
ACCESS SERVICE

5. Access Ordering5.1 General

This section describes the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided.

An Access Order is an order to provide the customer with Switched and Special Access or Access Related Service or to provide changes to existing services.

The regulations, rates, and charges for Special Construction as set forth in the applicable Interstate Special Construction Tariff are in addition to the regulations, rates, and charges specified in this section. (C) (C)

Special Construction is not applicable to Expanded Interconnection Service.

5.1.1 Ordering Conditions

- (A) 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 multi-point service.

The ordering customer must provide a copy of the access order to the Telephone Company. 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 5.2 following, 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:
 1. order negotiation
 2. order confirmation
 3. interactive design
 4. installation
 5. billing

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5. Access Ordering (Cont'd)5.1 General (Cont'd)5.1.1 Ordering Conditions (Cont'd)(B) Packet Switching

For Packet Switching Network Service, the packet carrier must provide a Percent of Interstate Usage (PIU) in the Main Remarks section of the ASR when service is initially ordered. This PIU will be used as the basis for prorating the packet usage charges to the interstate and intrastate jurisdictions. The packet switching carrier may submit an updated PIU report in writing at any time following one full month's billing. The updated report will become effective on the first day of the next monthly billing period which begins at least 15 business days after the date the revised report is received by the Telephone Company.

(C) Alternate Traffic Routing

When the Alternate Traffic Routing Optional Arrangement is ordered, more than one Customer Designated Premises (CDP) will be supplied and the number of trunks or BHMC for FGB, FGC and FGD to each CDP shall be specified.

(D) Expanded Interconnection Service (EIS)

The regulations, rates and charges for EIS described in Section 16 are in addition to the regulations, rates and charges described in this section.

(E) Special Access DS3

The provision of Special Access requires the selection of a Terminating Option as defined in 7.2. The provision of Switched Access requires an Entrance Facility as defined in Section 6.2.1(A).

(F) Signaling for Tandem Switching

The regulations, rates and charges for Signaling for Tandem Switching in Sections 6 and 7 are in addition to the regulations, rates and charges specified in this section.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.1 Ordering Conditions (Cont'd)

(G) Ordering Signaling for Tandem Switching

When ordering Signaling for Tandem Switching as described in 6.3.9(A)(34), 6.3.12 and 6.7.5, an ASR is required to establish a new FGD trunk group(s) or to add Signaling for Tandem Switching to existing FGD trunk group(s) between the Telephone Company's end office(s) and the customer designated location.

When a customer orders Signaling for Tandem Switching to be established with the installation of a new FGD trunk group, Toll Free SAC, 500 SAC Access Service, or 900 SAC Access Service Trunk group, the Switched Access Ordering charge, per ASR, and the appropriate Service Installation charge, and the Design Charge, per ASR, will apply for the installation of the FGD service.

When a customer orders Signaling for Tandem Switching to be added to an existing FGD trunk group, 500 Access Service only the Switched Access Ordering charge and the Design Change charge will apply for the addition of the optional arrangement.

5.1.2 Service Installation

The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the constraints established by the Telephone Company schedule of applicable service dates.

The Telephone Company shall make available to all customers, upon request, a schedule of applicable service intervals for Switched and Special Access Services. The schedule shall specify the applicable service interval for services and the quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

The Telephone Company will not accept orders for service dates which exceed the applicable service date by more than six months.

Access Services 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 9.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.1 General (Cont'd)5.1.3 Selection of Facilities for Access Orders

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 to 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 12 following.

5.1.4 Minimum Period

The minimum period for which Access Service is provided, and for which charges are applicable is one month.

When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period.

The Minimum Period Charge for monthly billed services will be determined as follows:

For Switched Access Service the minimum period charge is set forth in Section 6.7.3.

The Minimum Period for Miscellaneous Services is in Section 9.

The minimum periods for Special Access Services are in Section 7.2.3(C).

The minimum periods for Expanded Interconnection Services are in Section 16.

