

ACCESS SERVICE

5. Ordering Options

5.1 General

This section sets forth the regulations and order-related charges for Access Orders for Switched and Special Access Services, and Expanded Interconnection Service Cross Connect (EISCC) and IntraLATA Wholesale Service (IWS).<sup>1</sup> These charges are in addition to other applicable charges as set forth in other sections of this tariff.

(T)

An Access Order is an order to provide the customer with Switched Access Service, Special Access Service, Expanded Interconnection Service Cross Connect (EISCC) and IntraLATA Wholesale Service (IWS) or to provide changes to the aforementioned services.

5.1.1 Ordering Conditions

A customer may order any number of services of the same type, between the same premises on a single Access Order, except when the requested activity involves more than ten (10) Carrier Identification Codes. An Additional Access Order is required for each additional ten (10) Carrier Identification Codes requiring establishment, removal or changes. All details for services for a particular order must be identical except for multipoint service.

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

- 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) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

Order for Features Group A Switched Access Service shall be in lines.

Orders for Feature Group B, Feature Group C or Feature Group D Switched Access Service shall be in trunks.

NOTE 1: Regulations and charges applicable to Resale Services are set forth in Section 18 following.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.1 General (Cont'd)

5.1.1 Ordering Conditions (Cont'd)

Orders for Entrance Facilities shall be ordered at a DS1, DS3, DS3x12 and orders for Direct Trunked Transport shall be ordered at a DS1 or DS3 level when ordered separately from Feature Groups and Access Arrangements. Customer must specify terms when term options are available.

Orders for Entrance Facilities or Direct Trunked Transport in conjunction with Feature Groups or Access Arrangements shall be ordered at a DS0 VG or DS1 level. The number of DS1s provisioned will be determined by the Telephone Company based on the number of lines or trunks ordered by the customer.

Direct Trunked Transport shall be ordered with or without Entrance Facilities.

Tandem Switched Transport shall be ordered in trunks.

Orders for IntraLATA Wholesale Service (IWS) shall be placed at the tandem level. The IWS customer must provide a valid Carrier Identification Code (CIC) to the Utility to route these services<sup>1</sup>.

(N)  
|  
(N)

NOTE 1: Regulations and Charges for IWS are set forth in Section 19, following.

(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.1.1 Ordering Conditions (Cont'd)

The Utility will establish a service date when the customer has provided a firm commitment for the service and sufficient information to allow for the processing of the Access Order. The date on which the service date is established is considered to be the Application Date. The Utility will provide a firm order confirmation to the customer and will advise the customer of the Application Date and the Service Date.

The time required to provision the service (i.e., the interval between the Application Date and the Service Date) is known as the service interval. Such intervals will be established in accordance with service date interval guidelines for those services with established intervals, and will be negotiated for all other services that do not have established intervals. Service interval tables will be provided to the customer, within a reasonable period, upon request.

Schedules of installation intervals will also specify the services and quantities of the services that may be provided within the standard intervals. The Utility will provide services in accordance with the standard intervals except when circumstances are beyond its direct control as set forth in Section 2.1.3, (I) preceding. Service interval tables are further described in 5.1.1 following.

Service Intervals are available only where facilities and/or operating conditions for the Access service exist. (N)  
(N)

Access Services will be installed during Utility business hours. If a customer requests that installation be done outside normally scheduled business hours, and the Utility agrees to this request, applicable charges as set forth in Additional Labor, Section 13.2 following will apply.

Certain Utility critical dates are associated with the service interval. These dates provide a means to determine the provisioning costs incurred at any point during the service interval. The critical dates for each Access Order will be provided to the customer on the firm order confirmation. These dates will be used to develop cancellation charges as set forth in 5.2.3(B) (3) (b) following. Cancellation charges are calculated by determining the provisioning costs the Utility has incurred as of the last critical date completed.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.1.1 Ordering Conditions (Cont'd)

5.1.1.1 Negotiated Interval

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

- (A) There is no standard interval for the service, or
- (B) The quantity of Access Services ordered exceeds the quantities specified in Section 5.2.2,(D)(1) following, or (T)
- (C) The customer requests a service date beyond the applicable standard interval service date.

Standard Intervals\* (T)

Analog Voice Grade/ Advanced Digital Network	10 Days	
High Capacity 1.544 Mbps/ Fiber Advantage 1.544 Mbps	7 Days	
Fiber Advantage DS3	7 Days #	(N)
OC-3 and OC-12 Point to Point	7 Days #	(N)

The Utility 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 Utility offered service date.

