5. ACCESS/INTERCONNECTION ORDERING

5.1 GENERAL

This section sets forth 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.

A Service Order is an order to provide the Customer with Access Service or Network Interconnection Service or to provide changes to existing service.

A Customer may order any number of services of the same type and between the same premises on a single Service Order, unless prohibited by technical limitations.

The Customer shall provide the Company the order information required in 5.2 following, and in addition 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.

5.1.1 Service Installation

The service intervals associated with Customer requests for Access Service or Network Interconnection Service will be developed by the Company on an Individual Case Basis (ICB). The Company will make every reasonable effort to meet the Customer's requested service date subject to the Company's standard intervals which will be made available upon request.

Access Services and Network Interconnection Services will be installed during the Company's normal working hours. If a Customer requests installation be done outside of scheduled work hours and the Company agrees to this request, the Customer will be subject to applicable additional charges as set forth in Section 13.3.

5. ACCESS/INTERCONNECTION ORDERING

5.2 ORDERING REQUIREMENTS

5.2.1 Access Service

When ordering AT&T Digital Link Access Service (DLAS), the Customer must specify whether the service is to be provided as: (1) direct transport to an Access Tandem which connects with DLAS Tandem-Switched Transport to the DLS End Office, (2) DLAS Tandem-Switched Transport from the Customer Serving Wire Center to the DLS End Office, or (3) DLAS Direct Connect Transport to the DLS End Office, as set forth in Section 15.2.1.

A. Access Tandem Connections

When ordering DLAS via an Access Tandem, the Customer must provide the Company an estimate of the amount of traffic it will generate to the DLS End Office to assist the Company in its efforts to project further facility requirements.

When service to the Access Tandem is ordered by the Customer from another telephone company, the Customer must also supply a copy of the order to the Company.

B. Direct Connect Transport

When placing an order for DLAS Direct Connect Transport to a DLS End Office, the Customer shall provide:

- The number of trunks desired between the Customer Premises and the DLS End Office, and
- The type and quantity of facility desired (e.g., DS1 or DS3).

C. PIU[/PIIU] Requirements

For all Access Services provided under this tariff, a projected Percent of Interstate Use (PIU) shall be provided as set forth in Section 2.3.9.

5. ACCESS/INTERCONNECTION ORDERING

5.2 ORDERING REQUIREMENTS

5.2.2 Network Interconnection Service

When ordering Network Interconnection Service, the Customer must specify

- The type and quantity of facility required or being provided by the Customer,
- The number of trunks desired,
- Any DS3 to DS1 Multiplexing required,
- If SS7 Signaling is required, the number of Signal Transfer Point (STP) links and ports and in addition, the STP codes, location identifier codes and circuit identifier codes. The Customer shall work cooperatively with the Company to determine the number of SS7 signaling connections required to handle its signaling traffic.

The Percent of Local Signaling Usage (PLSU) as set forth in Section 10.2.3.

5.2.3 Miscellaneous Services

Additional Labor shall be ordered with a Service Order or may subsequently be added to a pending order at any time up to and including the service date for the Access Service or Network Interconnection 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 the Price Schedule will apply. When miscellaneous services are added to a pending order, charges for a Design Change as set forth in the Price Schedule 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 5.4.2.A. and B. following.

5. ACCESS/INTERCONNECTION ORDERING

5.2 ORDERING REQUIREMENTS

5.2.3 Miscellaneous Services (Cont'd)

The rates and charges for miscellaneous services, as set forth in the Price Schedule, will apply in addition to the ordering charges set forth in the Price Schedule and the rates and charges for the Access Service(s) or Network Interconnection Service(s) with which they are associated.

Additional Engineering is not an ordering option, but will be applied to a Service Order when the Company determines that Additional Engineering is necessary to accommodate a Customer request. Additional Engineering will only be required as set forth in Section 13. 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 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 (10%) percent.

