
SECTION 2 - REGULATIONS

2.10 Ordering Options for Access Services (Cont'd)

2.10.2 Access Order:

2.10.2.1 Access Order Service Date Intervals:

Access Service is provided with one of the following Service Date Intervals:

- Standard Interval
- Negotiated Interval

To the extent that the Access service can be made available with reasonable effort, the Company will provide the Access Service in accordance with the Customer's requested interval, subject to the following conditions:

Standard Interval: TCG will publish and make available to all customers at the time orders are placed, a schedule of Standard Intervals applicable to Call Completion and Digital Transmission Services. The schedule specifies the services and quantities which can be made available within the Standard Interval.

Negotiated Interval: The Company will negotiate a Service Interval with the Customer when:

- (1) the Customer requests a Service Date before or beyond the applicable Standard Interval Service Date; or
- (2) there is no existing facility connecting the Customer premises with TCG facilities; or
- (3) the Company determines that Access Service cannot be installed within the Standard Interval.

2.10.2.2 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.