\* Days are represented as business days. (N)

# Interval only applies where facilities and/or operating conditions permit. Where facilities and/or operating conditions do not permit, the interval is dependent upon the complete installation of new facilities and equipment. (N)

Continued

ACCESS SERVICE

5. Ordering Options

5.1.2 Provision of Other Services

(L)

(A) In addition to Switched and Special Access Services, other services offered under the provisions of this tariff may be ordered with an Access Order 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. Wire required within a building to extend Access Service facilities will be provided at the customer's request and expense.

(B) With the agreement of the Utility, other services set forth 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 5.2.2. following will apply if an engineering review is required.

(C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Utility determines Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When Additional Engineering 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 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 Utility 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 following and are in addition to the regulations, rates and charges specified in this section.

(L)

(L) Formerly on Sheet 105.

Continued

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5. Ordering Options (Cont'd)

5.1.3 Special Construction

Special Construction is not an ordering option, but may be applied to an Access Order to accommodate a customer request. When special construction is required, the customer will be so notified. If the customer agrees to the special construction, a firm order will be established. If the customer does not want the service or facilities after being notified that special construction is required, the order will be withdrawn and no charges will apply.

The regulations, rates and charges for special construction are set forth in Section 15. 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 Utility to provide services to a customer as follows:

- Switched Access Services as set forth in 6, following, or
- Special Access Services as described in 7, following, and
- Other Services as set forth in 5.1.2, preceding.
- IntraLATA Wholesale Service (IWS) as set forth in 19, following. (N)

(A) The following applies when placing an order for all Switched Access Services:

(1) When ordering EF the customer shall specify:

- (a) Whether DS0/VG, DS1 or DS3, DS3x3, or DS3x12, any associated term and any terminating equipment.
- (b) The multiplexing required for DS3 to DS1 or DS1 to DS0/VG.
- (c) Customer designated premises, hub, type of service, Interface and technical specifications.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

(2) When ordering DTT the customer shall specify:

(N)

(a) Whether DS0/VG, DS1 or DS3.

(b) The multiplexing required for DS3 to DS1 or DS1 to DS0/VG.

(c) Customer designated premises, hub, switch location (i.e. Access Tandem or End Office), type of service, Interface, technical specifications.

(d) The channel facility assignment when Direct trunked transport is interconnected with a existing facility.

(3) When ordering TST the customer shall specify:

(a) The number of trunks.

(b) The Access Tandem location.

(c) Switched Transport options and Local Switching options desired.

(d) Customer designated premises, type of service, Interface and technical specifications.

(e) The channel facility assignment when Tandem Switched Transport is interconnected with an existing facility.

(N)

Material omitted now on Sheet 105.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

When placing an Access Order, the customer shall provide, at a minimum, the following information: (T)

- 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), the directionality of the service, the Local Transport options and Local Switching options desired. In addition, the customer shall specify whether the ordered line(s) is for FX/ONAL service, MTS/WATS-type service or switched private network service. If the customer specifies MTS/WATS-type service, it shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.
- A 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 and D trunks, 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 Switched Transport options and Local Switching options desired. When ordering FGB and FGD trunks to an access tandem, the customer has the option to provide the Utility an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Utility in its own efforts to project further facility requirements. The customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic. The traffic type must also be specified using the same categories as described in 6.1.1(E) following, to enable efficient provisioning and billing functions.

Continued



ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

- Public Access Line Switched Access Service will be ordered on a per line basis. For Public Access Line Service the customer must specify the end office and the address where each PAL will be terminated for use with a Customer's Public Access Coinless Telephone. The Utility has the right to refuse PAL service to the customer from a premises if the owner of the premises has not authorized the customer to place its Public Access Coinless Telephone on the premises or denies the Utility access to provide the services to the customer.

- For Private Virtual Network (PVN) Switched Access Service, the customer shall specify the number of FGD trunks by end office for direct routing to the customer premises. When ordering the PVN access Line, as described in 7.2.1(BB) following, the customer shall specify the customer's end user's premises at which the PVN Access Line terminates, the type of line (i.e. two-wire or four-wire) and the type of supervisory signaling.

The customer must also specify that the PVN Access Line is to be provided with an extension in the same LATA, where applicable. When such an extension is specified on the order, the customer must also specify the end user's premises to which such extension is to be provided. The PVN Access Line extension is described in 7.2.3 following.

- For 900 Access Service, the customer shall order in the same manner which is set forth preceding for ordering Feature Group D. Additionally, when new NXX(s) for 900 six digit customer identification are to be opened in the LATA or when existing NXX(s) are to be deleted, and such change is to occur coincident with the service date established for the order, the customer shall provide such information when placing the order for service. If the change is to occur absent the requirement for additional capacity (i.e. quantities of trunks) the customer shall notify the Utility of the change as set forth in 6.6.1 (B) following. (T)

All 900 number assignments and administration shall be in accordance with the North American Numbering Plan (NANP).

- When a customer orders trunks to be terminated on an Expanded Interconnection Cross Connect (EISCC) at a collocator's cage, the customer shall provide this Utility with the channel facility assignment (CFA) of the EISCC. (N)  
(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

When Ordering the 800 Access Service ten digit customer identification function the customer must at a minimum provide the following information to the Utility:

- Specified area of service
- Carrier Identification Code
- Delivery of 800 dialed number or POTS routable number to the IC premises.

The customer must also specify whether the dialed 800 number or the POTS routable number is to be delivered to the IC premises. If the POTS routable number is to be delivered, the ANI optional feature must be ordered to determine that the call originated as a 1+800+NXX+XXXXdialed call.

- For WATS or Universal WATS Access Line Service, the customer must also specify the type of calling (i.e., originating only, terminating only or two-way), for which the service is to be provided. Additionally, when the wire center which serves the customer premise is not a WATS or UWAL serving office, the Utility will provide the service to the nearest WATS or UWAL serving office. In these circumstances, the customer will be so notified, and the order will be changed to designate the appropriate premises. No service order change charge will apply.\*

- For Directory Assistance Service, if the Directory Assistance Service is to be combined 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.

The customer then specifies the Directory Transport options.

\* Frozen/Grandfathered WATS and 2-WAY WATS Service - See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. Effective with Advice Letter No. 18345. Service to be withdrawn effective November 30, 1997. (T)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

For 500 Access Service a customer shall order the service as (T)  
determined by the manner in which the service is to be provisioned as  
set forth in 6.2.6 following. The customer must specify on the (T)  
access order one of three calling options (1+ 500, 0+ 500 or both),  
when placing an order for 500 Access Service on existing or new trunk  
groups. All 500 number assignments and administration shall be in  
accordance with the North American Numbering Plan (NANP).

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

- For Feature Groups B, C and D Switched Access Service, the customer (T)  
then specifies the Switch Transport and Local Switching options. (T)

(D)

(D)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

(D)

(D)

Where the Special Access Service is subject to the surcharge, as set forth in 7.4.2 following and the customer does not use the Special Access Service as described and desires an exemption from the surcharge, it shall furnish with the order the certification as set forth in 7.4.2 following.

For originating 1+ or 011+ sent-paid traffic from a Utility pay telephone, the customer must specify the equal access end offices the customer wants to serve. The customer will determine the number of trunks and the routing, either direct or to the coin tandem, when ordering Exchange Access Operator Service System (EAOSS) trunks. When ordering Modified Operator Services (MOS) trunks, the customer will determine the number of direct trunks from each designated equal access end office to their specified location. MOS trunks are not provisioned via the access or coin tandems. The customer is responsible for providing all other operator services signaling capabilities, as described in the Pacific Bell Network Interface Document PUB-L-780085-PB.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

For the Operator Transfer Service option ordered in conjunction with FGD as specified in 6.2.4(A)(12) following, the customer must specify the number of trunks desired between their premises in each LATA and the Utility's Operator Services System locations served by the Operator Services System. Operator Transfer trunks are used to carry originating 0- traffic, i.e., the end user dials the 0 digit with no additional digits.

When ordering Operator Transfer Service trunks as specified preceding, the customer must also specify the type of signaling desired. Operator Transfer Service trunks may be equipped with either Equal Access (EA) Signaling or Equal Access Operator Service Signaling (EA0SS).

(D)

(D)

When ordering the Switched EISCC, the customer shall specify:

(N)

- (a) Whether DS1 or DS3.
- (b) The multiplexing for DS3 to DS1 or DS1 to DS0/VG.
- (c) The location of the EIS equipment, channel assignments, hub, type of service, interface and technical specifications, if appropriate.

(N)

Material omitted now on Sheet 104-A.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Rates and Charges

(A) Access Order Charges (NRBAO)

(1) The following access order charge applies to Switched Access Service (with the DNAL BSA), Carrier Identification Code Parameter, CCS/SS7 Interconnection Service, Designated Operator Services, Directory Assistance Service, Operator Call Processing Service, Service Provider Number Portability and TRIS. The Switched Access Order charge will not apply when additional Access Orders are required by Section 5.1.1 preceding for establishment of, removal or changes to multiple Carrier Identification Codes and are submitted at the same time, with the same due date, for the same central office and the same trunk group.

	<u>USOC</u>	<u>Charge per Access Order</u>
Switched Access Order Charge	NRBAO	\$46.00

(2) The following access order charge applies to the DNAL BSA, Special Access Service, Fiber Advantage, and Expanded Interconnection.

