
ACCESS SERVICE

5. Switched Access Service Ordering

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

5.1 Access Service Request Requirements

An Access Service Request (ASR) is used by the Telephone Company to provide the customer with Switched Access Service as set forth in Section 6 following or to provide changes to existing services.

When placing an order for Access Services, the customer must complete a Telephone Company Access Service Request and shall provide the information as required in 5.1.1 and 5.1.2 following.

5.1.1 General

A customer may order any number of services of the same type and between the same premises on a single Access Service Request. All details for services for a particular order must be identical.

A customer may order Access Service on behalf of the customer's end user. The customer must provide the Telephone Company all the necessary information as set forth in this section.

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 5.1.2 following, the customer must also provide:

- Customer name and premise address
- Billing name and address (when different from customer name and address).

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.1 General (Cont'd)

- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

5.1.2 Switched Access Ordering Requirements

Switched Access Service may be ordered by the customer on the basis of line side or trunk side access connections at Telephone Company locations. Trunk side ordering regulations are as set forth in 5.1.2(A) following. Line side ordering regulations are as set forth in 5.1.2(B) following.

(A) Trunk Side Access Services

Feature Groups B, C, D, 800 and 900 Access Services are provided by the Telephone Company via trunk side connections. Trunk side services may be ordered at the option of the customer, in BHMCs or in trunk quantities. 900 Access Service Trunks are provided only at Telephone Company designated switches capable of performing the customer identification function for 900 service. All 900 NXX code assignments and administration shall be in accordance with the North American Numbering Plan (NANP). 800 Access Service Trunks are offered in conjunction with the 800 customer identification function and in conjunction with 800 Data Base Query Service. Customers may request 800 access connections to suitably equipped end offices and access tandem offices. A list of those offices will be

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5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Access Services (Cont'd)

provided upon request. All 800 number assignments shall be administered by the Number Administration Service Center (NASC) through the Service Management System (SMS). When direct routing of 800 or 900 Access Service traffic via 800 or 900 Access Service trunks is desired, or when the customer's 800 or 900 Access Service traffic is combined in the same trunk group arrangement with the customer's FGC or FGD traffic, the customer must complete an Access Service Request as set forth in (1) or (2) following.

(1) Trunk Ordering

Customers may order Feature Groups B, C, D, 800 and 900 Access Services by specifying the number of trunks desired between their premises 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. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide to the Telephone Company a Traffic Distribution Request specifying 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 major traffic types and directionality must also be specified to enable efficient provisioning and billing functions.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Access Services (Cont'd)

(1) Trunk Ordering (Cont'd)

There are two major traffic types identified as Originating and Terminating traffic. Because some customers will wish to further segregate their originating traffic into separate trunk groups, originating traffic may be further categorized into Domestic, 800, 900, operator and IDDD.

When a customer orders Feature Group B, C, D, 800 or 900 Access Service in trunks, the customer is responsible to assure that sufficient access facilities have been ordered to handle this traffic.

(2) BHMC Ordering

Customers may order Feature Groups B, C, D, 800 or 900 Access Switched Access Service by specifying the number of Busy Hour Minutes of Capacity (BHMC) from the customer's premises to the end office by Switched Access arrangement 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 desired, and for FGB the manner in which intrastate communications shall be completed. (T)

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Access Services (Cont'd)

(2) BHMC Ordering (Cont'd)

The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 pm, Monday through Friday, excluding national holidays), the customer shall determine the highest number of minutes of use for a single hour (e.g., 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 of use 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.

BHMCs are differentiated by type and directionality of traffic carried over a Switched Access Service arrangement. Differentiation of traffic among BHMC types is necessary for the Telephone Company to properly design Switched Access Service to meet the traffic carrying capacity requirement of the customer. There are two major BHMC categories

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Access Services (Cont'd)

(2) BHMC Ordering (Cont'd)

identified as Originating and Terminating. Because some customers will wish to further segregate their originating traffic into separate trunk groups, originating BHMCs are further categorized into Domestic, 800, 900, Operator and IDDD.

(3) 900 NXX Code Activation/Deactivation

900 Access Service NXX Code Activation shall be ordered by the customer for an entire Telephone Company serving area, state within a serving area, or LATA associated with a Telephone Company serving area. The customer must specify in its Access Service Request, the 900 NXX codes to be activated or deactivated and the service area desired. The Telephone Company will activate or deactivate the requested NXX codes in all Telephone Company switches which perform the customer identification function for 900 Access Service within the service area ordered by the customer.

