its associated Committed Information Rate (CIR) and Class of Service (CoS). Ethernet Virtual Channels (EVCs) associated with a Customer Port Connection may be ordered either at the same time as the Customer Port Connection or subsequently.

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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.