Special Access Order Charge <sup>*,§</sup>	NRBAO	46.00
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(B) IWS Order Charge  
 - Per Tandem

(N)  
 (N)

(D)

—  
 (D)

IWS Order Charge	NRBAO	50.00	(T)
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\* NRBAO is not applicable to MON (Multi-service Optical Network) Point to Point Service and MON Ring Service.

§ NRBAO is not applicable to dedicated OC192 Sonet Ring Service, and Optical Carrier Network (OCN) Point to Point Service.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications

The customer may request a modification of its Access Order prior to the service date. The Utility 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 Utility will notify the customer. If the customer still desires the Access Order modification, the Utility 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 Special Access Service channels, WATS Access Lines, Public Access Lines or Switched Access Service lines or trunks will be treated as a new Access Order (T) (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

The regulation for intraLATA Private Line Services order modifications is contained in Schedule Cal.P.U.C. No. A2.1.3,B.

Continued



ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(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 Utility 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 Utility and reissued with the appropriate cancellation charges applied.

If the service date is changed to an earlier date, and the Utility determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Utility that Expedited Order Charges as set forth in (D) following apply. Such charges will apply in addition to the Service Date Change Charge.

If the Utility determines it can accommodate the customer's request without delaying service dates for orders of other customers, a new service date may be established that is prior to the original standard or negotiated interval service date.

A service date change charge will apply on a per order, per occurrence basis for each service date changed. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>	
Service Date Change Charge, per order	OMC/OMCSD	\$21.75	(T)

Continued

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(B) Partial Cancellation Charge

Any decrease in the number of Special Access Services channels, Public Access Lines or Switched Access Service lines or trunks, will be treated as a partial cancellation, and the charges as set forth in 5.2.3 (B) following will apply.

(T)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(C) Design Change Charges

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 Utility 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 Technical specification package.

Design changes do not include a change of customer premises when the end office switch(es) changes, Feature Group type Switched Transport type or Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

(T)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(C) Design Change Charges (Cont'd)

The Utility will review the requested change, notify the customer whether the change can be accommodated and specify if a new service date is required. If the customer authorizes the Utility to proceed with the design change, a Design Change Charge will apply. The design Change Charge will apply on a per order, per occurrence basis, for each order requiring a design change. The applicable charge is:

	<u>USOC</u>	<u>Charge</u>
Design Change Charge, per order	H28	\$21.75 (R)

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

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge

- (1) Analog Voice Grade, Advanced Digital Network and High Capacity 1.544 Mbps/Fiber Advantage 1.544 Mbps (N)

If a customer desires that service be provided on a date earlier than the standard interval, the customer may request that service be provided in an expedited service interval. To qualify for an expedited interval the customer must provide end user premises access when needed until 11:00 PM (Pacific time), Monday through Friday.

If, upon reviewing the availability of equipment, facilities and scheduled workload the Utility agrees to provide service on an expedited basis and the customer accepts this proposal, an Expedite Order Charge will apply.

The maximum number of circuits that may be expedited is limited to twelve (12) two-point circuits, or six (6) multi-point Analog Voice Grade and Advanced Digital Network circuits at the same location and a limit of four (4) High Capacity 1.544 Mbps or Fiber Advantage 1.544 Mbps circuits at the same location. When the number of circuits exceeds the maximum allowable threshold, expediting the order will not be an option and the standard service interval will be negotiated.

If the Utility determines that service can be provided on an expedited basis, the following charges will apply based upon expedited service interval. The Expedited Order Charge applies on a per order basis, regardless of the number of circuits (up to the maximum allowable amount).

Analog Voice Grade/Advanced Digital Network Access Service

<u>USOC</u>	<u>Expedited Service Interval</u>	<u>Expedite Order Charge</u>
EODXN	9 days	\$375.00
EODXL	8 days	\$425.00
EODXJ	7 days	\$475.00
EODXG	6 days	\$525.00
EODXE	5 days	\$575.00
EODXC	4 days	\$625.00
EODXA	3 days	\$675.00

(N)

Material omitted now on Sheets 113-A, 113-B and 113-C.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

(1) Analog Voice Grade, Advanced Digital Network and High Capacity 1.544 Mbps/Fiber Advantage 1.544 Mbps (Cont'd)

(N)

High Capacity 1.544 Mbps/Fiber Advantage 1.544 Mbps  
Access Service

USOC	<u>Expedited Service Intervals</u>	<u>Expedite Order Charge</u>
EODXV	6 days	\$525.00
EODXT	5 days	\$575.00
EODXR	4 days	\$625.00
EODXP	3 days	\$675.00

(N)

(a) In addition to Expedited Order Charges, if the Utility determines that additional cost will be incurred to provide the service, Special Construction Charges as set forth in Section 15 may apply.

