

ACCESS SERVICE

5. Ordering Options for Switched Access Service

5.1 General

This section sets forth the regulations and charges for Access Orders for Switched Services. 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 Switched Access Service or to provide changes to existing services.

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.

The Customer shall supply 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 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 Feature Group A Switched Access Service shall be in lines. Orders for Feature Group B Switched Access Service shall be in trunks. Orders for Feature Groups C and D services are described further in Section 5.2 following. IC's other than AT&T may order Feature Group D access service by either trunks or Busy Hour Minutes of Capacity. Orders for Feature Group L Access Service shall be in trunks. The order date, which is known as the Application Date, is the date on which the Telephone Company receives complete and accurate information from the customer to allow processing of the Access Order. The customer is advised of the Application Date at the time the Telephone Company gives the customer a firm order confirmation.

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5. Ordering Options for Switched Access Service (Cont'd)

5.1 General (Cont'd)

5.1.2 Provision of Other Services

- (A) Testing Service, Additional Engineering, Additional Labor, Restoration Priority and Special Facilities.

Routing shall be ordered with an Access Order or subsequently 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, the items listed 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 set forth in 5.2.2 (C) following will apply when an engineering review is required.

- (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 it 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 for Additional Engineering are as set forth in 13.1 following. The rates for Additional Engineering may be found in Section 17.7, following.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order

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

- Switched Access Services as set forth in Section 6. following,
- Other Services as set forth in 5.1.2 preceding.

When placing an order for Access Service, the Customer shall provide, at a minimum, the following information:

- For Feature Group A Switched Access Service, the customer shall specify the number of lines and the first point of switching (i.e., dial tone office), directionality of the service and the Local Transport and Local Switching options desired. In addition, the customer shall specify whether the ordered line(s) is for FX/ONAL service or MTS/WATS-type service. If the customer specifies MTS/WATS-type service, 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 line.

The customer shall also specify that the 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 Feature Group A, at which the FGA extension is to be terminated.

- For Feature Group B Switched Access Service, 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 the Local Transport and Local Switching options desired. In addition, the customer shall also specify for terminating only access, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks. The basic traffic type must also be specified using the same categories, (T)
- For Feature Group C and D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer's premises to the access tandem switch by Feature Group and by type of BHMC. This information is used to determine the number of transmission paths. The customer then specifies the Local Transport and Local Switching options. (T)

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

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

Customers other than AT&T may, at their option, order FGD by specifying the number of trunks desired between their premises and the access tandem switch instead of ordering by BHMC. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company sufficient information regarding its projected traffic to and/or from each end office subtending the access tandem to enable the Telephone Company to efficiently engineer the network. The information may be based on the customer's best estimate.

For 900 Access Service, the customer shall order the service for the entire LATA in accordance with the preceding provisions as determined by the manner in which the service is to be provisioned (i.e., Feature Group B, C or D) except that direct routing to the end office is available only to end offices equipped with equal access and six digit translation capabilities. When new 900 Access Service NXX(s) are to be opened up in the LATA, or when existing 900 Access Service NXX(s) are to be deleted coincident with the provision of 900 Access Service, the customer shall provide such information when placing the order for 900 Access Service. For additions and/or deletions of 900 Access Service NXX(s) at any other time, the customer shall place an order for such additions and/or deletions. All NXX assignment and administration shall be in accordance with the North American Numbering Plan (NANP). Assignment(s) will be made by the NANP Coordinator.

The BHMC may be determined by the customer in the following manner. For each business day as defined in 2.6 preceding and for the period from 5:00 PM to 11:00 PM of each such business day, the customer shall determine the highest number of minutes of use for a single hour (eg., 55 minutes in the 10-11 AM hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. These determinations thus establish the forecasted BHMC for each end office.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

Orders for Switched Service are subject to service connection charges. If installation work for Switched Access Services is required at a customer designated premises and the customer authorizes the Telephone Company to perform the work, additional labor charges as set forth in Section 13.2 apply.

