

ACCESS SERVICE**5. Ordering Options for Switched and Special Access Service****5.1 General**

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

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.

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 Section 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

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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ACCESS SERVICE**5. Ordering Options for Switched and Special Access Service (Cont'd)****5.1 General (Cont'd)****5.1.2 Provision of Other Services**

Other services as described in Sections 9.1 and 9.2, following, may be ordered in conjunction with the order for Access Service. All rates and charges set forth in Section 12.#.4(A)&(B), following, will apply in addition to the rates and charges for the Access Service with which they are associated.

International blocking service is provided to end users and Feature Group A customers as described in Section 9.3.5, following. The nonrecurring charge set forth in Section 12.#.4(F), following, is applicable as described in Section 9.3.5, following.

5.2 Access Order

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

- Switched Access Service as set forth in Section 6., following.
- Special Access Service as set forth in Section 7., following.
- Other Services as set forth in Section 9., following.

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).

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ACCESS SERVICE**5. Ordering Options for Switched and Special Access Service (Cont'd)****5.2 Access Order (Cont'd)**

The customer must also specify the type of Entrance Facility (e.g. Voice Grade or High Capacity) to be used for Switched Access. High Capacity Facilities are available only in certain end offices where technologically feasible. For High Capacity Entrance Facility, the customer must specify the facility assignment and the channel assignment for each trunk.

When ordering Switched Access Service to be combined with High Capacity Special Access Service, the customer must specify the facility assignment and the channel assignment.

Direct Trunked Transport is available at all tandems and at all end offices except those identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. 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, (2) from end offices that lack recording or measurement capability, and (3) from Non-Service Switching Point (SSP) equipped end offices that can not accommodate direct trunking of originating Toll Free Number calls. (C)

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.

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 6.3.6(A)(1)(n), following.

(A) Feature Group A Switched Access Service

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

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ACCESS SERVICE**5. Ordering Options for Switched and Special Access Service (Cont'd)****5.2 Access Order (Cont'd)****(A) Feature Group A Switched Access Service (Cont'd)**

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

- (1) The number of lines and the first point of switching (i.e., dial tone office).
- (2) The customer shall specify whether the off-hook supervisory signalling 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.
- (3) The customer shall specify which lines are to be arranged in multiline hunt group arrangements and which are to be provided as single lines.
- (4) A projected Percentage of Interstate Use (PIU) as specified in Section 2.3.9, preceding.
- (5) The Interexchange Carrier to which the service connected or, in the alternative, specify the means by which the FGA access communications are transported to another state.

(B) Feature Group B Switched Access Service

- (1) The number of trunks.
- (2) The end office when direct routing to the end office is desired, except when FGB is provided through a Centralized Equal Access arrangement.
- (3) The access tandem switch when routing is desired via an access tandem switch.
- (4) The trunks that are to be arranged in trunk group arrangements or provided as single trunks for terminating only access minutes.

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

5.2 **Access Order** (Cont'd)

(B) **Feature Group B Switched Access Service** (Cont'd)

- (5) A projected Percentage of Interstate Use (PIU) as specified in Section 2.3.9, preceding.
- (6) The access code dialing arrangement (i.e., a uniform access code of 950-XXX or an Abbreviated Dialing Arrangement (ADA) access code of N or NX).

(C) **Feature Group C and Feature Group D Switched Access Service**

- (1) The Telephone Company end office where service is requested or the access tandem switch for non MTS/WATS providers.
- (2) The number and type of busy hour minutes of capacity (BHMC) requested by Feature Group from the customer designated premises to the end office.
- (3) The customer designated premises where service is requested.
- (4) Any Customer Identification Function for Interim NXX Translation Service Access Code options requested.
- (5) When Feature Group C or D Switched Access Service is ordered with the Interim NXX Translation optional feature, the initial order for the Interim NXX Translation optional feature shall specify the NXX code(s) to be translated within the entire LATA or Market Area. The initial and subsequent orders to add, change, or delete Service Access Codes shall be placed separately or in combination with orders to change Feature Group C or D Switched Access BHMC. Customer assigned NXX codes which have not been ordered will be blocked.

