

Verizon New York Inc.

## PSC NY No. 11--COMMUNICATIONS

Section 5  
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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE5.1 General

This section sets forth the regulations and order related charges for Access Orders for Switched 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 Switched Access Service or to provide changes to existing services.

5.1.1 Ordering Conditions

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall provide all information necessary for the Telephone Company to provide and bill for the requested service. In addition to the order information required in 5.2 following, the customer must also provide:

- Customer name and premises addresses
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

Orders for Feature Group A Switched Access Service shall be in lines.

Orders for Feature Group B Switched Access Service shall be in trunks.

The order date, which is known as the Application Date, is the date on which the Telephone Company receives complete and accurate information from the customer to allow processing of the Access Order. The customer is advised of the Application Date at the time the Telephone Company gives the customer a firm order confirmation.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.1 General (Cont'd)5.1.2 Provision of Other Services

- (A) Testing Service, Additional Labor and Special Facilities Routing shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these services, as set forth in other sections of this tariff, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.
- (B) With the agreement of the Telephone Company, the items listed in (A) preceding may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 30.5 following will apply when an engineering review is required.
- (C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering are as set forth in 13.1 and 30.13.2 following and are in addition to the regulations, rates and charges specified in this section.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.1 General (Cont'd)5.1.3 Special Construction

The regulations, rates and charges for special construction are set forth in 4. preceding and are in addition to the regulations, rates and charges specified in this section.

5.2 Access Order

An Access Order is used by the Telephone Company to provide a customer Access Service as follows:

- Switched Access Services as set forth in 6. following,
- Other Services as set forth in 5.1.2 preceding.

When placing an order for Switched Access Service, the customer shall provide, at a minimum, the following information for the Entrance Facility, Direct Trunked Transport and/or Tandem Switched Transport to be furnished for the Switched Access Service arrangement ordered. (T)

For Switched Access Service Entrance Facility, the customer shall specify the type of entrance facility required (i.e., DS3, DS1 or Voice Grade) for use between the customer premises or a collocated interconnection location and the wire center serving such customer premises or a collocated interconnection location.

For Direct Trunked Transport and the dedicated facility portion of Tandem Switched Transport, the customer shall specify the entrance facility and channel assignment of the entrance facility on which the customer desires the Direct Trunked Transport to be placed. In addition, the customer must specify the type of Direct Trunked Transport facility required, whether the Direct Trunked Transport is to be used for line side or trunk side Switched Access Services, and the end office(s) or access tandem(s) to which Direct Trunked Transport is desired.

For Tandem Switched Transport, the customer shall specify the entrance facility and channel assignment on which the customer desires the Tandem Switched Transport to be placed.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)

For Feature Group A Switched Access Service, the customer shall specify the number of lines and the first point of switching (i.e., dial tone office), directionality of the service and the Local Transport and Local Switching options desired. In addition, the customer shall specify whether the ordered line(s) is for FX/ONAL service or MTS/WATS-type service. If the customer specifies MTS/WATS-type service, the customer shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.

The customer shall also specify that the Feature Group A is to be provided with an extension to a different LATA, if applicable. When such an extension is specified on the order, the customer must also specify the customer's premises in the LATA with the Switched Access Feature Group A, at which the FGA extension is to be terminated.

For Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and the Local Transport and Local Switching options desired. When ordering FGB trunks to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic to be generated to and/or from each end office subtending the access tandem to assist the Telephone Company in the effort to project further facility requirements. The Telephone Company will work cooperatively with the customer to help develop this data.

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In addition, the customer shall also specify for terminating only access, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks. The basic traffic type must also be specified using the same categories as described in 6.1.1(G) following, to enable efficient provisioning and billing functions.

For Feature Group C and D Switched Access Service, the customer shall specify either the number of busy hour minutes of capacity (BHMC) or the number of trunks required to the tandem by Feature Group and by traffic type when Tandem Switched Transport is desired. This information is used to determine the number of transmission paths as set forth in 6.5.5 following. The customer shall also specify the Local Transport and Local Switching options desired.