5. ACCESS/INTERCONNECTION ORDERING

5.3 RESERVED FOR FUTURE USE

5. ACCESS/INTERCONNECTION ORDERING

5.4 CHARGES ASSOCIATED WITH ACCESS/INTERCONNECTION ORDERING

5.4.1 Service Order Charges

The Service Order Charge is applied to all Customer requests for new Access Service or Network Interconnection Service. In addition, the Service Order charge is applicable to Customer requests for additions, changes or rearrangements to existing service with the following exceptions:

The Service Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To "records only" changes as set forth in A. following.
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order.
- When an Administrative Change Charge is applicable.
- When a Company initiated network reconfiguration requires a Customer's existing Access Service or Network Interconnection Service to be reconfigured.
- When a service with an ICB rate is converted to a similar service with a non-ICB tariff rate prior to the expiration of the ICB.
- When a Billing Name and Address Service Establishment Charge is applicable.
- For Service Orders relating solely to Network Element-Provided Access Service (NEPAS).

The Service Order charge will be applied on a per order basis to each order received by the Company or copy of an order received by the Company pursuant to 5.2.1 preceding and is in addition to other applicable charges as set forth in this and other sections of this tariff.

5. ACCESS/INTERCONNECTION ORDERING

5.4 CHARGES ASSOCIATED WITH ACCESS/INTERCONNECTION ORDERING

5.4.1 Service Order Charges (Cont'd)

A. "Records Only" Changes

Changes which are "records only" changes will be made without charge(s) to the Customer. These changes require the continued provision and billing of the Access Service or Network Interconnection Service to the same entity (i.e., Customer remains responsible for all outstanding indebtedness for the service).

The following are examples of "records only" changes:

- Change of Customer name (i.e., the Customer of record does not change but rather the Customer of record changes its name),
- Change of Customer or Customer's End User premises address when the change of address is not a result of a physical relocation of equipment,
- Change in any of the following billing data items (name, address, contact name or telephone number).
- Change of Customer or Customer's End User contact name or telephone number, and
- Change of PIU or PLSU.

5. ACCESS/INTERCONNECTION ORDERING

5.4 CHARGES ASSOCIATED WITH ACCESS/INTERCONNECTION ORDERING

5.4.2. Service Order Change Charges

Service Order Changes involve Service Date Changes and Design Changes. The Customer may request a change of its Service Order prior to the service date. The Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change cannot be made with the normal work force during normal business hours, the Company will notify the Customer. All charges for a Service Order Change as set forth in the Price Schedule will apply on a per occurrence basis.

Any increase in the number of DLAS or Network Interconnection Service trunks will be treated as a new Service Order (for the increased amount only).

A. Service Date Change

The Customer may request a change of service date on a pending Service 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 thirty (30) calendar days from the original service date.

If the 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, as set forth in the Price Schedule, will be applied to the order.

5. ACCESS/INTERCONNECTION ORDERING

5.4 CHARGES ASSOCIATED WITH ACCESS/INTERCONNECTION ORDERING

5.4.2 Service Order Change Charges (Cont'd)

A. Service Date Change (Cont'd)

If the service date is changed to an earlier date, and the Company determines additional labor is necessary to meet the earlier service date requested by the Customer, the Customer will be notified by the Company that Additional Labor charges as set forth in Section 13.3 apply. Such charges will apply in addition to the Service Date Change Charge.

If the requested service date exceeds thirty (30) calendar days following the original service date, and the Company determines that the Customer's request can be accommodated, the Company will cancel the original order and apply the cancellation charges as set forth in 5.5.1 following. A new Service Order with a new service date will be issued. The Service Date Change Charge will not apply, however, the Service Order Charge will apply to the new order.

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

5. ACCESS/INTERCONNECTION ORDERING

5.4 CHARGES ASSOCIATED WITH ACCESS/INTERCONNECTION ORDERING

5.4.2 Service Order Change Charges (Cont'd)

B. Design Change

The Customer may request a Design Change to the service ordered prior to the requested service date. A Design Change is any change to a Service Order which requires Engineering Review. An Engineering Review is a review by 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 do not include a change of Customer Premises, Point of Interconnection or First Point of Switching. 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 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 Company to proceed with the Design Change, a Design Change Charge as set forth in the Price Schedule will apply in addition to the charge for Additional Engineering as set forth in the Price Schedule. If a change in service date is required, the Service Date Change Charge set forth the Price Schedule will also apply. The Service Order charge does not apply in this instance.