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ACCESS SERVICE**5. Ordering Options for Switched and Special Access Service (Cont'd)****5.2 Access Order (Cont'd)****(C) Feature Group C and Feature Group D Switched Access Service
(Cont'd)**

- (6) Customers 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 future facility requirements.
- (7) For Toll Free Number Data Base Access Service, as described in Section 6.3.6(A)(4)(a), following, the customer must order FGC or FGD to those access tandems or end offices designated as Service Switching Points (SSP) for Toll Free Number Data Base Access Service in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C 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 signalling and routing require routing via an access tandem where SSP functionality is available. (C)
- (8) A projected Percentage of Interstate Use (PIU) as set forth in Section 2.3.9, preceding. (C)

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

5.2 Access Order (Cont'd)

- (D) For Feature Group C and Feature Group D with SS7 Signalling, in addition to the information listed in (C), preceding, the customer shall specify: *
- (1) A reference to existing signalling connections or reference to a related signalling connection order.
 - (2) SS7 Signalling Local Switching options, if any.
 - (3) The number of BHMC or trunks required for or to be converted to an SS7 Signalling capability.
 - (4) Optional features as specified in Section 6.
- (E) Special Access Services
- (1) The type of service requested (Metallic, Voice Grade, etc.)
 - (2) The customer designated premises or hubs involved.
 - (3) The channel interface, technical specification package and options desired.
 - (4) When requesting Special Access Service, the customer must certify that the traffic consists of more than ten percent interstate traffic.
 - (5) Where the Special Access Service is exempt from the Special Access Surcharge as set forth in Section 7.4.4(B), following, the customer shall furnish with the order the certification as set forth in Section 7.4.4(C), following.

* SS7 Signalling is available only where technically feasible.

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

5.2 Access Order (Cont'd)

(E) Special Access and Direct Trunked Transport Services (Cont'd)

- (6) Special Access or Direct Trunked Transport Service may be ordered for connection with FGA, FGB, 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 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 or four-wire), the type of calling (i.e., originating, terminating, or two way) and the type of Supervisory Signalling.

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.

5.3 Traffic Engineering Responsibilities

(A) Determination of Busy Hour Minutes of Capacity (BHMC)

It is the responsibility of the customer to determine the BHMC when ordering FGC, FGD, or CCSAC Switched Access Service.

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).

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

5.3 **Calculation of Busy Hour Minutes of Capacity (BHMC)** (Cont'd)

(A) **Determination of Busy Hour Minutes of Capacity (BHMC)** (Cont'd)

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.

The total BHMC by type for each end office will be converted to transmission paths using standard Telephone Company traffic engineering methods.

(B) **Determination of SS7 Signalling Connections**

For Feature Group C or Feature Group D with SS7 Signalling, the customer shall work cooperatively with the Telephone Company or its agent for CCSAC interconnection to determine the number of signalling connections required to handle its signalling traffic.

5.4 **Access Order Service Intervals**

To the extent the Access Service can be made available with reasonable effort, the Telephone Company will provide Access Service in accordance with the customer's requested interval. The Telephone Company is not responsible for any delays caused by any other connecting exchange telephone company in the provision of service to the customer's point of termination.

If, in order to meet the customer's requested service date, work must be performed outside scheduled work hours, Additional Labor charges as described in Section 9., following, will apply.

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When the Telephone Company has identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4, Wire Center Information that it has not received a bona fide request for Direct Trunked Transport and a customer subsequently orders Direct Trunked Transport, the Telephone Company will work cooperatively with the customer to provide Direct Trunked Transport within 90 days of receipt of an order.