Customers may, at their option, order FGD by specifying the number of trunks and the end office or tandem when Direct Trunked Transport is desired or the access tandem switch when Tandem Switched Transport is desired. In designated electromechanical end offices, customers may order FGD only to an/or from the access tandem. When ordering FGD customers may specify the Local Transport and Local Switching options desired. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic to be generated to and/or from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements. The basic traffic type must also be specified using the same categories as described in 6.1.1(G) following, to enable efficient provisioning and billing functions.

In addition, for Feature Group D with the SS7 signaling option, the customer shall specify the switching point codes and trunk circuit identification codes for trunks with the SS7 signaling option, and the STP point codes, signaling link codes and link type for each Common Channel Signaling Access (CCSA) connection ordered.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)

When a customer orders FGD in trunks, the customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic. When a customer orders in BHMC quantities for Tandem Switched Transport, the Telephone Company will determine the facilities required to meet the customer's BHMC requirement. Since only one party can carry out the requisite engineering, a customer cannot order some FGD Access in BHMCs and other FGD Access in trunks to the same access tandem. If a customer wishes to convert its ordering basis for a particular access tandem from trunks to BHMCs or BHMCs to trunks, the Telephone Company will work cooperatively with the customer to make the conversion. There will be no charge for this conversion activity.

For FGD ordered with the SS7 signaling option, the Telephone Company will work cooperatively with the customer, prior to the initiation of a request for service, to determine the number of CCSA signaling connections required to handle its signaling, and to exchange signaling network information necessary for efficient provisioning of the service.

When Switched Access Service is ordered in BHMCs for Tandem Switched Transport, the BHMCs may be determined by the customer in the following manner. For each day, the customer shall determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10-11 AM hour). The customer shall, for the same hour period (i.e., busy hour), pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each access tandem the customer wishes to serve. When Switched Access Service is ordered in trunks, the trunks may be determined by the customer in the following manner. For each day the customer shall determine the highest number of trunks in use for a single hour. The customer shall, for the same hour period (i.e., busy hour), pick the twenty consecutive business days in a calendar year which add up to the largest number of trunks in use. The customer shall then determine the average busy hour trunks by dividing the largest number of trunks in use figure, for the same hour period, for the consecutive twenty business day period by 20. This computation shall be performed for each end office and/or access tandem the customer wishes to serve.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)

In addition to the preceding provisions, if a customer wishes to provide operator services for its end users for 0-interLATA calls originating from a particular LATA, the customer shall specify as follows:

- For Feature Group C and D Switched Access Service, the number of busy hour minutes of capacity from the customer's premises to the Telephone Company's Traffic Operator Position Systems (TOPS) offices; or
- For Feature Group D, the number of trunks from the customer's premises to the TOPS offices.

The customer shall also specify the Local Transport and Local Switching options desired.

For 800 Data Base Access Service, the customer shall order the service for the entire LATA in accordance with the preceding provisions set forth for Feature Group C or D with the following exception. 800 traffic carried over direct end office routed trunks are available only at the end offices equipped with 800 Service Switching Point (SSP) functionality. 888 or 877 traffic carried over direct end office routed trunks is available only at end offices equipped with 888 or 877 Access Service SSP functionality. All such traffic originating from end offices not equipped with the appropriate SSP function must be routed via an access tandem at which the function is available and the 800 Data Base Access Service must be ordered accordingly. SSP locations are identified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. Tariff F.C.C. NO. 4.

If the customer desires any of the optional features available with 800 Data Base Service, the customer shall so specify on the order for service.

For 900 Access Service, the customer shall order the service for the entire LATA in accordance with the preceding provisions as determined by the manner in which the service is to be provisioned (i.e., Feature Group B, C or D) except that direct routing to the end office is available only to end offices equipped with equal access and six digit translation capabilities. When new 900 Access Service NXX(s) are to be opened up in the LATA, or when existing 900 Access Service NXX(s) are to be deleted coincident with the provision of 900 Access Service, the customer shall provide such information when placing the order for 900 Access Service. For additions and/or deletions of 900 Access Service NXX(s) at any other time, the customer shall place an order for such additions and/or deletions. All NXX assignment and administration shall be in accordance with the North American Numbering Plan (NANP). Assignment(s) will be made by the NANP Coordinator.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)

When a customer desires Switched Access Service to an end office that is a remote switching office, the customer must order to the Host office which controls the remote switching office since all traffic to and/or from a remote switching office must be routed through the Host office. The Telephone Company will work cooperatively with the customer to provide the required Host office and/or remote switching office information.