(T)(L)

(T)(L)

(b) When a request to expedite an order occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in 5.2.2 (A) preceding is applicable in addition to the Expedite Order Charge.

(L)

(T)(L)

(N)

(c) If the Utility is subsequently unable to meet an agreed upon Expedite Service date, no Expedite Order Charge will apply unless the missed service date was caused by the customer.

(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

- (2) For all Access Services, excluding Analog Voice Grade, (N)
- Advanced Digital Network and High Capacity 1.544
- Mbps/Fiber Advantage 1.544 Mbps Access Services\* (N)

If the customer requests service be provided earlier (T)(L)  
 than the established service date for the Access  
 Service as set forth in 5.1.1.1 preceding, the customer  
 may request service be provided on an expedited basis.  
 If the Utility determines that service can be provided  
 on the requested date, and that additional labor or  
 extraordinary costs are required to meet the requested  
 service date, the customer will be notified and  
 provided with an estimate of the additional charges.  
 The total charge for the additional Engineering may not  
 exceed the estimated amount by more than 10%.

If the customer instructs the Utility to proceed, such (T)  
 additional charges will be determined and billed to the  
 customer as follows:

To calculate the additional labor charges, the Utility  
 will upon authorization from the customer to incur the  
 additional labor charges, keep track of the additional  
 labor hours and bill the customer at the applicable (T)  
 charges as set forth in Section 13.2.6 following. (T)(L)

\* Fiber Advantage DS3, SONET and Video service are not eligible for the (T)(L)  
 Expedite Order process  
 (L) Formerly on Sheet 113.

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ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

(2) For all Access Services, excluding Analog Voice Grade, (N)  
Advanced Digital Network and High Capacity 1.544  
Mbps/Fiber Advantage 1.544 Mbps Access Services\* (N)  
(Cont'd)

(a) Extraordinary Costs: The special construction (T) (L)  
terms and conditions as set forth in Section 15  
following will be utilized by the Utility to  
determine charges to recover the extraordinary  
costs that may be involved. Authorization to (T)  
incur the costs and to bill the customer will be  
in accordance with the terms and conditions of  
Section 15. (L)

(b) When a request to expedite an order occurs (N)  
subsequent to the issuance of the Access Order,  
a Service Date Change Charge as set forth in  
5.2.2 (A) preceding is applicable.

(c) If the Utility is unable to meet an agreed upon (N)  
Expedite Service date , no Expedite Order Charge  
will apply, unless the missed service date was  
caused by the customer. (N)

\* Fiber Advantage DS3, SONET and Video service are not eligible for the (N)  
Expedite Order process (N)  
(L) Formerly on Sheet 113.

Continued



ACCESS SERVICE

5. Ordering Options (Cont'd)

(T)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Utility receives written or verbal notice from the customer or customer's end user that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or customer's end user is unable to accept Access Service within 30 calendar days of 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.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

(1) Installation of Switched, Special Access Expanded Interconnection Service facilities or IWS is considered to have started when the Utility incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred. (T)

(2) If the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.

(3) If installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.

(a) The charge for the minimum period of Switched Access, Special Access or IWS ordered by the customer (Recurring and Nonrecurring charges). (T)

(b) A charge equal to the costs incurred plus installation, less estimated net salvage. Such charge will include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs as set forth in 5.1.1 preceding.

(c) A separate charge will be assessed for Switched Transport (i.e., EF, DTT and TST) and Switched Access lines or trunks.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows: (Cont'd) (L)

(4) In no event will cancellation charges be applied until the customer is notified of such charges. Cancellation charges as set forth in (3)(b) preceding are determined from the last critical date completed. Such dates are provided to the customer on the firm order confirmation at the time the order is placed.

(C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation. (L)

(D) If the Utility misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, government requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

(E) Coordinated End User Service (CE-US) is an exception to 5.2.3(A) and (C). The cancellation provisions and charges associated with CE-US are detailed in 13.3.11.

(F) The regulation for intraLATA Private Line Services order cancellations is contained in Schedule Cal.P.U.C. No. A2.1.3,B.

Material omitted now on Sheet 116.  
(L) Formerly on Sheet 115.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.4 Channel Specification For Access Orders

(T)

(A) Where there are analog or digital high capacity facilities to a Hub on order, or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Switched or Special Access Service requested in the Access Order. The Utility will make a reasonable effort to accommodate the customer's request. If a facility assignment is not specified by the customer, the Utility will provide the service from available inventory.

(D)

(B) For all other Access Orders, the option to request a specific transmission path or channel is not provided except as provided for SONET Ring and Access Service in Section 7.2.11 or under Special Facilities Routing as set forth in 11. following.

