

SECTION NO. 5

5. Ordering Options for Switched and Special Access Service

5.1 General

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.

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

5.1.1 Ordering Conditions

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall 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: order negotiation, order confirmation, interactive design, installation and billing.

Orders for Feature Group A Switched Access Service shall be in lines.

Orders for Feature Group B Switched Access Service shall be in trunks.

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

5.1 General (Cont'd)

5.1.2 Provision of Other Services

- (A) Testing Service, Additional Labor, Restoration Priority and Special Facilities Routing shall be ordered with an Access Order 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) With the agreement of the Telephone Company, the items listed in (A) preceding may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 17.4.1 following will apply when an engineering review is required.
- (C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering are as set forth in 13.1 and 17.4.2 following and are in addition to the regulations, rates and charges specified in this section.

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SECTION NO. 5

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

5.1 General (Cont'd)

5.1.3 Special Construction

The rates and charges shown in this schedule provide for the furnishing of service where suitable facilities are available. Where special construction of facilities is necessary, special construction charges and liabilities will be developed based on estimated costs, except when actual costs are requested in writing prior to the start of special construction.

A. Conditions Requiring Special Construction

Special construction is required when 1) facilities are not available to meet an order for service, and 2) the Telephone Company constructs facilities and 3) one or more of the following conditions exist:

- The Telephone Company has no other requirement for the facilities requested.
- It is requested that service be furnished using a type of facility, or via a route, other than that which the Telephone Company would normally utilize in furnishing the requested service.
- More facilities are requested that would normally be required to satisfy and order.
- It is requested that construction be expedited, resulting in added cost to the Telephone Company.

5.2 Access Order

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

- Switched Access Services as set forth in 6. following;
- Special Access Services as set forth in 7. following; and
- Other Services as set forth in 5.1.2 preceding.

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

- For Feature Group A Switched Access Service, the customer shall specify the number of lines and the first point of switching (i.e., dial tone office), the directionality of the service, and the Local Transport options and Local Switching options desired. In addition, the customer shall specify 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. The customer shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.

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

5.2 Access Order (Cont'd)

- For Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and Local Transport options and Local Switching options desired. The customer shall also specify for terminating only access minutes, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks.
- For Feature Group C and D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer designated premises to the end office by Feature Group and by type of BHMC. This information is used to determine the number of transmission paths as set forth in 6.2.5 following. The customer shall also provide the number of BHMC or trunks (for customers other than providers of MTS or WATS) required for or to be converted to an SS7 Signaling capability. The customer then specifies the Local Transport and Local Switching options.

Customers other than AT&T may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an entry switch. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company 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.

Special Access Service may be ordered for connection with FGC or FGD Switched Access Service at Telephone Company designated WATS Serving 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 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 or four-wire), the type of calling (i.e., originating, terminating, or two way) and the 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 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.

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

5.2 Access Order (Cont'd)

- 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 customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.

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

5.2 Access Order (Cont'd)

The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 pm, Monday through Friday, excluding national holidays), the customer shall determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10-11 AM hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. These determinations thus establish the forecasted BHMC for each end office.

SS7 Optional Feature

When Feature Group C or 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. 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.

For 800 Data Base Access Service, as described in 6.1.3 (A) & (C) following, the customer must order FGC or FGD to those access tandems or end offices designated as Service Switching Points (SSP) of 800 Data Base Service in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4, WIRE CENTER INFORMATION. Direct trunk routes can only be provided from end offices equipped to query centralized data bases. All traffic originating from end offices not equipped to provide SS7 signaling and routing require routing via an access tandem where SSP functionality is available.

5.2.1 Access Order Service Date

- (A) The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the following conditions:
- (1) The Telephone Company shall make available to all customers upon request a schedule of applicable service dates for Switched and Special Access Services. The schedule shall specify the applicable service date for services and the quantities of services that can be provided in the applicable service date.

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

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

5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date (Cont'd)

(A) (Cont'd)

(1) (Cont'd)

All part-time Video 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.

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 13.2.6(A) following.

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

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications

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

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity or CCS/SS7 Port Terminations will be treated as a new Access Order (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

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

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

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

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

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge applied to the order.

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.