When a customer orders collocation in an end office and/or access tandem with Telephone Company provided Switched Access Service(s), the customer must specify the collocated fiber optic facilities or microwave interconnection location involved. The customer must also specify the particular end office or access tandem location involved, which must be the end office in which the Switched Access Service(s) originate or terminate, or an Access Tandem in which such service(s) are switched.

For Operator Services, the customer shall specify the number of Feature Group D trunks desired from the serving wire center of the customer's premises or collocated interconnection location to the desired Telephone Company Traffic Operator Position Systems (TOPS) office(s). At the option of the customer, the customer's Operator Services traffic may be combined on the same Feature Group D trunk group that carries the customer's other traffic between the customer's premises and the Telephone Company TOPS office.

For Directory Assistance Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) (Tandem Switched Transport only) or the number of trunks required from the customer's premises or a collocated interconnection location to the Directory Assistance location. If the Directory Assistance Service is to be associated with a Feature Group B, C or D Switched Access Service, the customer shall also specify which Feature Group B, C or D Switched Access Service trunk group is to be associated with the Directory Assistance Service. This information is used to determine the number of transmission paths as set forth in 9.2(E)(3) following. The customer then specifies the Directory Transport options.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)

Either a Host Customer or a Service User may place an order to establish, change, disconnect or move multiplexed Switched Access DS1 or DS3 services provided with the Shared Billing Arrangement option. Prior to placing an order, the ordering customer must obtain a signed letter of authorization from the other customer participating in the Shared Billing Arrangement. The letter of authorization must be signed by both the Host Customer and the Service User and include the connecting Facility Assignment (CFA) and Billing Account Number (BAN) of the Host Customer's multiplexed Service. In the event that a Service User requests the connection of a service to a Host Customer's multiplexer which is, in turn, part of a separate Shared Billing Arrangement, the ordering customer must also obtain and provide to the Telephone Company the appropriate BAN and CFA of the third party's service, in order to identify the complete circuit for purposes of maintenance and testing continuity. The ordering customer must provide a copy of the letter of authorization to the Telephone Company at the time the order is placed.

In addition, when establishing a multiplexed Switched Access DS1 or DS3 Service with the Shared Billing Arrangement option, the Host Customer and Service User must coordinate with each other for the design, testing and maintenance of the service(s).

5.2.1 Access Order Service Date Intervals

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

- Standard Interval
- Negotiated Interval
- Advance Order Interval

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

(A) Standard Interval

A schedule of Standard Intervals applicable for Switched Access Services and Directory Assistance Services is included in 5.4 following. The schedule specifies the services and the quantities that can be provided within the Standard Intervals.

Access Services provided in a Standard Interval will be installed during Telephone Company business days. If a customer requests that installation be done outside of normal scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 30.13.3 following.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(B) Negotiated Interval

The Telephone Company will negotiate a service date interval with the customer when:

- (1) There is no Standard Interval for the service, or
- (2) The quantity of Access Services ordered exceeds the quantities specified in the Standard Intervals described in 5.4 following.
- (3) The customer requests a service date beyond the applicable Standard Interval service date except as set forth in (C) following.
- (4) The customer requests the initial establishment of Switched Access Service to provide operator services or
- (5) The customer requests Inward Operator Services.

The Telephone Company will offer a service date based on the type and quantity of Access Services the customer has requested. The Negotiated Interval may not exceed by more than six months the Standard Interval service date, or, when there is no Standard Interval, the Telephone Company offered service date.

All services for which rates are applied on an individual case basis are provided with a Negotiated Interval.

Common Channel Signaling Access (CCSA) links will be provided on a Negotiated Interval.

New or existing FGD trunks ordered with the SS7 signaling option will be provided on a Negotiated Interval.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(B) Negotiated Interval (Cont'd)

The addition and/or deletion of an 800 Access Service six digit customer identification NXX is provided with a Negotiated Interval.