The Minimum Period for Services provided under Special Construction provisions and for which charges are applicable is specified in the applicable Interstate Special Construction Tariff.

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ACCESS SERVICE

5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.5 Switched Access Ordering Requirements

Switched Access Service may be ordered by the customer on the basis of a line-side or trunk-side access connections at Telephone Company locations. Trunk side ordering regulations are as set forth in 5.1.5(A) following. Line side ordering regulations are as set forth in 5.1.5(B) following.

(A) Trunk Side Services

Feature Groups B, C, D, 500, 800, 888 and 900 Access services are provide by the Telephone Company via trunk side connections. Trunk side connections shall be established via orders for Entrance Facilities, Direct-Trunked Transport or Tandem-Switched Transport. 500 Access or 900 Access Service Trunks are provided only at Telephone Company designated switches capable of performing the customer identification function for 500 service or 900 service. This function is also available with Signaling for Tandem Switching. All 500 NXX or 900 NXX code assignments and administration shall be in accordance with the North American Numbering Plan (NANP). 800/888 Access Service Trunks are offered only in conjunction with the 800/888 customer identification function as described in 6.3.5(A) and in conjunction with 800/888 Data Base Query Service as described in 6.3.5(C). Customers may request 800/888 access connections to suitably equipped end offices and access tandem offices. A list of those offices will be provided upon request. All 800/888 number assignments shall be administered by the Number Administration Service Center (NASC) through the Service Management System (SMS). When direct routing of 500, 800, 888 or 900 Access Service traffic via 500, 800, 888 or 900 Access service trunks is desired, or when the customer's 500, 800, 888 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.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.5 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Services (Cont'd)

(1) Local Transport Entrance Facilities and Direct-Trunked Transport

ASRs for Entrance Facilities and Direct-Trunked Transport must specify the customer designated premises, type of service (e.g., Voice Grade, DS1 or DS3), the channel interface, and any options desired. In addition, ASRs for Direct-Trunked Transport must specify any Hubs involved and the end office, when direct routing to an end office is desired, or the access tandem if direct routing to an access tandem switch for purposes of obtaining Tandem-Switched Transport is desired.

ASRs for Direct-Trunked Transport must also specify the Feature Group, number of trunks at the end office or tandem, major traffic types and directionality. Originating traffic may be categorized into Domestic, 500, 800, 888, 900, operator and IDDD when the customer wishes to further segregate their originating traffic.

(2) Tandem-Switched Transport

Customers may order Feature Groups B, C, D 500, 800, 888 and 900 Tandem-Switched Transport Services by specifying the number of trunks desired between their premises and the Telephone Company access tandem switch or BHMCs between the customer's premises and the end office and the Local Transport and Local Switching Options desired. When ordering by trunk quantities rather than BHMC quantities to a Telephone Company access tandem, the customer must also provide to the Telephone Company an End Office Detail Form specifying an estimate of the amount of traffic it will generate to and/or from each end office subtending the Telephone Company 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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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.5 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Services (Cont'd)

(2) Tandem-Switched Transport (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, 500, 800, 888, 900, operator and IDDD.

When a customer orders Feature Group B, C, D, 500, 800, 888 or 900 Tandem-Switched Transport Service in trunks, the customer is responsible to assure that sufficient access facilities have been ordered to handle this traffic.

Customers may order Feature Groups B, C, D, 500,800, 888 or 900 Tandem Switched Transport 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 as set forth in Section 6.5.5 following. The customer then specifies the Local Transport and Local Switching options desired, and for FGB the manner in which interstate communications shall be completed.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.5 Switched Access Ordering Requirements (Cont'd)

(A) Trunk Side Services (Cont'd)

(2) Tandem-Switched Transport (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 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 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, 500, 800, 888, 900, Operator and IDDD.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.5 Switched Access Ordering Requirements (Cont'd)

(B) Line Side 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 type of Local Transport Entrance Facility and Direct-Trunked Transport, the Local Transport options and Local Switching options desired, and the manner in which interstate 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.