When a customer's 900 Access Service traffic originates from a Telephone Company end office which is not capable of performing the customer identification function the customer may be required, upon reasonable notice, to provide the Telephone Company an estimate of the amount of traffic it will generate from the end office to assist the Telephone

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Access Services (Cont'd)

(3) 900 NXX Code Activation/Deactivation (Cont'd)

Company in its own efforts to project future facility requirements.

For additions and/or deletions of 900 Access Service NXX(s) subsequent to the initial order for service, the customer shall place an Access Service Request for such additions and/or deletions at least 30 days prior to the effective date of the change in order to allow the Telephone Company sufficient time to implement the change. Calls originating in Telephone Company jurisdictions to NXXs which the customer has not ordered activated will be blocked in those end offices or access tandems which possess the technical capabilities to block such calls.

(4) Operator Services

Operator Services, as set forth in Section 16 following, are provided to all customers via Feature Group D Switched Access Service for calls associated with end offices converted to equal access. Operator Services are provided for calls associated with end offices not converted to equal access via Feature Group C Switched Access Service to AT&T only. Operator Service customers must order, if none exists, sufficient Switched Access trunking facilities between their premises and

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Access Services (Cont'd)

(4) Operator Services (Cont'd)

the Telephone Company designated Operator Service switching locations in accordance with the ordering requirements set forth in (1) and (2) preceding. At the option of the customer, Operator Transfer and Inward Operator Assistance traffic may be combined on the same trunk group. Operator Service switching locations, in which Operator Services are available, are identified in National Exchange Carrier Association Tariff F.C.C. No. 4. Rates and charges applicable to the provision of Operator Service functions are set forth in Section 16 following.

(B) Line Side Access Services

Feature Group A Access Service is provided by the Telephone Company via line side connections. All customers shall provide the ordering requirements as follows:

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), the Local Transport options and Local Switching options desired, and the manner in which intrastate communications shall be completed. In addition, 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.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.2 Switched Access Ordering Requirements (Cont'd)

(B) Line Side Access Services (Cont'd)

When Feature Group A is ordered the customer shall specify whether or not the terminating traffic is to be restricted to the FGA Access Area (local exchange calling area) following or allowed to extend beyond the FGA Access area but within the LATA. When Feature Group A traffic is terminated beyond the Access Area but remains within the LATA, the rates for Switched Access as set forth in Section 6 will apply. (T)

5.1.3 Equal Access Conversions

When an office is scheduled to be converted to equal access, the IC must submit an Access Service Request for FGD service no later than 120 days prior to the end office equal access conversion date in order for the IC to participate in the presubscription process as described in Section 8.5 following.

Customers may request existing FGA or FGB services be converted to FGD upon the conversion of an office to equal access. Changes in Feature Group types are provided as set forth in Section 6.5.4(E) following.

(A) Feature Group D Facilities and Shortages

In the event a shortage of FGD resources exists, the Telephone Company will make every reasonable effort to meet all Access Service Requests as of the equal access

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5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.3 Equal Access Conversions (Cont'd)

(A) Feature Group D Facilities and Shortages (Cont'd)

conversion date. In the event these efforts are unsuccessful, the Telephone Company will notify all ICs requesting FGD service that a shortage of facilities exist and allocation of available facilities among participating ICs is necessary.

The available resources are determined by the Telephone Company and represent the equipment and facility quantities necessary to provide FGD service, excluding intraLATA FGC and interLATA FGC terminating resources currently in service. If the interLATA FGC trunks are arranged to carry two-way traffic, one half will be considered available resources.

FGD resources are allocated to each IC based on the percent of end users that are presubscribed to that IC as counted 30 days prior to the conversion date. For example, if 10% of end users in an end office, or a group of end offices served by a common access tandem, scheduled to be converted to equal access are presubscribed to a particular IC, 10% of the total available FGD services will be allocated to that IC.

The quantity of resources in service for each IC as determined by the allocation process will be adjusted on the basis of actual usage and blocking measurements. Actual usage adjustments will be made 90 days after conversion to equal access. If necessary, this reallocation process will continue at three month intervals until all initial service requests have been met.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.4 Provision of Other Services

- (A) Testing Service, Additional Labor, Restoration Priority and Special Facilities Routing shall be ordered with an Access Service Request 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) Where possible, the Telephone Company will allow the services listed preceding to be subsequently added to an Access Service Request 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 5.3.1(B) following will apply when an engineering review is required.
- (C) Additional Engineering is not an ordering option, but will be applied to an Access Service Request when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering conditions and charges are as set forth in Section 8.1 following and are in addition to the regulations, rates and charges specified in this section.