The addition of an 800 Access Service ten digit customer identification record to the 800 Access Service data base or the deletion of an 800 Access Service ten digit customer identification record from the 800 Access Service data base is provided with a Negotiated Interval.

900 Access Service is provided with a Negotiated Interval. However, for the conditions outlined below the Negotiated Interval will not exceed the maximum interval shown:

	<u>Maximum Interval</u>
Initial establishment of service where customer is:	
- Not yet provided with any FGB, C or D service in the LATA	6 Months
- Provided FGD service in all equal access end offices in the LATA and FGB or C service in all non-equal access end offices in the LATA	90 Days
Subsequent additions or deletions of NXXs for existing 900 Service	60 Days

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(C) Advance Order Interval

When placing an Access Order, a customer may request an Advance Order Interval for a service date of 12 to 24 months from the Application Date for the following services:

- A minimum of 24 voice grade equivalent Switched Access Service lines or trunks or 720 BHCs

Orders for less than the minimum quantities will be accommodated under Standard or Negotiated Interval provisions as set forth in (A) or (B) preceding.

Advance Order Interval Access Orders are subject to all ordering conditions of Standard and Negotiated Interval Access Orders except as set forth in (1) through (4) following.

(1) Advance Payment

A nonrefundable Advance Payment will be calculated as follows:

Advance Payment  
(Nonrefundable)

The minimum monthly charge for the minimum period plus the applicable Nonrecurring Charges for the services ordered.

This Advance Payment is due 10 working days from the date the Telephone Company confirms acceptance of the order, or on the Application Date, whichever date is the later date. If the Advance Payment is not received by such payment date, the order will be cancelled. No cancellation charges will apply.

When the Access Services are connected on the service date, the Advance Payment will be applied, as a credit, to the customer's billed service charges. When there has been a decrease in the number of services originally ordered, as set forth in (3) following, only the portion of the Advance Payment for services actually installed will be credited.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Intervals (Cont'd)(C) Advance Order Interval (Cont'd)(2) Modifications to Advance Order Interval Access Orders

Service date changes, as set forth in 5.2.2(A) following, and design change modifications, as set forth in 5.2.2(C) following, may be made to the Access Order by the customer without charge until the Scheduled Issue Date (SID) as defined in 5.2.3(B)(4)(b) following.

(3) Cancellation or Partial Cancellation of an Advance Order Interval Access Order

When the customer cancels an Access Order, the order will be withdrawn. The Advance Payment will not be credited or refunded.

Any decrease in the number of ordered Access Services will be treated as a partial cancellation, and the portion of the Advance Payment for the services cancelled will not be credited or refunded.

(4) Delayed Service Credit

The Telephone Company will make every reasonable effort to provide the services to the customer on the service date. If the date is missed, unless for reasons beyond control of the Telephone Company as set forth in 2.1.3 preceding and such circumstances occur within 90 days prior to the service date, an amount equal to 1/90th of the Advance Payment will be credited to the customer's account for each day missed.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications

The customer may request a modification of its Access Order at any time prior to notification by the Telephone Company that service is available for the customer's use or prior to the service date, whichever is later. The Telephone 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, the Telephone Company will notify the customer. If the customer still desires the Access Order modification, the Telephone Company will schedule a new service date. All charges for Access Order modifications will apply on a per occurrence basis.

Any increase in the number of Switched Access Service lines, trunks or busy hour minutes of capacity or CCSA signaling connections will be treated as a new Access Order (for the increased amount only).

(A) Service Date Change Charge

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 30 calendar days, and the Telephone Company accordingly delays the start of service, a Service Date Change Charge will apply. If the customer requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.3(A) following.

For Switched Access Services and Directory Assistance Services other than Entrance Facilities and Direct Trunked Transport, if the customer indicates that service still cannot be accepted on the revised service date, the customer must extend the service date for a period not to exceed 30 calendar days from the revised service date or cancel the Access Order as set forth in 5.2.3(A) following. In no case shall the total delay in the start of service exceed 60 calendar days from the original service date, or the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(A) Service Date Change Charge (Cont'd)

For Entrance Facilities, Direct Trunked Transport and services other than Switched Access Services and Directory Assistance Services, if the customer requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.3(A) following.

