

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
Initial Effective Date: 5/30/03

Section: 2 Leaf: 35
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SECTION 2 - GENERAL RULES AND REGULATIONS

M. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

2. Responsibilities of the Customer (Cont'd)

- b. Once customers have received their TSP assignment, signified by a TSP Authorization Code, the customer must submit the code along with a service request to the Company.
- c. During certain emergencies the Company will take TSP service requests verbally. In these cases a written service order should follow within two working days.

3. Responsibilities of the Company

- a. The Company will send a Service Confirmation to the TSP Program Office upon the completion of an ordered TSP service within 45 calendar days of the completion.
- b. The Company will designate a 24-hour point of contact for receiving Emergency TSP provision requests and reports that a TSP service is unusable or out of service.

4. Rules and Regulations

- a. The Company will provision and restore, when necessary, those telecommunications services with TSP assignments before services without such assignments.
- b. When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP services

TSP services, selected in the inverse order of their TSP priority level assignment

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

- c. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas