

TC Systems, Inc.
P.S.C. No. 7 -- Telephone
Access Services
Effective Date: December 23, 2011

Section 2
Leaf No. 57
Revision: 0

SECTION 2 - REGULATIONS

2.13 Ordering Options for Access Services (Cont'd)

2.13.2 Access Order: (Cont'd)

B. Access Service Request Modifications

The Customer may request a modification of its Access Service Request prior to the Service Date. The 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, TCG will notify the customer. If the customer still desires the Access Order modification, TCG will schedule a new service date. All charges for Access Service Order Modification will apply on a per occurrence basis.

1. Service Date Changes

Access Order service dates for the installation of new services or rearrangement of existing services 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 canceled by TCG and reissued with the appropriate cancellation charges applied. If TCG 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 TCG determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by TCG that Expedited Order Charges apply. Such charges will apply in addition to the Service Date Change Charge.

The Service Date Change Charge will apply on a per order, per occurrence basis for each service date changed. The applicable charges are set forth hereinafter.

2. Design Change Charge: The Customer may request a Design Change to the service ordered. A Design Change is any change to an ASR which requires engineering review. An engineering review is a review by Company personnel of the service ordered and the requested changes to determine what change(s) in the design, if any, are necessary to meet the Customer's request. Design Changes include such changes as the addition or deletion of optional features or functions, a change in the type of Transport Termination (Call Completion Service only) or type of channel interface. Any other changes are not considered Design Changes for the purpose of this section. Changes of this nature will require issuance of a new ASR and the cancellation of the original ASR with appropriate cancellation charges applied.

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a Design change. The applicable charges, as set forth hereinafter are in addition to any Service Date Change Charges that may apply.

Issued by: Carol E. Paulsen, Director Regulatory, Dallas, Texas 75202