A new service date may be established that is prior to the original Standard, Negotiated or Advance Order Interval service date if the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in (D) following will apply. Such charges will apply in addition to the Service Date Change Charge.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The Service Date Change Charge is set forth in Section 30.5 following.

(B) Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service entrance facilities, trunks or busy hour minutes of capacity ordered with a Standard or Negotiated Interval Access Order will be treated as a partial cancellation and the charges as set forth in 5.2.3(B) following will apply. Partial cancellation charges do not apply to Advance Order Interval Access Orders.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or change of Feature Group Type to Feature Group D. Design changes do not include a change of customer premises, end user premises, end office switch, Switched Access Service entrance facility type or Feature Group type except for changes to Feature Group D. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if it can be accommodated and if a new service date is required. If the customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge will apply. The Design Change Charge is set forth in Section 30.5 following.

If a change of service date is required, the Service Date Change Charge as set forth in (A) preceding will also apply.



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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Expedite Order

When placing an Access Order for service(s) for which Standard Intervals exist, a customer may request a service date that is prior to the Standard Interval service date. A customer may also request an earlier service date on a pending Standard, Negotiated or Advance Order Interval Access Order. If the Telephone Company agrees to provide service on an expedited basis, an Expedited Order Charge will apply.

If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply unless the missed service date was caused by the customer, his agent or patron.

If the Telephone Company receives a request for an expedited service date at the time a Standard Interval Access Order is placed, the Expedited Order Charge is calculated by summing all the nonrecurring charges associated with the order and then dividing this total by the number of days in the Standard Interval. The charge is then applied on a per day of improvement basis, per order, but in no event shall the charge exceed fifty percent of the total nonrecurring charges associated with the Access Order.

When the Telephone Company receives a request for expediting a pending Standard, Negotiated or Advance Order Interval Access Order, the Expedited Order Charge is based on the extent to which the Access Order has been processed at the time the Telephone Company agrees to the service date improvement and is calculated as follows:

- Based on the critical dates associated with the Access Order, as defined in 5.2.3(B)(4)(b) following, the Telephone Company will determine which critical date will be next completed on the order.
- Using the table of 5.2.3(B)(4)(d) following and the critical date as determined above, the Telephone Company will determine the percent of the provisioning activity not yet completed. The Telephone Company will apply this percentage to the sum of all the nonrecurring charges associated with the order and divide this sum by the number of days remaining in the original service interval.
- The per day charges so developed will then be applied on a per day of improvement basis, per order, but in no event shall the charge exceed fifty percent of the total nonrecurring charges associated with the Access Order.

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5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(D) Expedite Order (Cont'd)

When the request for expediting occurs subsequent to the Application Date of the Access Order, a Service Date Change Charge as set forth in (A) preceding also applies.

The Expedited Order Charge presumes that all requests for expediting result only in overtime labor costs being incurred by the Telephone Company. If costs other than such overtime labor are to be incurred when an Access Order is expedited, the Telephone Company will develop and quote such costs to the customer, obtain customer authorization and bill the customer in accordance with the special construction terms and conditions in Section 4 of this tariff.

5.2.3 Cancellation of an Access Order

- (A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Telephone Company that services available for the customer's use or prior to the service date, whichever is later. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

If a customer or a customer's end user is unable to accept Access Service tandem switched trunks or Directory Assistance Service tandem switched trunks within 60 calendar days after the original service date, the Access Order shall be cancelled by the Telephone Company and charges set forth in (B) following will apply. The cancellation date shall be the 61st day beyond the original service date of the Access Order.

For services other than Switched Access Service tandem switched trunks or Directory Assistance Service tandem switched trunks, if a customer or a customer's end user is unable to accept service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in (B) following will apply; or
- Billing for the service will commence

