

ACCESS SERVICE

5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE

This section sets forth the regulations and order related charges for Access Orders for Switched and Special 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, and Special Access Service as set forth in Section 7 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, 5.1.2 and 5.1.3 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 except for those for multipoint service.

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 and 5.1.3 following, the customer must also provide:

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)**5.1 Access Service Request Requirements (Cont'd)****5.1.1 General (Cont'd)**

- 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: 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 and 800 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. 800 Access Service Trunks are provided only at Telephone Company designated switches capable of performing the customer identification function for 800 service. When direct routing of 800 Access Service traffic via 800 Access Service trunks is desired, or when the customer's 800 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. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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**

Customers may order Feature Groups B, C, or D and 800 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 BHC 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.

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.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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)

When a customer orders Feature Group B, C or D or 800 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, and D or 800 Switched Access Service by specifying the number of busy hour minutes of capacity (BHMCs) 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 following. 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)

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

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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)**

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 identified as Originating and Terminating. Because

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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) 800 NXX Code Activation/Deactivation

800 Access Service NXX Code Activation or Deactivation shall be ordered by the customer for an entire Telephone Company jurisdiction. Telephone Company jurisdiction is set forth on Title Page 1 preceding. The customer must specify in its Access Service Request, the 800 NXX codes to be activated or deactivated in a Telephone Company jurisdiction.

When a customer's 800 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.

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For additions and/or deletions of 800 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.

(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,

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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)

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.

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 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 following, will apply.

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5.1.3 Special Access Services

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. 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.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.4 Combined Access Service Arrangements

The Combined Access Service Arrangement optional feature, as set forth in Section 6 following, is ordered by a customer in the provision of that customer's intrastate communications service (e.g., WATS, 800, or WATS-type services) to end users. Orders for the Combined Access Service Arrangement must specify the required information as set forth preceding for the appropriate Switched Access Service Feature Group and Voice Grade Special Access Service. The customer must also specify the Combined Access Service Arrangement optional features, if any, the directionality of the service to be provided (i.e, originating, terminating, or two-way) and the type of Supervisory Signaling. (T)

If the wire center that serves the customer's end user premises is not capable of providing the necessary functions to combine Switched and Special Access Services as requested by the customer or is not a WATS Serving Office (WSO) the Telephone Company will configure the Special Access portion of the service to the nearest wire center where the necessary functions exist.

5.1.5 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.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)

5.1 Access Service Request Requirements (Cont'd)

5.1.5 Equal Access Conversions (Cont'd)

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 following.

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(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 Service 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 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 scheduled

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)**5.1 Access Service Request Requirements (Cont'd)****5.1.5 Equal Access Conversions (Cont'd)****(A) Feature Group D Facilities Shortages (Cont'd)**

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.

5.1.6 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

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subsequently, charges for a design change as set forth in 5.3.1(C) following will apply when an engineering review is required.

- (C) Additional Engineering is not an ordering option, but will be applied to an Access 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.

5.1.7 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 Telephone Company shall publish and make available to all customers, upon reasonable request, a schedule of Service Date Intervals applicable for Switched and Special 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.

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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.

5.1.8 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.

5.1.9 Shared Use Facilities

Shared Use (i.e., Switched and Special Access Services provided over the same analog or digital high capacity facilities) is allowed. Shared use facilities to a Hub will be ordered and provided as Special Access Service. While shared

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)**5.1 Access Service Request Requirements (Cont'd)****5.1.9 Shared Use Facilities (Cont'd)**

use is allowed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

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 and FGB 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 or FGB service. The Multiple Company Billing arrangement, as set forth in (B) following, will be used for all FGC, FGD, and 800 Access Switched Access Services and Special 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. For FGB the customer shall submit an ASR to the Telephone Company in whose territory the end office switch or access tandem is located. The Telephone

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)

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

(A) Single Company Billing (Cont'd)

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.

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

For all Switched and Special 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 Company's 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.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)**5.2 Access Services Provided by More than One Telephone Company (Cont'd)****(C) EAS and Access Tandem Arrangements**

Where a customer utilizes FGA to originate and/or terminate calls within an Extended Area Service (EAS) calling area or FGB to originate and/or terminate calls within an access tandem network provided by more than one telephone company, as set forth in Section 2.4.7(C) preceding, the customer shall submit an ASR for FGA or FGB 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 or access tandem network.

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.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)**5.3 Access Order Charges (Cont'd)****5.3.1 Access Service Request Modifications (Cont'd)**

Any increase in the number of Special Access Service circuits or 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).

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.

(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 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 cancelled 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.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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)

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, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, 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.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is as set forth in Section 20.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)**5.3 Access Order Charges (Cont'd)****5.3.1 Access Service Request Modifications (Cont'd)****(B) Partial Cancellation Charge**

Any decrease in the number of ordered Special Access Service circuits or Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a partial cancellation and the charges as set forth in 5.3.2(C) following will apply.

(C) 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 (Switched Access only), 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, 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.

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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 Design Change Charge is as set forth in Section 20.

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

(D) Expedited Order Charge

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 and that additional labor cost or extraordinary costs

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5.3 Access Order Charges (Cont'd)

5.3.1 Access Service Request Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Actual charges assessed may not exceed the estimate by more than 10%. Such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in Section 8.2 following.

To develop, determine and bill the customer the extraordinary costs which may be involved, the special construction terms and conditions as set forth in Section 14 will be used by the Telephone Company. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of Section 14.

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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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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 cancelled. 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 cancelled 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. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (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 and the Telephone Company incurs any costs associated with the processing of the Access Service Request or installation prior to the cancellation date, the Cancellation Charge will apply. The Cancellation Charge specified in (1) or (2) following, whichever is lower, shall apply.

- (1) The charge for the minimum period of Switched or Special Access Service as set forth in 5.3.3 following.
- (2) A charge equal to the costs incurred in such installation, less estimated net salvage, and/or a charge equal to the costs incurred in such order processing. These charges include the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs.

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5.3 Access Order Charges (Cont'd)

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

(C) Cancellation Charge (Cont'd)

Installation and Order costs of Switched or Special Access Service facilities are considered to have started when the Telephone Company incurs any costs associated with such installation or order processing.

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:

For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity as set forth in Section 6 following.

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5. ORDERING SWITCHED AND SPECIAL ACCESS SERVICE (Cont'd)

5.3 Access Order Charges (Cont'd)

5.3.3 Minimum Period Charges (Cont'd)

(B) (Cont'd)

For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the service as set forth in Section 7.2.3 following.

The Minimum Period Charge for part-time Television and Program Audio Services is the applicable daily rate for the service as set forth in Section 7.2.3 following.

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