5.2.5 Minimum Period

(A) Except as set forth in (B),(C),(D) and 9.4(A) following, the minimum period for which Access Service is provided and for which charges are applicable is one month.

(B) The minimum period for Video Payment Plans, GigaMAN<sup>®</sup> Term Pricing Plans, FibreMAN<sup>SM</sup> or Fiber Advantage<sup>SM</sup> DS3 and DS3x3 service Rate Stability Payment Plan is one year.

(T)

(C) The minimum period for Fiber Advantage<sup>SM</sup> DS3x12 or dedicated rings for SONET Rings and Access service is a 3 year Rate Stability Payment Plan.

(T)

(D) The minimum period for part-time Television and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.). The minimum period for AVS-270 is 3 months.

(E) Service Rearrangements as set forth in 5.2.8 following for Switched and Special Access Services, respectively, may be made without a change in minimum period requirements.

(T)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.5 Minimum Period (Cont'd)

(F) Changes other than those identified in 5.2.8 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 for which a new minimum period will be established.

- (1) A move to a different building as set forth in 5.2.9 following
- (2) A change in type of service (i.e., Switched Access to Special Access, one type of Special Access to another, or one type of Switched Access Service to another, except as set forth in 6.7.6 following)
- (3) A change in the type of Special Access Service Channel Termination (C)  
(T)  
(T)
- (4) A change in Switched Access Service or Directory Assistance Service Interface Group
- (5) Change in Switched Access Service Traffic Type
- (6) Change in Switched Access Service capacity (i.e., DS1 to DS3) (N)  
(N)
- (7) Change from two-point to multipoint Special Access Service or from multipoint to two-point Special Access Service (T)  
(C)
- (8) Change from Utility Specified Hub/Bridge option to Customer Specified Hub/Bridge option or from Customer Specified Hub/Bridge option to Utility Specified Hub/Bridge option. (T)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.5 Minimum Period (Cont'd)

(F) Cont'd

- (9) Any change to an existing Special Access Video Service where a Service Through-Connect is installed or disconnected or where there is any other change to the service.

(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.6 Minimum Period Charges

The Minimum Period Charge applies when the customer requests disconnect of Switched, Special Access Service or IWS prior to the expiration of the Minimum Period.

(T)

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

- (A) For those Access Services to which usage sensitive rate elements apply, the Minimum Period Charge will be based on actual usage.
- (B) For those Access Services which are billed a flat monthly rate, the Minimum Period Charge will be the full monthly rate.
- (C) The Minimum Period Charge will include all nonrecurring charges associated with the establishment of the Access Service.
- (D) The Minimum Period Charge for part-time Television and Program Audio Services is the applicable daily rate for the service as set forth in 7.5 following.

5.2.7 Shared Use Facilities

Shared Use (i.e., Switched and Special Access Services provided over the same analog or digital high capacity facilities) is allowed. Shared use facilities to a Hub will be ordered and provided as Special Access Service. While shared use is allowed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service depending on the intended use. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

(T)

5.2 Access Order (Cont'd)

5.2.8 Service Rearrangements

Service rearrangements are changes to existing installed services which do not result in either a change in the minimum period requirements as set forth in 5.2.5 preceding or a change in the physical location of the point of termination at a customer's designated premises or a change in the physical location of the customer premises. Customer initiated changes in the physical location of the point of termination or changes which require a change in the physical serving arrangement are treated as moves and are described and charged for as set forth in 5.2.9 following.

These are 3 types of Service Rearrangements: Administrative Changes, Service Changes, and Rollover Changes.

(A) Administrative Changes

Administrative changes excluding change of customer of record, will be made without charge to the customer. Nonchargeable administrative changes require the continued provision and billing of the Access Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the Access Service). Administrative changes are as follows:

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes its name--e.g., AT&T-Long Lines to AT&T-Communications),
- Change of customer or customer's end user premises address when the change of address is not a result of a physical relocation of equipment,
- Change in billing data where billing entity remains the same (name, address, or contact name or telephone number),
- Change of customer circuit identification,
- Change of billing account number,
- Change of customer test line number,
- Change of customer's end user contact name or telephone number, and
- Change of jurisdiction.
- Change of Agency Authorization

Continued



ACCESS SERVICE

5. Ordering Options (Cont'd)

(T)

5.2 Access Order (Cont'd)

5.2.8 Service Rearrangements (Cont'd)

(A) Administrative Changes (Cont'd)

For change of customer of record (i.e., Access Service) is provided to and billed to a different entity) where no physical work is required, (i.e., physical serving arrangement remains the same) the following charge will apply:

	Nonrecurring	
- per circuit	<u>Charge</u>	<u>USOC</u>
	NO	ANC

For change of customer of record requiring physical work, charges set forth in 5.2.5 preceding will apply.