- (A) One service charge applies per customer order for all work or service to be provided at one time on the same premises, for the same customer. This charge includes the work associated with the first line in an access service request.
- (B) Additional line charges apply per line, trunk, or channel for connections or changes in type for lines after the first.
- (C) Access Order Charge rates may be found in Section 17.3, following.

5.2.1 Access Order Service Date Intervals

Access Service is provided with one of the following Service Data Intervals:

- Standard Interval
- Negotiated Interval
- Advance Order Interval

To the extent the Access Service can be made available with reasonable effort, the Telephone Company will provide the Access Service in accordance with the Customer's requested interval, subject to the following conditions:

(A) Standard Interval

The Telephone Company shall publish and make available to all customers, in the Telephone Company Business Office during normal business hours, a schedule of standard intervals applicable for Switched Access Services. This schedule shall specify which services and the quantities of services that can be provided within the intervals. The Telephone Company shall provide such schedules and associated relevant information to all customers upon request and within a reasonable time period for standard or negotiated service intervals.

Access Services provided within these intervals will be installed during Telephone Company business days. If a Customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the Customer will be subject to applicable Additional Labor Charges as set forth in Section 13.2.1 following.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date Intervals (Cont'd)

(B) Negotiated Interval

The Telephone Company will negotiate a service date interval with the customer when:

- (1) There is no Standard Interval for the service, or
- (2) The quantity of Access Services ordered exceeds the quantities specified in the Standard Intervals described in 5.4 following.
- (3) The customer requests a service date beyond the applicable Standard Interval service date except as set forth in (C) following.

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.

All services for which rates are applied on an individual case basis are provided with a Negotiated Interval.

The addition of an 800 Access Service ten digit customer identification record to the 800 Access Service data base or the deletion of an 800 Access Service ten digit customer identification record from the 800 Access Service data base is provided with a Negotiated Interval.

900 Access Service is provided with a Negotiated Interval. However, for the conditions outlined below the Negotiated Interval will not exceed the maximum interval shown:

	<u>Maximum Interval</u>
Initial establishment of service where customer is:	
- Not yet provided with any FGB, C or D service in the LATA	6 Months

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date Intervals (Cont'd)

(B) Negotiated Interval (Cont'd)

Maximum
Interval

- Provided FGD service in all equal access end offices in the LATA and FGB or C service in all non-equal access end offices in the LATA 90 Days

Subsequent additions or deletions of NXX's for existing 900 Service 60 Days

(C) The requested service may not exceed by more than six months the applicable service date, or, when there is no applicable service date, the service date established by the Telephone Company.

All part-time Television and Program Audio services are subject to a service inquiry. A service inquiry is a request to the Telephone Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

For services provided outside of the published intervals, the nonrecurring charge will equal the service connection charge and any appropriate charges for additional labor as set forth in Section 13.2 following.

(D) Advance Order Interval

When placing an Access Order, a customer may request an Advance Order Interval for a service date of 12 to 24 months from the Application Date for the following services:

- A minimum of 24 voice grade equivalent Switched Access Service lines or trunks or 720 BHMCs

Orders for less than the minimum quantities will be accommodated under Standard or Negotiated Interval provisions as set forth in (A) or (B) preceding.

Advance Order Interval Access Orders are subject to all ordering conditions of Standard and Negotiated Interval Access Orders except as set forth in (1) through (4) following.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date Intervals (Cont'd)

(D) Advance Order Interval (Cont'd)

(1) Advance Payment

A nonrefundable Advance Payment will be calculated as follows:

Advance Payment (Nonrefundable) The minimum monthly charge for the minimum period plus the applicable Nonrecurring Charges for the services ordered.

This Advance Payment is due 10 working days from the date the Telephone Company confirms acceptance of the order, or on the Application Date, whichever date is the later date. If the Advance Payment is not received by such payment date, the order will be cancelled. No cancellation charges will apply.