5.1.5 Access Order Service Date Intervals

Access Service is provided with Service Date Intervals. The Service Date Interval is that period of time which the Telephone Company requires to properly provision the service and begins when the customer submits a completed Access Service Request for service, as set forth in 5.1 preceding. The

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.5 Access Order Service Date Intervals (Cont'd)

Telephone Company shall publish and make available to all customers, upon reasonable request, a schedule of Service Date Intervals applicable for Switched Access Services. The schedule shall specify the services and the quantities of services that can be provided in the Service Date Intervals. Service Date Interval schedules are provided during regular business days at Telephone Company offices at which the customer places an order for Access Service.

Access Services provided in a Service Date Interval 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 8.2 following.

5.1.6 Selection of Facilities for Access Order

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 or Special Access Service requested in an Access Service Request. The Telephone Company will make a reasonable effort to accommodate the customer request.

For all other Access Service Requests, 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.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.7 Shared Use Facilities

Shared Use (i.e., Switched and Non-Switched Access Services provided over the same analog or digital high capacity facilities) is allowable only for existing services and to fill out existing systems. Only Switched Access Service capacity may be added to fill out existing systems. When a shared use facility is disconnected, only Switched Access Service capacity can be ordered by the customer to backfill the system.

5.2 Access Services Provided by More than One Telephone Company

The Telephone Company will provide Access Services under this tariff where more than one Telephone Company is involved in the provision of Access Service as set forth in (A), (B) or (C) following. The Single Company Billing arrangement as set forth in (A) following will be used for FGA Switched Access Services except where interconnection arrangements between the telephone companies involved permit the use of the Multiple Company Billing arrangement as set forth in (B) following. The Telephone Company will notify the customer of the billing arrangement when the customer orders FGA service. The Multiple Company Billing arrangement, as set forth in (B) following, will be used for all FGB, FGC, FGD, 800 Access and 900 Access Services.

(A) Single Company Billing

For FGA Switched Access Service the customer shall submit an ASR to the Telephone Company in whose territory the dial tone office is located. The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in Section 2.4.7(A) preceding.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.2 Access Services Provided by More than One Telephone Company (Cont'd)

(A) Single Company Billing (Cont'd)

For services ordered as set forth preceding, the customer shall provide a copy of the ASR containing all information as required in 5.1 preceding to any other Telephone Company involved in providing the service.

(B) Multiple Company Billing

Access Services subject to Multiple Company Billing will be provided by the Telephone Companies involved in accordance with the Exchange Carrier Standards Association's Multiple Exchange Carrier Access Billing Guidelines (MECAB) and Multiple Exchange Carrier Ordering and Design Guidelines (MECOD).

For all Switched Access Services, the customer shall submit an ASR to each Telephone Company involved in providing the service.

Each Telephone Company will provide the appropriate Access Service elements within its operating territory to a physical point of interconnection with the other involved Telephone Company(ies). The physical point of interconnection is the location where one Telephone Company's facilities connect with another Telephone Companies facilities.

Each Telephone Company that receives an order will bill the customer for the appropriate Access Service elements provided by each respective Telephone Company as set forth in Section 2.4.7(B) preceding.

Continued

ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.2 Access Services Provided by More than One Telephone Company (Cont'd)

(C) EAS Arrangements

Where a customer utilizes FGA to originate and/or terminate calls within an Extended Area Service (EAS) calling area provided by more than one telephone company, as set forth in Section 2.4.7 preceding, the customer shall submit an ASR for FGA service in the manner set forth in (A) preceding. The customer shall also provide a copy of the ASR to any other Telephone Company involved in providing the service within the EAS calling area.

5.3 Access Order Charges

5.3.1 Access Service Request Modifications

The customer may request a modification of its Access Service Request prior to the service date. 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 Service Request modification, the Telephone Company will schedule a new service date. All charges for Access Service Request modifications will apply on a per occurrence basis.

Any increase in the number of Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a new Access Service Request (for the increased amount only).