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) as set forth in Section 6.3.1(A)(7) 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 6.7.1(B)(5) following, will apply.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements

5.2.1 Switched Access Service

When ordering Switched Access Service, the customer must specify whether the service is to be provided as (1) Direct Trunked Transport to the end office, (2), Direct Trunked Transport to a tandem which connects with Tandem Switched Transport from the tandem to the end office, or (3) Tandem Switched Transport to the end office. When all or a portion of service is ordered as Direct Trunked Transport, the customer must specify the type and quantity of Direct Trunked Transport facility (e.g., Voice Grade or High Capacity DS1 or DS3).

The Customer must also specify the type of Entrance Facility to be used for Switched Access (e.g., Voice Grade or High Capacity). For High Capacity Entrance Facilities, the customer must specify the facility assignment and the channel assignment for each trunk.

Direct Trunked Transport is available at all tandems and at all end offices except those end offices identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4 as not having the capability to provide Direct Trunked Transport.

Direct Trunked Transport is not available: (1) from end offices that provide equal access through a centralized equal access arrangement, or (2) from end offices that lack recording or measurement capability.

Normally, Direct Trunked Transport of originating 800/888 calls from an end office is available only from Service Switching Point (SSP) equipped end offices. However, certain non-SSP equipped end offices can accommodate direct trunking of originating 800/888 calls. These end offices are also identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF FCC NO. 4.

When the customer has both Tandem Switched Transport and Direct Trunked Transport at the same end office, the customer will be provided Alternate Traffic Routing as set forth in Section 6.3.7(A)(14) following.

A customer's Local Transport may be connected to the Entrance Facility of another customer, providing the other customer submits a Letter of Authorization for this connection and assumes full responsibility for the cost of the Entrance Facility.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(A) Feature Group A

When placing an order for Feature Group A Switched Access Service, the customer shall provide the following information in addition to that set forth in 5.1 preceding:

- The number of lines and the first point of switching (i.e., Dial Tone Office)
- Optional Features desired
- Whether the Off-hook Supervisory Signaling is provided by the customer's equipment before the called party answers, or is forwarded by the customer's equipment when the called party answers.
- Number of lines to be provided as single lines
- Number of lines to be arranged in multi-line hunt group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) as set forth in Section 2.3.9 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGA access communications are transported to another state.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(B) Feature Group B

When placing an order for Feature Group B Service, the customer shall provide the following information in addition to that set forth in 5.1 preceding:

- The number of trunks desired
- The end office, except when FGB is provided through a centralized equal access arrangement, when direct routing is desired
- The Telephone Company access tandem office when tandem routing is desired
- Optional Features requested
- Number of trunks to be provided as single trunks
- Number of trunks to be arranged in trunk group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) as set forth in Section 2.3.9 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGB access communications are transported to another state.
- The access code dialing arrangement (i.e., a uniform access code of 950-1XXX or 950-0XXX).
- For Feature Group B switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) Feature Group C, Feature Group D and Interim NXX Translation

When placing an order for Feature Group C and D Switched Access Service, the customer shall provide:

- The number of BHMC from the customer designated premises to the end office by Feature Group and by type of BHMC, or Trunk Quantities.
- The number of trunks desired between customer designated premises and an entry switch or
- Operator Transfer Service location.
- The number of BHMC or trunks required for or to be converted to an SS7 Signaling capability.
- Optional Features desired
- A projected percentage of interstate use (PIU) as set forth in Section 2.3.9 preceding.
- For Feature Group D switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company Access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

When BHMC information is provided it is used to determine the number of transmission paths as set forth in Section 6.5.5 following.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) Feature Group C, Feature Group D and Interim NXX Translation (Cont'd)

The BHMC may be determined by the customer in the following manner. For each day (8:00 a.m. to 11:00 p.m., Monday through Friday, excluding national holidays), the use for a single hour (e.g., 55 minutes in the 10-11 a.m. hour). The customer shall, for the same hour period (i.e., busy hour) for each of the twenty (20) consecutive business days, pick the twenty (20) 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 (20) business day period by twenty (20). This computation shall be performed for each end office the customer wishes to serve. These determinations establish the forecasted BHMC for each end office.

Customers may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an end office or Telephone Company access tandem. When ordering by trunk quantities rather than BHMC quantities to a Telephone Company access tandem, the customer must also provided the Telephone Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the Telephone Company access tandem to assist the Telephone Company in its own efforts to project further facility requirements.

When Feature Group D is ordered with the SS7* optional feature, the customer shall specify a reference to existing signaling connections or reference a related SS7* signaling connection order. When ordering SS7* signaling, the customer shall provide the Signaling Transfer Point codes, location identifier codes and circuit identifier codes. In addition, the customer shall work cooperatively with the Telephone Company to determine the number of SS7* signaling connections required to handle its signaling traffic. The access order charge will apply as set forth in Section 20.

* SS7 Signaling is available only where technically feasible.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(D) 500/800/888/900 NXX Code Activation/Deactivation

500 Access, 800/888 Access and 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 500, 800, 888 or 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 500, 800, 888 or 900 Access Service within the service area ordered by the customer.

When a customer's 500 Access, 800/888 Access or 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 Company in its own efforts to project future facility requirements.

For additional and/or deletions of 500 Access, 800/888 Access or 900 Access Service NXX(s) subsequent to the initial order for service, the customer shall place an Access Service Request identifying the requested changes at least thirty (30) days prior to the desired effective date 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 the end offices or Telephone Company access tandems which possess the technical capabilities to block such calls.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(E) Coin Services

An Access Service Request (ASR) is required from the customer to add 1+ coin traffic from an end office. At the customer's option, the ASR can be issued at a 1+ coin tandem or end office level. For an initial customer order at a 1+ coin tandem, the Telephone Company must receive the request at least 120 calendar days prior to the requested effective date. Standard provisioning intervals will apply to subsequent orders involving that 1+ coin tandem.

The customer must provide the Telephone Company with written notification stating that an order is being submitted pursuant to an agreement with a secondary service provider prior to the routing of 1+ interLATA coin traffic to a provider other than the customer.

(F) Common Channel Signaling System 7* Services

Common Channel Signaling System 7 (CCS7)* Access Service facilities may be ordered by the customer for interconnection between a Telephone Company Signal Transfer Point (STP) and a customer's premises. CCS7* Access Services shall be ordered and installed pursuant to specifications in Bellcore Technical Reference Publication TR-TSV-000905. Each service application used in conjunction with CCS7* Access Service will require a separate ASR.

When ordering SS7* Out of Band Signaling for FGD, 500, 800/888 or 900 Access Service, the ASR must specify the existing CCS7* Access Service facilities or a related ASR for CCS7* Access Service. The ASR must also include STP point codes, STP location identifier codes, FGD, 500, 800, 888 or 900 Access Service trunk circuit identification codes, and switch type. All traffic carried by that FGD, 500, 800/888 or 900 Access Service will be equipped with Out of Band Signaling. The customer and the Telephone Company will work cooperatively to determine the number of CCS7* Access Service connections required to handle the customer's CCS7* Out of Band Signaling Traffic.

* SS7 Signaling is available only where technically feasible.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(G) Line Information Data Base (LIDB)

When ordering a Line Information Data Base (LIDB) Query Service, the customer shall provide an ASR specifying the originating point codes (OPCs) of the customer's designated operator service system (OSS) sending the query or queries, and the desired due date of the order. LIDB Query Service is provided in conjunction with interconnection to the Telephone Company's SS7* network as set forth in Sections 6.3.10 and 6.3.11.