When the Access Services are connected on the service date, the Advance Payment will be applied, as a credit, to the customer's billed service charges. When there has been a decrease in the number of services originally ordered, as set forth in (3) following, only the portion of the Advance Payment for services actually installed will be credited.

(2) Modifications to Advance Order Interval Access Orders

Service date changes, as set forth in 5.2.2(A) following, and design change modifications, as set forth in 5.2.2(C) following, may be made to the Access Order by the customer without charge until the Scheduled Issue Date (SID) as defined in 5.2.3(B)(4)(b) following.

(3) Cancellation or Partial Cancellation of an Advance Order Interval Access Order

When the customer cancels an Access Order, the order will be withdrawn. The Advance Payment will not be credited or refunded.

Any decrease in the number of ordered Access Services will be treated as a partial cancellation, and the portion of the Advance Payment for the services cancelled will not be credited or refunded.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date Intervals (Cont'd)

(D) Advance Order Interval (Cont'd)

(4) Delayed Service Credit

The Telephone Company will make every reasonable effort to provide the services to the customer on the service date. If the date is missed, unless for reasons beyond control of the Telephone Company as set forth in 2.1.3(H) preceding and such circumstances occur within 90 days prior to the service date, an amount equal to 1/90th of the Advance Payment will be credited to the customer's account for each day missed.

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5. Ordering Options for Switched Access Service (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 or prior to the service date, 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 Switched Access Service busy hour minutes of capacity, lines or trunks will be treated as a new Access Order (for the increased amount only).

(A) Service Date Change Charge

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. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 30 calendar days, and the Telephone Company accordingly delays the start of service, a Service Date Change Charge will apply. 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(A) following.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

A new service date may be established that is prior to the original Standard, Negotiated or Advance Order Interval 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, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in (D) following will apply. Such charges will apply in addition to the Service Date Change Charge.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The Service Date Change Charge may be found in Section 17.3, following.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(B) Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service busy hour minutes of capacity, lines or trunks ordered with a standard or negotiated Interval Access Order will be treated as a partial cancellation and the charges as set forth in 5.2.3 following will apply. Partial cancellation charges do not apply to advance order Interval Access Orders.

(C) 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 include such things as the addition or deletion of optional features or functions or a change in the type of Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package, or change of Feature Group Type to Feature Group D. Design Changes do not include a change of customer premises, End User premises, end office switch, Feature Group type except for changes to Feature Group D. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate charges applied.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(C) Design Change Charges (Cont'd)

The Telephone Company will review the requested change, notify the Customer whether the change is a design change, determine if the change can be accommodated and specify if a new service date is required. If the Customer authorizes the Telephone Company to proceed with the design change, Design Change Charges will apply in addition to charges for Additional Engineering set forth in 13.1 following. Design Change Charges will apply on a per order, per occurrence basis. If a change of service date is required, the Service Date Change Charge as set forth in (A) preceding will also apply.

The Design Change Charge rate may be found in Section 17.3, following.

(D) Expedited Order Charge

When placing an Access Order for service(s) for which Standard Intervals exist, a customer may request a service date that is prior to the Standard Interval service date. A customer may also request an earlier service date on a pending Standard, Negotiated or Advance Order Interval Access Order. If the Telephone Company agrees to provide service on an expedited basis, an Expedited Order Charge will apply.

If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply unless the missed service date was caused by the customer, his agent or patron.

If the Telephone Company receives a request for an expedited service date at the time a Standard Interval Access Order is placed, the Expedited Order Charge is calculated by summing all the nonrecurring charges associated with the order and then dividing this total by the number of days in the Standard Interval. The charge is then applied on a per day of improvement basis, per order, but in no event shall the charge exceed fifty percent of the total nonrecurring charges associated with the Access Order.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

When the Telephone Company receives a request for expediting a pending Standard, Negotiated or Advance Order Interval Access Order, the Expedited Order Charge is based on the extent to which the Access Order has been processed at the time the Telephone Company agrees to the service date improvement and is calculated as follows:

