
SECTION 2 - REGULATIONS

2.10 Ordering Options for Access Services

2.10.1 General

This section sets forth the regulations and order related charges for Access Orders for Call Completion and Digital Transmission Services as defined in this tariff. These charges are in addition to other applicable charges set forth in other sections of this tariff.

An Access Order is an order to provide the customer with Call Completion and Digital Transmission Services or to provide changes to existing services.

2.10.1.1 Ordering Conditions

A customer may order any number of services of the same type and between the same premises on a single Access Service Request (ASR). All details for services for a particular order must be identical.

The customer shall provide all information necessary for the Company to provide and bill for the requested service. When placing an order for Access service, the Customer shall provide the following minimum information:

- (A) Customer name and premises address(es);
- (B) Billing name and address (when different from Customer name and address);
- (C) Customer contact name(s) and telephone number(s) for the following provisioning activities; order negotiation, order confirmation, interactive design, installation and billing.

The order date (Application Date) is the date on which the Company receives a firm commitment and sufficient information from the Customer to allow processing of the ASR. The Customer is advised of the critical events in the provisioning process, the Application Date, the Issue Date, the Design Layout Report Date, the Plant Test Date and the Service Date, at the time the Company gives the Customer a Firm Order Confirmation (FOC). The FOC is forwarded to the Customer within two business days after all information needed to process the ASR has been received by the Company.