

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
PSC NO. 4 - TELEPHONE
Competitive Access Services Tariff
Effective Date: May 17, 2021

Section 5
Leaf 1
Revision: 0
Superseding Revision

5. ORDERING OPTIONS FOR ACCESS SERVICE

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5. ORDERING OPTIONS FOR ACCESS SERVICE

5.1 GENERAL

This section sets forth the terms, conditions and order related charges for Access Services. These charges are in addition to other applicable charges as set forth in other sections of this Tariff.

An Access Order is an order to provide the customer with any service designated in this Tariff.

5.1.1 ORDERING CONDITIONS

The customer shall provide all information necessary for the Company to provide and bill for the requested service including:

- Customer name and premises address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s).

5.2 ACCESS ORDER

5.2.1 ACCESS ORDER SERVICE DATE INTERVALS

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

- Standard Interval
- Negotiated Interval

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

A. Standard Interval:

- The Standard Interval for Switched Access Service will be 45 days.
- Access Services provided under the Standard Interval will be installed during Company business hours.

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5.2 ACCESS ORDER

5.2.1 ACCESS ORDER SERVICE DATE INTERVALS (Cont'd)

B. Negotiated Interval:

The Company will negotiate a service date interval with the Customer on an Individual Case Basis (ICB) when:

- There is no standard interval for the service,
- The Customer requests a service date before or beyond the applicable Standard Interval Service Date,
- The Company determines that the service cannot be installed within the Standard Interval.

The Company will offer a Service Date based on the type and quantity of Access Services the Customer has required. All services for which rates are applied on an Individual Case Basis are provided with a Negotiated Interval.

5.2.2 CANCELLATION OF AN ACCESS ORDER

A customer may cancel an Access Order upon written notice at least five business days prior to the estimated availability date. The Company may invoice the customer for costs incurred, not to exceed the nonrecurring charges associated with the order.

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5.2 ACCESS ORDER (Cont'd)

5.2.3 MINIMUM PERIOD

- A. The minimum period for which service is provided and for which charges are applicable is one month.
- B. When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. The Minimum Period Charge for monthly billed services will be determined as follows:
 - The charge for a month or fraction thereof is the applicable minimum monthly charge for the capacity made available to the Customer.
 - All applicable Non-Recurring Charges for the service will be billed in addition to the Minimum Period Charge.

5.2.4 DISCONTINUANCE OF SERVICE

A customer may discontinue an Access Service at any time. The Company requires two business days notice to discontinue an Access Service. The notice can be written or verbal; however, a verbal notice must be followed by a written confirmation within ten days. The notice period will begin at the time of a verbal notice. If there is no verbal notice, the notice period begins at the time the written request is received.

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