- Based on the critical dates associated with the Access Order, as defined in 5.2.3(C)(4)(b) following, and the critical date will be next completed on the order.
- Using the table of 5.2.3(B)(4)(d) following and the critical date as determined above, the Telephone Company will determine the percent of the provisioning activity not yet completed.
- The Telephone Company will apply this percentage to the sum of all the nonrecurring charges associated with the order and divide this sum by the number of days remaining in the original service interval.
- The per day charges so developed will then be applied on a per day of improvement basis, per order, but in no event shall the charge exceed fifty percent of the total nonrecurring charges associated with the Access Order.

When the request for expediting occurs subsequent to the Application Date of the Access Order, a Service Date Change Charge as set forth in (A) preceding also applies.

The Expedited Order Charge presumes that all requests for expediting result only in overtime labor costs being incurred by the Telephone Company. If costs other than such overtime labor are to be incurred when an Access Order is expedited, the Telephone Company will develop and quote such costs to the customer, obtain customer authorization and bill the customer in accordance with the special construction terms and conditions in Section 14 of this tariff.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order

(A) A Customer may cancel an Access Order for the installation of service on any date prior to notification by the Telephone Company that services are available for the customer's use or prior to the service date, whichever is later. 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 or end user 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 calculated as described in (B) following will apply, or
- Billing for the service will commence.

If no cancellation request is received within the specified 30 calendar days, 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 a Standard or Negotiated Interval Access Order for the installation of service, a Cancellation Charge will apply as described in (1) through (4) following. Charges applicable when an Advance Order Interval Access Order is cancelled are set forth in 5.2.1(D)(3) preceding.

- (1) Costs incurred in conjunction with the provision of Switched Access Service starts on the Application Date as defined in (4)(b) following.
- (2) When the customer cancels an Access Order prior to the Scheduled Issue Date, as defined in (4)(b) following, no charges shall apply.
- (3) When the customer cancels an Access Order on or after the Scheduled Issue Date, a charge equal to the estimated costs incurred by the Telephone Company shall apply. Such charge is determined as specified in (4) following.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

- (4) Charges applicable as specified in (3) preceding are based on the estimated costs incurred by the Telephone Company at the time the order is cancelled. The estimated costs incurred are determined based on the following:
- (a) Certain Telephone Company critical dates are associated with an Access Order provisioning interval, whether Standard or Negotiated. These dates are used by the Telephone Company to monitor the progress of the provisioning process. At any point in the Access Order interval, the Telephone Company is able to determine which critical date was the last date passed and can thus determine what percentage of the Telephone Company's provisioning costs have been incurred as of that critical date.
- (b) The critical dates tracked by the Telephone Company are as follows:
- Application Date (APP): The date the customer provides a firm commitment and sufficient information as detailed in 5.1 preceding to the Telephone Company. This is also the order date.
 - Scheduled Issue Date (SID): The date that the order is to be entered in the Telephone Company's order distribution system.
 - Design Layout Report Date (DLRD): The date the Design Layout Report (DLR) is to be forwarded to the customer.
 - Confirming Design Layout Report Date (CDLRD): The date the Design Layout Report (DLR) is to be confirmed by the customer.
 - Records Issue Date (RID): The date that all design and assignment information is to be sent to the central office and installation forces.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(4) (Cont'd)

- Wired and Office Tested Date (WOT): The date by which all intraoffice wiring is to be completed, all plug-ins optioned, aligned, and frame continuity established, and the interoffice facilities, if applicable, tested. In addition, switching equipment, including translation loading, is to be installed and tested.
 - Plant Test Date (PTD): The date on which overall testing of the service is to be started.
 - Service Date (DD): The date on which service is to be made available to the customer. This is sometimes referred to as the Due Date.
- (c) The percentage of the total provisioning cost incurred by the Telephone Company at a particular critical date varies by the type of service as shown in (d) following.
- (d) When a customer cancels an Access Order, or part of an Access Order, before the WOT date, the Telephone Company will apply cancellation charges to the order by multiplying all the nonrecurring charges associated with the order, or that part of the order being cancelled, by the percentage shown following for the critical date last passed on the order.