(H) Expanded Interconnection Services (EIS)

When ordering Expanded Interconnection Services (EIS) as described in Section 16, the customer shall place an ASR for the cross connect, as described in Section 7.2.1(D), to interconnect the facilities of the Telephone Company to the facilities of the customer. Each service application used in conjunction with EIS will require a separate ASR. When ordering additions or changes to the existing EIS facilities, the customer must refer to the specific EIS facilities affected by the additions or changes.

* SS7 Signaling is available only where technically feasible.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.2 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 9.3.3. ICs wishing to participate in pay telephone balloting must specify if the carrier will handle 0+ traffic only, both 0+ and 1+ traffic, or 0+ with 1+ traffic being handled by a secondary service provider. When 1+ coin traffic is handled by a secondary service provider, the participating IC must identify the secondary service provider.

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 6.7.1(A) following.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.2 Equal Access Conversions (Cont'd)(A) Feature Group D Facilities Shortages

In the event a shortage of FGD resources exists, the Telephone Company will make every reasonable effort to meet all Access Services Requests as of the equal access conversion date. In the event these efforts are unsuccessful, the Telephone Company will notify all ICs requesting FGD service that a shortage of facilities exists 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 interLATA 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 thirty (30) days prior to the conversion date.

For example, if ten percent (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, ten percent (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 ninety (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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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.2 Equal Access Conversions (Cont'd)(B) Operator Services

Operator Services, as described in Section 6.3.7 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 Services to AT&T only. Operator Service customers must order, if none exists, sufficient Switched Access trunking facilities between their premises and the Telephone Company designated Operator Service switching locations in accordance with the ordering requirements set forth in 5.1 and 5.2 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 FCC No. 4. Rates and charges applicable to the provision of Operator Service functions are set forth in Section 20 following.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.3 Special Access Service

(A) General

When placing an order for Special Access Services, the customer must provide the requirements as follows:

For all Special Access Services, the customer must specify the customer designated premises or Hubs involved, the type of service, (e.g., Voice Grade, High Capacity, etc.) the channel interface, technical specification package and options desired. The customer must also indicate the jurisdiction of the circuit as set forth in Section 7.1.7 following. For multipoint services, the channel interface at each premises may, at the request of the customer, be different but all such interfaces shall be compatible.

All part-time Video 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.

(B) Expanded Interconnection Services (EIS)

When ordering Expanded Interconnection Services (EIS) as described in Section 16, the customer shall place an ASR for the Cross Connect, as described in Section 7.2.1(D), to interconnect the facilities of the Telephone Company to the facilities of the customer. Each service application used in conjunction with EIS will require a separate ASR. When ordering additions or changes to the existing EIS facilities, the customer must refer to the specific EIS facilities affected by the addition or change.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.4 WATS or WATS-Type Services

Special Access Service may be ordered for connection with FGA, FGB, FGC, or FGD Switched Access Service at Telephone Company designated WATS Service Offices (WSOs) for the provision of WATS or WATS-Type Services and may be ordered separately by a customer other than the customer which orders the FGA, FGB, FGC, or FGD Switched Access Service. For the Special Access Service the customer shall specify:

- The customer designated premises at which the Special Access service terminates
- The type of line (i.e., two-wire (2) or four-wire (4))
- The type of calling (i.e., originating, terminating or two-way (2))
- Type of Supervisory Signaling.

When the optional screening, switching and/or recording functions are not provided at the customer serving wire center, Channel Mileage, as set forth in Section 7.2.1 following, must be ordered between that wire center and the nearest WSO where the screening, switching and/or recording functions can be provided.

5.2.5 Mixed Use Facilities - Switched and Special Access

Mixed use is the provision of both Switched Access and Special Access Services over the same High Capacity facilities. Mixed use facilities to a hub will be ordered and provided as Special Access Service. Where mixed use is employed, individual services utilizing these facilities must be ordered as Special Access Service as further elaborated and set forth in Section 7.2.6 following.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.6 Miscellaneous Services

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service. When miscellaneous services are added to a pending order a service date change may be required. When a service date change is required, the service date change charge as set forth in Section 20 following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in Section 20 following, will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge, and the Design Change Charge will apply as set forth in 5.3.2 following.

The rates and charges for these services, as set forth in Section 20 of this tariff, will apply in addition to the ordering charges set forth in Section 20, and the rates and charges for the Access Service with which they are associated. These charges are also applicable when a customer orders International Blocking.

Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in Section 9 following. When it is required, the customer will be so notified and will be furnished with a written statement identifying the reasons 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 the 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 ten percent (10%).

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.7 Discontinuance of Switched Access FGD

A Discontinuance Charge applies if a customer discontinues FGD service provided at the conversion of an end office to equal access. The Discontinuance Charge applies to each FGD trunk discontinued with one exception. When the FGD service is a result of an upgrade from FGB, FGC or SAC Access Service trunks in service prior to conversion to equal access, the Discontinuance Charge will only apply to the number of FGD trunks being discontinued that are in excess of the number of FGB, FGC or SAC Access Service trunks in service prior to conversion to equal access. However, the customer may still be liable for any Minimum Period charges in Section 20 that may be applicable to the FGB, FGC or SAC Access Service trunks that were in service prior to conversion. For purposes of calculating the Discontinuance Charge the Maximum Discontinuance Charge will be amortized in equal monthly increments (i.e., Maximum Discontinuance Charge divided by 12) over a 12 month period beginning on the date the end office converts to equal access. The Maximum Discontinuance Charge is equal to the FGD Maximum Cancellation Charge in Section 20. The charge assessed will be the unamortized portion of the Maximum Discontinuance Charge.

5.3 Access Orders For Services Provided By More Than One Telephone Company

Access Services provided by more than one Telephone Company are services where one end of the Local Transport or Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company or where the Interim NXX Translation service and the end office are not provided by the same Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in Section 2.4.5 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.1 Single Company Billing Ordering

The Telephone Company receiving the order from the customer will arrange to provide the service, and bill the customer as set forth in Section 2.4.5(A). The customer will place the order with the Telephone Company as follows:

(A) Single Company Billing

For Switched Access Services the customer will place the order with the Telephone Company in whose territory the first point of switching is located. The first point of switching is:

- FGA - dial tone office
- FGB - access tandem, end office or centralized equal access provider
- FGC - end office
- FGD - end office or access tandem

When the first point of switching is not in the same Telephone Company's territory as the Interexchange Carrier premises, the customer must supply a copy of the order to the Telephone Company in whose territory the Interexchange Carrier premises is located, and any other Telephone Company(s) involved in providing the service. When service is provided through a centralized equal access provider, the customer must supply a copy of the order to the Telephone Company in whose territory the Interexchange Carrier premises is located, and any other Telephone Company(s) involved in providing the service. When service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.1 Single Company Billing Ordering (Cont'd)(B) Multiple Company (Interconnection Point) Billing

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) (IP) with the other Telephone Company(s). The interconnection point(s) and billing percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in National Exchange Carrier Association, Inc., Tariff FCC No. 4. Each Telephone Company will bill the customer for its portion of the service as set forth in Section 2.4.5(B). All other appropriate charges in each Telephone Company tariff are applicable.

When service is ordered under the provisions of the following paragraphs, the customer must also supply a copy of the order to the Telephone Company in whose operating territory a customer designated premises is located and any other Telephone Company(s) involved in providing the service. Additionally, when service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

- (1) For Feature Group A and B Switched Access Service, the customer must place an order with the Telephone Company in whose territory the first point of switching is located, (i.e., FGA - dial tone office, FGB - access tandem or end office). The Telephone Company will designate the first point(s) of switching for FGB services where the Telephone Company elects to provide equal access through a centralized equal access arrangement. Those Telephone Company offices providing equal access through centralized arrangements are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF FCC NO. 4.
- (2) For Feature Group C and D Switched Access Service, the customer must place an order with the Telephone Company in whose territory the end office is located.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.1 Single Company Billing Ordering (Cont'd)(B) Multiple Company (Interconnection Point) Billing (Cont'd)