5. ACCESS/INTERCONNECTION ORDERING

5.4 CHARGES ASSOCIATED WITH ACCESS/INTERCONNECTION ORDERING

5.4.3 Administrative Change Charges

An Administrative Change Charge, as set forth in the Price Schedule applies for the following Customer initiated changes:

- Change of circuit identification
- Change of billing account information other than those billing data changes identified as "Record Only" in 5.4.1.A. preceding.

5. ACCESS/INTERCONNECTION ORDERING

5.5 CANCELLATIONS

5.5.1 Cancellation of a Service Order

A. A Customer may cancel a Service Order for the installation of service on any date prior to the Service Date. The cancellation date is the date the Company receives written or verbal notice from the Customer that the order is to be canceled. The verbal notice must be followed by written confirmation within ten (10) days.

If a Customer or a Customer's End User is unable to accept service within thirty (30) calendar days after the original Service Date, the Customer has the choice of the following options:

- The Service Order shall be canceled 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 Service Order.

B. A critical date schedule is established by the Company for each Service Order placed by the Customer. The Company uses this schedule to identify key activities in the Service Order process, to monitor the progress of the installation and to administer the schedule of cancellation charges. Critical date schedules may vary between Service Orders.

5. ACCESS/INTERCONNECTION ORDERING

5.5 CANCELLATIONS (Cont'd)

5.5.1 Cancellation of a Service Order (Cont'd)

B. (Cont'd)

The critical dates monitored by the Company are:

- Application Date (APP): The date on which the Customer provides a firm commitment and sufficient information to the Company to proceed with issuance of a firm order for service.

- Scheduled Issue Date (SID): The date on which the Service Order is entered into the Company's service order distribution system.

- Design Layout Report Date (DLRD): The date the Design Layout Report is to be forwarded to the Customer.

- Records Issue Date (RID): The date on which all circuit design and assignment information is sent to the central office installation force.

- Wired and Office Tested Date (WOT): The date by which all intraoffice wiring is completed, all plug-ins are optioned and aligned, and frame continuity is established.

- Plant Test Date (PTD): The date on which overall testing of the service is to be completed.

- Service Date (DD): The date established for completion of the service installation. This date is also known as the due date.

5. ACCESS/INTERCONNECTION ORDERING

5.5. CANCELLATIONS (Cont'd)

5.5.1 Cancellation of a Service Order (Cont'd)

B. (Cont'd)

The amount of the total provisioning completed by the Company at a particular critical date varies by the service involved as shown following:

SERVICE	APP	SID	DLRD	RID	WOT	PTD	DD
DLAS (Direct Connect Transport)	0%	7%	18%	32%	100%	100%	100%
Network Interconnection Service	0%	7%	18%	32%	100%	100%	100%

If a Service Order is canceled by the Customer prior to the SID, no charge applies. For cancellations by the Customer on or after that date, a cancellation charge will apply. The amount of the cancellation charge will vary according to the service ordered and the date reached in the critical date schedule.

Cancellation charges are based on the amount of provisioning completed at the time of the request to cancel and are determined by multiplying the nonrecurring charges applicable to the canceled service(s) by the appropriate percentage from the table listed above (e.g., an order for DLAS Direct Connect Transport canceled after the RID date but prior to the WOT date would be subject to a cancellation charge equal to 32% of the applicable nonrecurring charges for the service(s) canceled).

5. ACCESS/INTERCONNECTION ORDERING

5.5. CANCELLATIONS (Cont'd)

5.5.1 Cancellation of a Service Order (Cont'd)

C. When a Customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

D. If the Company misses a Service Date by more than thirty (30) days and such delay is not requested or caused by the Customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages or civil commotions), the Customer may cancel the Service Order without incurring cancellation charges.

E. If the Customer changes the Service Date of a Service Order, as set forth in 5.4.2.A. preceding, the critical date schedule for the order will be revised for those critical dates not yet passed. Subsequent cancellation of the Service Order will cause a cancellation charge to be incurred, based on the revised schedule.

5.5.2 Partial Cancellation Charge

Any decrease in the number of ordered DLAS Direct Connect Transport or NIS trunks will be treated as a partial cancellation and charges will be determined as set forth in 5.5.1.B. preceding.