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.1 Access Service Request Modifications (Cont'd)

(A) Service Date Change Charge

Access Order service dates may be changed, but new service date may not exceed the original service date by more than 30 calendar days. If the customer is unable to accept the service on the established service date and/or the customer requested service date is more than 30 calendar days after the original service date, the customer will have the option of (a) or (b) following:

- (a) The original order will be canceled by the Telephone Company, and reissued with appropriate cancellation charges applied, or
- (b) the billing will commence for the services ordered on the original ASR.

If the Telephone Company determines it can accommodate the customer's request without delaying service dates for the orders of other customers, a new service date may be established that is prior to the original standard or negotiated interval service date.

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 apply. Such charges will apply in addition to the Service Date Change Charge.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.1 Access Service Request Modifications (Cont'd)

(A) Service Date Change Charge (Cont'd)

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

CHARGE

Service Date Change Charge, per order \$26.21

(B) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Service Request 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, 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 or Feature Group 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.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.1 Access Service Request Modifications (Cont'd)

(B) Design Change Charge (Cont'd)

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 authorizes the Telephone Company to proceed with the design change, a Design Change Charge will apply. The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge is:

CHARGE

Design Change Charge, per order \$26.21

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

(C) Expedited Order Charge

- (1) When placing an Access Service Request a customer may request a service date that is prior to the Telephone Company's published service date interval. A customer may also request an earlier service date on a pending Access Service Request. If the Telephone Company determines that service can be provided on the requested date during normal business hours Expedited Order Charges will be computed and billed to the customer. Expedited Order Charges will also apply to access orders submitted with a TSP provisional priority.

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.1 Access Service Request Modifications (Cont'd)

(C) Expedited Order Charge (Cont'd)

(1) (Cont'd)

The Expedited Order Charge is calculated by multiplying the total nonrecurring charge for the quantity ordered times the number of business days from the requested service date to the last date of the service date interval established by the Telephone Company, and dividing that figure by the total number of business days within the applicable service date interval. Only the Installation Charge is used to calculate the Expedited Order Charge.

- (2) If the Telephone Company determines that provision of service on the expedited date will require additional work efforts outside of normal scheduled business hours, the customer will be notified and will be provided with an estimate of the additional charges involved. The charges will be based on the Additional Labor Rates set forth in Section 8.2 following and are in addition to the Expedited Order Charge calculated in (1) preceding. Actual charges assessed will not exceed the estimate by more than 10%.

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

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ACCESS SERVICE

5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.2 Cancellation of an Access Service Request

A customer may cancel an Access Service Request on any date after receipt of the Access Service Request by the Telephone Company and prior to the installation of service. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Access Service Request order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. If written confirmation of the cancellation is not received by the Telephone Company, the verbal notice will not be considered a valid cancellation notice. When a customer cancels an Access Service Request for the discontinuance of service, no charges apply for the cancellation.

(A) Delay of Service Date by Customer

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

- The Access Service Request shall be canceled and charges set forth in (C) 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 Service Request.

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5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.2 Cancellation of an Access Service Request (Cont'd)

(B) Delay of Service Date by Telephone Company

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, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Service Request without incurring cancellation charges.

(C) Cancellation Charge

When a customer cancels an Access Service Request prior to the service date, the Cancellation Charge specified following shall apply.

- The Cancellation Charge is calculated, on a per order basis, by multiplying the total installation charge for the quantity ordered by the number of business days elapsed since the order date, and dividing that figure by the number of days in the service interval (i.e., the number of business days between the order date and the last day of the service date interval), and adding the ASR charge.

(D) Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service lines, trunks or busy hour minutes of capacity on a pending ASR will be treated as a partial cancellation. The charge will be determined by multiplying the total

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5. Switched Access Service Ordering (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.2 Cancellation of an Access Service Request (Cont'd)

(D) Partial Cancellation Charge (Cont'd)

Switched Access Installation Charge for the canceled portion of the order by the number of business days elapsed since the order date and dividing that figure by the number of days in the service interval.

5.3.3 Minimum Period Charges

- (A) When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

For purposes of applying minimum period charges, the disconnect date shall be two business days after the date the Telephone Company receives written notification from the customer or the date the customer requests service be disconnected, whichever is the later date.

- (B) The minimum Period Charge for monthly billed services will be determined as follows:

- The charge for a month or fraction thereof is equal to the sum of the applicable switched access rates times the actual or assumed usage for the month.

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