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

- (B) When a customer cancels a Standard or Negotiated Interval Access Order for the installation of service, a Cancellation Charge will apply as described in (1) through (4) following. Charges applicable when an Advance Order Interval Access Order is cancelled are set forth in 5.2.1(C)(3) preceding.
- (1) Costs incurred in conjunction with the provision of Switched Access Service starts on the Application Date as defined in (4)(b) following.
  - (2) When the customer cancels an Access Order prior to the Scheduled Issue Date, as defined in (4)(b) following, no charges shall apply.
  - (3) When the customer cancels an Access Order on or after the Scheduled Issue Date, a charge equal to the estimated costs incurred by the Telephone Company shall apply. Such charge is determined as specified in (4) following.
  - (4) Charges applicable as specified in (3) preceding are based on the estimated costs incurred by the Telephone Company at the time the order is cancelled. The estimated costs incurred are determined based on the following:
    - (a) Certain Telephone Company critical dates are associated with an Access Order provisioning interval, whether Standard or Negotiated. These dates are used by the Telephone Company to monitor the progress of the provisioning process. At any point in the Access Order interval, the Telephone Company is able to determine which critical date was the last date passed and can thus determine what percentage of the Telephone Company's provisioning costs have been incurred as of that critical date.

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

(b) The critical dates tracked by the Telephone Company are as follows:

- Application Date (APP): The date the customer provides a firm commitment and sufficient information as detailed in 5.1 preceding to the Telephone Company. This is also the order date.
- Scheduled Issue Date (SID): The date that the order is to be entered in the Telephone Company's order distribution system.
- Design Layout Report Date (DLRD): The date the Design Layout Report (DLR) is to be forwarded to the customer.
- Confirming Design Layout Report Date (CDLRD): The date the Design Layout Report (DLR) is to be confirmed by the customer.
- Records Issue Date (RID): The date that all design and assignment information is to be sent to the central office and installation forces.
- Wired and Office Tested Date (WOT): The date by which all intraoffice wiring is to be completed, all plug-ins optioned, aligned, and frame continuity established, and the interoffice facilities, if applicable, tested. In addition, switching equipment, including translation loading, is to be installed and tested.
- Plant Test Date (PTD): The date on which overall testing of the service is to be started.
- Service Date (DD): The date on which service is to be made available to the customer. This is sometimes referred to as the Due Date.

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

(c) The percentage of the total provisioning cost incurred by the Telephone Company at a particular critical date varies by the type of service as shown in (d) following.

(d) When a customer cancels an Access Order, or part of an Access Order, before the WOT date, the Telephone Company will apply cancellation charges to the order by multiplying all the nonrecurring charges associated with the order, or that part of the order being cancelled, by the percentage shown following for the critical date last passed on the order.

When a customer cancels an Access Order, or part of an Access Order, on or after the WOT date and before the service date, the Telephone Company will apply cancellation charges to the order by multiplying the sum of the minimum monthly charge for the minimum period and all the nonrecurring charges associated with the order, or that part of the order being cancelled, by the percentage shown following for the critical date last passed on the order:

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>	<u>DD</u>
<u>Switched Access Service</u>							
FGA	0%	9%	19%	20%	47%	85%	Minimum Period Charges Apply
FGB	0%	8%	17%	19%	45%	84%	"
FGC	0%	23%	47%	51%	100%	100%	"
FGD	0%	21%	44%	47%	94%	98%	"

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(4) (Cont'd)

(d) (Cont'd)

	<u>APP</u>	<u>SID</u>	<u>DLRD</u>	<u>RID</u>	<u>WOT</u>	<u>PTD</u>	<u>DD</u>
<u>Entrance Facilities</u>							
VG	0%	8%	27%	28%	55%	79%	Minimum Period Charges Apply
DS1	0%	2%	13%	13%	86%	94%	"
DS3	0%	2%	10%	10%	80%	93%	"
<u>Directory Assistance Service</u>							
DAS	0%	23%	47%	51%	100%		Minimum Period Charges Apply

- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone Company misses a service date for a Standard or Negotiated Interval Access Order by more than 30 days, due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the customer may cancel the Access Order without incurring cancellation charges. For Advance Order Interval Access Orders, Delayed Service Credit is as set forth in 5.2.1(C)(4) preceding.

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.4 Selection Of Facilities For Access Orders

- (A) The option to request a specific transmission path or channel is not provided except as provided for under Special Facilities Routing as set forth in 11. following.