(B) Service Changes

Service Changes listed below, are physical changes to existing service, excluding rollover changes as set forth in (C) following. Charges apply as set forth below.

- If the change involves the addition of or a modification to an optional feature which has a separate nonrecurring charge, that nonrecurring charge will apply.
- Customers who order service rearrangements to redirect their traffic from direct to tandem routing for 800 Data Base Service, where the service is initially available only at the tandem, will not be charged a nonrecurring charge. In addition, when 800 Data Base Service becomes available at end offices subtending a tandem to which customers have redirected their 800 traffic, customers will be allowed to rearrange their 800 traffic from tandem to direct routing at no charge. Trunk rearrangement orders from direct to tandem routing received after June 1, 1993 will not be exempt from nonrecurring charges. All trunk rearrangement orders from tandem to direct routing must be received no later than six months after all end offices scheduled for conversion in an access tandem area have become 800 SSP-capable in order to be exempt from nonrecurring charges.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Service Rearrangements (Cont'd)

(B) Service Changes (Cont'd)

- Pursuant to the Federal Communications Commission's Report and Order in CC Docket 91-213, released October 16, 1992, for customers who order service rearrangements from direct-trunked to tandem-switched or tandem-switched to direct-trunked, the nonrecurring charge will be waived for orders received by June 30, 1995 and completed by December 30, 1995. All trunk rearrangement orders must identify on a "one for one" or equivalent basis those existing trunks to be rearranged. The "one for one" or equivalent basis will be determined in accordance with Industry accepted engineering standards. The Utility will disconnect the tandem-switched direct trunks when the direct/tandem-switched trunks are connected, unless otherwise negotiated, but in no case shall the disconnect exceed 90 days after the establishment of the tandem switched/direct trunk order.

- The changes listed below are in effect for 90 days and are associated with the implementation of a new Pacific Bell Access Tandem in Riverside and the rehomming of six end offices from the Anaheim Access Tandem Access Tandem to Riverside.

(N)

Switched Access customers may install new trunks to the Riverside Access Tandem and receive credit for the Non Recurring Charges (NRC) if the following conditions are met:

- The customer has an existing trunk group to the Anaheim Access Tandem.
- The customer orders new trunks to the Riverside Access Tandem and sends a related order disconnecting trunks to the Anaheim Access Tandem on a one-for-one basis or as a percentage based upon Pacific Bell traffic studies of existing traffic on trunks at the Anaheim Access Tandem.

(N)

Material omitted now on Sheet 117-C-1.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Service Rearrangements (Cont'd)

(B) Service Changes (Cont'd)

- For all other Switched Access changes, including the addition of, or modifications to, optional features without separate nonrecurring charges, a charge equal to one half the Local Transport nonrecurring (i.e., installation) charge will apply. When an optional feature is not required on each transmission path, but rather for an entire transmission path group, an end office or an access tandem switch, only one such charge will apply per transmission path group, end office or access tandem. (L)
- If the service rearrangement involves Special Access Service, refer to Section 7.4.1 following.
- Service rearrangements and rollover charges are waived when intrastate switched services, riding an interstate switched or special access facility are rolled to the utilities interstate SONET Ring and Access Service with a five (5) year rate stability plan. (L)

(L) Formerly on Sheet 117-C.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Service Rearrangements (Cont'd)

(C) Rollover Changes

Rollover Changes listed below, are physical changes to, or reclassification of existing service including (B) preceding, and there is no change in either the point of termination or the EIS point of termination. A Rollover Change charge for Special Access Service, Switched Access Service and Directory Assistance DS1 Service will apply as set forth in 6.8.2(F) and 7.5 following. No Charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services.

- Rearranging an existing service from one port to another port in the same multiplexer.
- Rearranging an existing service from one multiplexer to another multiplexer in the same wire center.
- Rearranging an existing lower speed service to an existing multiplexed higher speed service in the same serving wire center.
- Reclassification of 3 existing DS3 services between the same points of termination to a DS3x3 service, or 4 existing existing DS3x3 services between the same points of termination to a DS3x12 service as long as the Rate Stability Payment Plan is equivalent or longer than the lower bit rate services being reclassified.
- Rearranging existing Switched Access Lines or Trunks from 1 existing facility to another existing facility.
- Rearranging an existing service onto the dedicated ring service of Sonet Ring and Access Services.
- When the existing service is moving to a SONET Ring and Access Service that has a Rate Stability Payment Plan of 5 years, the rollover charge will be waived.