5.5 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 that additional labor and/or engineering charges will apply. If the customer still desires the Access Order modification and agrees to any additional charges which may apply, the Telephone Company will schedule a new service date. Additional labor or engineering charges as described in Section 9., following, will apply.

(A) Service Date Change

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 requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued. The appropriate cancellation charges as set forth in Section 5.6(B), following, will apply. If the Telephone Company determines it can accommodate the customer's request with the normal work force during normal business hours and without delaying service dates for orders of other customers, a new service date may be established that is prior to the original service date. No charges will apply.

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If the requested service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the request, the customer will be notified by the Telephone Company that Additional Labor Charges, as described in Section 9., following, may apply.

(B) Change in Lines or Capacity

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

Any decrease in the number of ordered Special Access Service channels 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 Section 5.6(B), following, will apply.

5.6 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 the customer is unable to accept Access Service within 30 days after the service date, at the customer's option, service will be cancelled and charges set forth in (B), following, will apply, or billing for the access service will commence on the 31st day after the service date.

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

5.6 **Cancellation of an Access Order** (Cont'd)

- (B) When a customer cancels an Access Order, 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 with the installation. Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b), following, whichever is less, shall apply.
- (a) A charge equal to 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, right-of-way and other associated costs less actual net salvage received after disposal of facilities.
- (b) The charge for the minimum period of Switched or Special Access Service ordered by the customer.
- (2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.
- (C) 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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ACCESS SERVICE**5. Ordering Options for Switched and Special Access Service (Cont'd)****5.7 Selection of Facilities for Access Orders**

The Telephone Company will make a reasonable effort to accommodate a customer request for a specific transmission path. The Telephone Company will make the final determination as to transmission paths utilized in the provision of service.

5.8 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:

- (A) For Switched Access Service the minimum period charge is set forth in Section 6.7.3, following.

Switched Access usage rated services (i.e., End Office, Common Line, Tandem Switched Transport, and Residual Interconnection Charge) have no minimum period. The minimum period for which all other Access Service is provided and for which charges are applicable, is one month.

- (B) For Special Access Service and flat rated Switched Access Service, the charge for a month or fraction thereof is the applicable monthly rate for the service as set forth in Section 12.#.2(B)(1) & (4) and Section 12.#.3, following, plus any optional features or nonrecurring charges that may apply.

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The minimum period for Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.). The minimum period for Switched Access High Capacity DS1 Entrance Facilities and Direct Trunked Transport is one month. The minimum period for High Capacity DS1 Special Access Services is one month, as set forth in Section 7.2.5(B)(3), following.

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

Access Service 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 Optional Feature or Toll Free Number Data Base Access Service and the end office are not provided by the same Telephone Company. (C)

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.

(A) Single Company Billing

The Telephone Company receiving the order for Feature Group A or Feature Group B from the customer will arrange to provide the service and bill the customer as set forth in Section 2.4.5, preceding. The customer will place the order with the Telephone Company as follows:

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

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

(A) **Single Company Billing (Cont'd)**

(1) 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 that provider.

(2) 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.

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

(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 F.C.C. No. 4. Each Telephone Company will bill the customer for its portion of the service as set forth Section 2.4.5, preceding. All other appropriate charges in each Telephone Company tariff are applicable.

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

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

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

(B) **Multiple Company (Interconnection Point) Billing** (Cont'd)

(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 EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. 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.

Customers (other than AT&T) may order FGD in trunk quantities desired between the customer designated premises and the access tandem.

(3) Except for Special Access Service provided as set forth in (4) or (5), following, 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.

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

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

(B) **Multiple Company (Interconnection Point) Billing** (Cont'd)

- (5) For Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Serving 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 Serving Office are located, if they are not collocated.
- (6) For initiation, additions, changes or deletions to Interim NXX Translated Service Access Code(s), the customer must place an order with the Telephone Company who provides the Customer Identification Function for Service Access Codes. 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) 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.

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