When a customer cancels an Access Order, or part of an Access Order, on or after the WOT date and before the service date, the Telephone Company will apply cancellation charges to the order by multiplying the sum of the minimum monthly charge for the minimum period and all the nonrecurring charges associated with the order, or that part of the order being cancelled, by the percentage shown following for the critical date last passed on the order:

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(4) (Cont'd)

Switched Access Service

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>	<u>DD</u>
FGA	0%	10%	20%	21%	47%	84%	Minimum Period Charges Apply
FGB	0%	9%	18%	19%	45%	83%	"
FGC	0%	25%	49%	52%	94%	98%	"
FGD	0%	23%	45%	48%	94%	98%	"

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

- (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 for a standard or negotiated Interval Access Order 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 commotions), the Customer may cancel the Access Order without incurring cancellation charges. For advance order Interval Access Orders, delayed service credit is as set forth in 5.2.1(D)(4) preceding.

5.2.4 Selection of Facilities For Access Orders

- (A) When there are analog or digital high capacity facilities to a Hub on order or in service for the Customer's use the Customer may request a specific channel or transmission path be used to provide the Switched Access Service requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate the Customer request.

5.2.5 Minimum Period

- (A) The minimum period for which Access Service is provided and for which charges are applicable is three months.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.6 Minimum Period Charges

When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A customer's request for discontinuance of service shall be effective on the date requested in writing by the customer, provided that such written request is received by the Telephone Company at least one business day prior to the date requested by the customer. A customer shall not be liable for charges subsequent to the effective date of the discontinuance, provided that the minimum service period has expired.

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5. Ordering Options for Switched Access Service (Cont'd)

5.3 Available Inventory

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 Access Order Standard Intervals

The Standard Intervals, as set forth following, will be used for all Access Orders for Switched Access Services with the same type Interface Group and/or Feature Group with the same requested service date.

The Standard Intervals are subject to the following conditions:

- The Standard Interval is the sum of the intervals from (1) the Application Date (APP) to the Design Layout Report Date (DLRD) and, (2) the Confirming Design Layout Report Date (CDLRD) to the Service Date (DD). These dates are defined in 5.2.3(B)(4)(b) preceding.
- The period between the Design Layout Report Date (DLRD) and the Confirming Design Layout Report Date (CDLRD) is controlled by the customer, but is agreed upon by the customer and the Telephone Company prior to the Application Date. This period is limited to a maximum of 10 days.
- Service dates for items and services not included in the Standard Intervals will be negotiated.
- Regardless of how many separate orders are placed at the same time for service between the same locations and with the same service date, if more than 8 services of the same type are involved as described preceding, the interval will be considered as negotiable even though separate orders reflect quantities that qualify as Standard Intervals.

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5. Ordering Options for Switched Access Service (Cont'd)

5.4 Access Order Standard Intervals (Cont'd)

Access Service Standard Intervals in working days are as follows:

(A)	<u>Switched Access Service</u>	<u>Standard Interval</u>
	<u>Feature Group A</u>	
	1 to 4 Lines	17 Days
	5 to 8 Lines	23 Days
	<u>Feature Group B</u>	
	1 to 4 Trunks	28 Days
	5 to 8 Trunks	30 Days
	<u>Feature Group C*</u>	
	1 to 4 Trunks	28 Days
	5 to 8 Trunks	30 Days
	<u>Feature Group D*</u>	
	1 to 4 Trunks	28 Days
	5 to 8 Trunks	30 Days

* Since Feature Group C is ordered in BHMC's and Feature Group D can be ordered in BHMCs and since the number of trunks can be different depending upon customer request relative to trunk group size, the customer will be advised of the number of equivalent trunks in the service request confirmation process prior to the Application Date.