- (3) Except for Special Access Service provided as set forth in (4) or (5) below, the customer may place the order for a Special Access Service with either Exchange Telephone Company.
- (4) For Special Access Service involving a hub(s), the customer must place the order with the Telephone Company in whose territory the hub(s) is located.
- (5) For Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Servicing Offices for the provision of WATS or WATS-Type Services, the customer must place an order with each Telephone Company in whose territory the end office and the WATS Service Office are located, if they are not collocated.
- (6) For initiation, additions, changes, or deletions to the 800/888 NXX code(s), the customer must place an order with the Telephone Company who provides the Customer Identification Function for 800/888 Access Service. The customer must also provide a copy of the order to the Telephone Companies subtending the office providing Customer Identification.
- (7) When FGA is ordered in a multi-Telephone Company provided Extended Area Service area or FGB is ordered in a multi-Telephone Company access tandem arrangement, the customer must provide a copy of the order to all Secondary Exchange Carriers. Each Exchange Carrier will bill as set forth in Section 2.4.5 preceding.

(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 2.4.5(C) 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.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 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 Special Access Service circuits, Switched Access Service Entrance Facility circuits, Direct-Trunked Transport circuits, lines, trunks or busy hour minutes of capacity, or STP Port Terminations and CCS7 Access Service Facilities will be treated as a new Access Service Request (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Access Service Request Modifications (Cont'd)

(A) Service Date Change Charge

Access Order service dates may be changed, but the new service date may not exceed the original service date by more than thirty (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 thirty (30) calendar days after the original service date, the customer will have the following options:

- (1) the original order will be canceled by the Telephone Company, and reissued with appropriate cancellation charges applied, or
- (2) 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 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 (C) following apply. Such charges will apply in addition to the Service Date Change Charge.

A Service Date Change Charge will apply as shown in Section 20 on a per order per occurrence basis, for each service date changed.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Access Service Request Modifications (Cont'd)

(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 signaling arrangements associated with Switched Access Entrance Facility interface groups. Design changes do not include a change of Switched Access Entrance Facility type, end user premises, end office switch, Feature Group type or Special Access Service circuit 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 changes can be accommodated and whether 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 shown in Section 20 of this tariff.

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

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Access Service Request Modifications (Cont'd)

(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 an Expedited Order Charges will apply.

A customer may request a change of end user premises within the same serving wire center. When this occurs, the service date is changed to reflect the standard service date interval. If the customer requests an earlier service date, an Expedited Order Charge will apply.

When an expedited service date is missed, the Expedited Order Charge will apply unless the missed service date is caused by the Telephone Company.

The Expedited Order Charge will apply to all services found in the tariff unless otherwise specified. This charge will be applied when the customer requests a service date that is prior to the standard service date interval on an Access Order, or when a customer requests an earlier service date on a pending Access Order.

The Expedited Order Charge, as set forth in Section 20, will apply on a per order basis for each day the service order is advanced.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Access Service Request Modifications (Cont'd)

(C) Expedited Order Charge (Cont'd)

- (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 9 following and are in addition to the Expedited Order Charge described in (1) preceding. Actual charges assessed will not exceed the estimate by more than ten percent (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) also applies.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.2 Access Service Request Modifications (Cont'd)(D) Miscellaneous Service Order Charge *

A Miscellaneous Service Order Charge applies to any service, or combination of services ordered simultaneously from the Tariff for which a service order is not already pending, with the following exceptions:

- Presubscription Service
- 900 Blocking Service
- Billing Name and Address Service

The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

The charge always applies to the following services since a pending service order would not exist:

- Overtime Repair
- Standby Repair
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing
- Other Labor
- Maintenance of Service

* This material applies only to the following Citizens Telecommunications Company of Tennessee LLC exchanges - Powell, Tate Springs, Claxton, Rutledge and Washburn. (T)