5.2.5 Minimum Period

- (A) Except as set forth in 9.4(A) following, the minimum period for which Access Service is provided and for which charges are applicable, is three months.
- (B) Service Rearrangements as set forth in 6.7.1(C)(2) following for Switched Access Services, may be made without a change in minimum period requirements.
- (C) Changes other than those identified in 6.7.1(C)(2) following will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also remain responsible for all outstanding minimum period obligations associated with the disconnected service. The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period will be established.
  - (1) A move to a different building as set forth in 6.7.7(B) following.
  - (2) A change in type of service (i.e., one type of Switched Access Feature Group to another except as set forth in 6.7.6 following).
  - (3) A change in Switched Access Service Entrance Facility or Directory Assistance Service Interface Group.
  - (4) Change in Switched Access Service traffic type.
  - (5) A change in STP Access link.
  - (6) A change in STP Port.
  - (7) Change in Telephone Company-provided Switched Access Service to a Collocated Interconnection arrangement or vice versa.
  - (8) Change to an existing Feature Group D Service to include the provision of 64 kbps Clear Channel Capability.

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.2 Access Order (Cont'd)5.2.6 Minimum Period Charges

When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

The Minimum Period Charge for monthly billed services will be determined as follows:

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity as set forth in 6.7.4 following. For DS3 Switched Access Entrance Facility channel terminations, the minimum period charge is calculated using the same rate band determined for interstate rating purposes as described in the Verizon Telephone Companies F.C.C. No. 11, Access Services Tariff.

All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.

5.2.7 Shared Use Facilities

Shared Use (i.e., Switched Access Services and non-switched access provided over the same analog or digital high capacity facilities) is allowable only for existing services and to fill out existing systems. Only Switched Access Service capacity may be added to fill out existing systems. When Switched Access Services or non-switched access provided over a shared use facility is disconnected, only Switched Access Service capacity can be ordered by the customer to backfill the system.

5.3 Available Inventory

The Telephone Company will make every reasonable effort to maintain sufficient available inventory to provide Access Service in accordance with customers' requested service date intervals. To the extent that service can be provided, Access Orders will be satisfied from available inventory.



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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.4 Access Order Standard Intervals

The Standard Intervals, as set forth following, will be used for all Access Orders, except as set forth in 5.2.1(B)(4) preceding, for Switched Access Services with the same type Interface Group and/or Feature Group with the same requested service date.

The Standard Intervals are subject to the following conditions:

- The Standard Interval is the sum of the intervals from (1) the Application Date (APP) to the Design Layout Report Date (DLRD) and, (2) the Confirming Design Layout Report Date (CDLRD) to the Service Date (DD). These dates are defined in 5.2.3(B)(4)(b) preceding.
- The period between the Design Layout Report Date (DLRD) and the Confirming Design Layout Report Date (CDLRD) is controlled by the customer, but is agreed upon by the customer and the Telephone Company prior to the Application Date. This period is limited to a maximum of 10 days.
- Service dates for items and services not included in the Standard Intervals will be negotiated.
- Regardless of how many separate orders are placed at the same time for service between the same locations and with the same service date, if more than 8 services of the same type are involved as described preceding, the interval will be considered as negotiable even though separate orders reflect quantities that qualify as Standard Intervals.

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## ACCESS SERVICE

5. ORDERING OPTIONS FOR SWITCHED ACCESS SERVICE (Cont'd)5.4 Access Order Standard Intervals (Cont'd)Access Service Standard Intervals in working days  
are as follows:Standard  
Interval(A) Switched Access ServiceFeature Group A

1 to 4 Lines

17 Days

5 to 8 Lines

23 Days

Feature Group B

1 to 4 Trunks

28 Days

5 to 8 Trunks

30 Days

Feature Group C\*#

1 to 4 Trunks

28 Days

5 to 8 Trunks

30 Days

Feature Group D\*#

1 to 4 Trunks

28 Days

5 to 8 Trunks

30 Days

(B) Directory Assistance Service\*

1 to 4 Trunks

28 Days

5 to 8 Trunks

30 Days

\* Since Feature Group C and Directory Assistance Service are ordered in BHMCs and Feature Group D can be ordered in BHMCs and since the number of trunks can be different depending upon customer request relative to trunk group size, the customer will be advised of the number of equivalent trunks in the service request confirmation process prior to the Application Date.

# The exception to these intervals is set forth in 5.2.1(B)(4) preceding.

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