If the requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in 5.2.3 following. A new Access Order with the new service date will be issued. The Service Date Change Charge will not apply.

If the service date is changed due to a Design Change as set forth in (C) following, the Service Date Change Charge will apply.

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

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

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

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge can be found in 17.4.1(B).

(B) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity or CCS/SS7 Port Terminations will be treated as a partial cancellation and the charges as set forth in 5.2.3(B) 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 Order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of 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 designated premises, end office switch, Feature Group type or Special Access Service channel 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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5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(C) Design Change Charge (Cont'd)

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if the change 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 in addition to the charge for Additional Engineering as set forth in 17.4.2 following. If a change of service date is required, the Service Date Change Charge as set forth in (A) preceding will also apply.

The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge can be found in 17.4.1.

(D) Expedited Order Charge

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. A customer may also request an earlier service date on a pending Access Order. If the Telephone Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs 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. Such additional charges will be determined and billed to the customer as follows:

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

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

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 13.2.6(A) following.

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

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

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or 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 Order shall be cancelled and charges set forth in (B) 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 Order.

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (1) Installation of Switched or Special Access Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.

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

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

- (B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows: (Cont'd)
  - (3) Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
    - (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such charge is determined as detailed in (4) following.
    - (b) The charge for the minimum period of Switched or Special Access Service ordered by the customer.
  - (4) Charges applicable as specified in (3)(a) preceding include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

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

5.2 Access Order (Cont'd)

5.2.4 Selection Of Facilities For Access Orders

- (A) When there are 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 Order. The Telephone Company will make a reasonable effort to accommodate the customer request.
- (B) For all other Access Orders, 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 11. following.

5.2.5 Minimum Period

- (A) Except as set forth in (B) following, the minimum period for which Access Service is provided and for which charges are applicable, is one month.
- (B) Part-time television and program audio services are not provided on Intrastate services.

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

5.2 Access Order (Cont'd)

5.2.6 Minimum Period Charges

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

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

- (A) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel type as set forth in 17.3 following.

The Minimum Period Charge for part-time Video Services is the applicable monthly rate for the appropriate channel type as set forth in 17.3 following.

5.2.7 Shared Use Facilities

Shared Use (i.e., Switched and Special Access Services provided over the same High Capacity facilities) is allowed. Shared use facilities to a hub will be ordered and provided as Special Access Service. While shared 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.

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

5.2 Access Order (Cont'd)

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

- (A) 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.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in 2.4.8 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.

(1) Single Company Billing

The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in 2.4.8(A)(1). The customer will place the order with the Telephone Company as follows:

- (a) 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 or end office
  - FGC - end office
  - FGD - end office or access tandem (customers other than AT&T)

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.

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

5.2 Access Order (Cont'd)

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

(A) (Cont'd)

(1) (Cont'd)

(b) For Special Access Services without the use of a hub, the customer will place the order with the Telephone Company in whose territory the customer designated premises is located.

(c) For Special Access Services with a hub, the customer will place the order with the Telephone Company in whose territory the hub is located.

(2) 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. Each Telephone Company will bill the customer for its portion of the service as set forth in 2.4.8(A)(2). All other appropriate charges in each Telephone Company tariff are applicable.

(a) For Feature Group A and B Switched Access Services, 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).

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

5.2 Access Order (Cont'd)

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

(A)(2) (Cont'd)

- (b) For Feature Group C and D Switched Access Services, the customer must place an order with the Telephone Company in whose territory the end office is located. Customers other than AT&T may, at their option, order FGD to the access tandem, provided such service is available.
- (c) Customers ordering WATS Access Service must place an order with each Telephone Company in whose territory the end office and the WATS Serving Office are located, if they are not collocated.
- (d) Except for Special Access Service provided with the use of a hub, the customer may place the order for a Special Access Service with either Exchange Telephone Company.
- (e) 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.

For the service(s) ordered as set forth preceding, 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.

- (B) When FGA is ordered in a multi-Telephone Company provided Extended Area Service area or FGB is ordered in a multi-Telephone Company tandem arrangement, the Secondary Exchange Carriers must receive a copy of the order. Each Exchange Carrier will bill as set forth in 2.4.8 preceding.

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