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Access Service Request Modifications (Cont'd)

(D) Miscellaneous Service Order Charge * (Cont'd)

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby necessitating the issuance of another service order:

- Telecommunications Service Priority
- International Blocking Service

The charge does not apply to the following services since there would exist a pending service order:

- Additional Engineering
- Overtime Installation
- Standby Acceptance Testing
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing
- Additional Cooperative Acceptance Testing

* This material applies only to the following Citizens Telecommunications Company of Tennessee LLC exchanges - Powell, Tate Springs, Claxton, Rutledge and Washburn. (T)

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.3 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 notice confirmation within ten (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 a 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 thirty (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 described 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 thirty-first (31st) day beyond the original service date of the Access Service Request.

(B) Delay of Service Date by Telephone Company

If the Telephone Company misses a service date by more than thirty (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.

ACCESS SERVICE

5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.3 Cancellation of an Access Service Request (Cont'd)(C) Cancellation Charge

When a customer cancels an Access Service Request prior to the service date, but after the Firm Order Confirmation Date, a cancellation charge will apply for each Access Service Request cancelled. The Firm Order Confirmation Date is defined in Section 2.6 of this tariff. The cancellation charge is shown in Section 20. (X)

(D) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service circuits or Switched Access Service lines, trunks or CCS/SS7* Port Terminations on a pending ASR will be treated as a partial cancellation. The charge will be determined by prorating the cancellation charge shown in Section 20 by the percentage of the order cancelled. The percentage of the order cancelled will be based on the capacity of the cancelled circuits compared to the total capacity originally ordered.

(X) Under authority of Special Permission No. 12-031, withdraws material filed under Transmittal No.31 before it becomes effective and reinstates existing language.

ACCESS SERVICE

5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.4 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:

For Switched Access usage sensitive rate elements, the charge for the minimum period, or fraction thereof, is equal to the applicable rates for the actual or assumed usage for the minimum period or such fraction thereof. For Switched Access flat-rated monthly elements (i.e., Entrance Facility, Direct-Trunked Transport and Multiplexing rates), the charge for the minimum period or fraction thereof is the applicable monthly rates for the service.

For Special Access, the minimum Period Charges are described in Section 7.2.7.

5.3.5 Switched Access Minimum Capacity Requirements

- (A) When a customer orders Switched Access, it will be provided subject to the minimum capacity provisions in 5.3.5(B) through 5.3.5(D).
- (B) There is no minimum capacity for Interface Arrangements 1 and 2 in 5.3.5(D). However, for Interface Arrangements 3 through 10 the minimum capacity is in 5.3.5(D). A description of Interface Arrangements is found in Section 11.

ACCESS SERVICE

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5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)5.3.5 Switched Access Minimum Capacity Requirements (Cont'd)

- (C) For the purpose of administering the minimum capacity provisions, different Switched Access feature groups for the same customer may be grouped together if the facilities provided for all the connections are the same and terminate in the same facilities terminal in the same Telephone Company access tandem or end office.
- (D) The following table provides the total capacity of the interface and the thresholds for minimum ASR requirements. When the customer requests one of the following it is required to order sufficient lines for FGA, and sufficient trunks or BHMCs for FGB, FGC, FGD and SAC Access Service to satisfy the minimum capacity. When the customer requests more than one of the same Interface Arrangements, it is required to meet the total minimum capacity of all such Interface Arrangements.

<u>Interface Arrangement</u>	<u>Interface Type</u>	<u>Interface Name</u>	<u>Total Capacity</u> (circuits)	<u>Minimum Capacity</u> (circuits)
1	Voice Frequency	2-wire	1	NA
2	Voice Frequency	4-wire	1	NA
3	Analog	Group	12	9
4	Analog	Supergroup	60	42
5	Analog	Mastergroup	600	420
6	Digital	DS1	24	17
7	Digital	DS2	48	34
8				
9	Digital	DS3	672	471
10	Digital	DS3C	1344	941