

**RCLEC, Inc.**  
**P.SC. No. 3 – Local Wholesale Access Tariff**

**Section 2**  
**Page No. 23**  
**Revision No: 0**  
**Superseding Rev. No.:**

**Effective Date: February 5, 2013**

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**REGULATIONS (CONT'D)**

**2.11 Ordering**

**2.12.1 General**

A Service Order may be required by the Company to provide Customer with new Services or to provide changes to existing Services. Upon receipt of a properly completed Service Order, the Company will specify a Firm Order Commitment (FOC) and an estimated Service Date based on the type and quantity of Services requested.

**2.11.2 Service Order Charge**

A Service Order charge or application fee may be applied to all Customer requests for new, additional, changed or modified Services, except when a Company-initiated network reconfiguration requires a Customer's Service to be reconfigured.

**2.12.3 Modification of Service Order**

Customer may request a modification of its Service Order or Service prior to the Service Date. All modifications must be in writing. The Company, in its sole discretion, may accept a verbal modification from the Customer. The Company will make every reasonable effort to accommodate a requested modification when it is able to do so within the normal work force assigned to complete such Service Order within normal business hours. Charges for Service Order modifications may apply on a per occurrence basis.

**2.12.4 Design Layout Report**

At the request of Customer, Company will provide to Customer the makeup of the facilities and equipment provided from the Customer's Premises to the Point of Termination. This information will be provided in the form of a Design Layout Report (DLR) at no charge to the Customer.

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Issued By:

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