(N)  
|  
(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Service Rearrangements (Cont'd)

(C) Rollover Changes (Cont'd)

In addition, a Rollover Change will occur when existing Switched Access Service is rearranged to other existing Switched Access Service or Expanded Interconnection Service and there is a change in the point of termination or EIS point of termination of the rolled service. Except as noted below, all facilities and equipment required for the activity must already exist. No charge will apply for subtending services of the service being rolled over as long as there is no change to the subtending services.

- Rearranging an existing service from one multiplexer to another multiplexer.
- Rearranging an existing lower speed service to an existing multiplexed higher speed service.
- Rearranging from Switched Access Service to or from Expanded Interconnection Service where the Expanded Interconnection Service Cross-Connect may be installed simultaneously with the rollover change.
- Rearranging existing Switched Access lines or trunks from 1 existing facility to another existing facility.

Switched Access service will be waived for Rollover changes ordered by June 30, 1995 and completed by The nonrecurring charge for a Rollover Changes of December 30, 1995.

- Rearranging an existing service to the dedicated ring configuration of SONET Ring and Access Services.

(N)

When the existing service is rolling to a SONET Ring and Access Service with a Rate Stability Payment Plan of 5 years, the customer will receive a credit equal to the change charge applicable to a rollover with no change in termination

(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.9 Moves\*

(T)

A move involves a change in the physical location of one of the following:

- The Point of Termination at the customer's designated premises
- The customer's premises
- The EIS Point of Termination

The charges for the move are dependent on whether the move is to a new location within the same premises or to a different premises.

(A) Moves Within the Same Premises

When the move is to a new location within the same premises, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the Switched Access Service Entrance Facility or the Special Access Service termination affected. There will be no change in the minimum period requirements.

(B) Moves To a Different Premises

Moves to a different premises will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

\* Move rules for GigaMAN can be found on Section 7 following.

(N)

Move rules for FibreMAN can be found in Schedule Cal.P.U.C. No. D12.3.

(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2 Access Order (Cont'd)

5.2.9 Moves (Cont'd)

(C) Moves for Fiber Advantage<sup>SM</sup> DS3x3 and DS3x12

When a Fiber Advantage<sup>SM</sup> DS3x3 or DS3x12 service is hubbed into individual Fiber Advantage<sup>SM</sup> DS3 services, and the customer desires to move the location of one of the Fiber Advantage<sup>SM</sup> DS3 services, and the Fiber Advantage<sup>SM</sup> DS3x3 or Fiber Advantage<sup>SM</sup> DS3x12 service results in no change, then the nonrecurring charge associated with the individual Fiber Advantage<sup>SM</sup> DS3 service channel termination under their current payment plan will apply. The fixed period associated with the payment plan for the rearranged Fiber Advantage<sup>SM</sup> DS3 will not change.

When a Fiber Advantage<sup>SM</sup> DS3 service is hubbed into individual Fiber Advantage<sup>SM</sup> DS1 service under a Rate Stability Payment Plan, and the customer desires to move the location of that Fiber Advantage<sup>SM</sup> DS1 service, and there is no change to Fiber Advantage<sup>SM</sup> DS3, then the nonrecurring charge associated with the individual Fiber Advantage<sup>SM</sup> DS1 service channel termination under that current Rate Stability Payment Plan will apply. The fixed period associated with the payment plan for the rearranged Fiber Advantage<sup>SM</sup> DS1 service will not change.

During a 3 or 5 year Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term, a customer may move one end of a Fiber Advantage DS3, DS3x3 or DS3x12 Service to another location, within the same LATA, without incurring termination charges, provided the following conditions are met:

- The Fiber Advantage DS3, DS3x3 or DS3x12 Service has satisfied the twelve month minimum service period requirement at the old location;

(N)  
|  
(N)

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

(N)

5.2 Access Order (Cont'd)

5.2.9 Moves (Cont'd)

(C) Moves for Fiber Advantage<sup>sm</sup> DS3x3 and DS3x12 (Cont'd)

- The customer subscribes to a new Fiber Advantage DS3, DS3x3 or DS3x12 Rate Stability Payment Plan term at the new location, dependent upon the remaining months of their current Term Plan.

The following conditions apply:

- 42 months or less - the customer may purchase a new 3 or 5 year Rate Stability Plan.
- 43 months or greater - the customer may purchase only a new 5 year Rate Stability Plan.
- The expiration date for the new Rate Stability Payment Plan term is beyond the end of the original Rate Stability Plan term;
- No lapse in service occurs;
- Nonrecurring Charges will apply, when applicable;
- The new service is provided for the same customer of record as the disconnected service;
- The monthly rates for the new service at the new location will be those rates in effect at the time the new service is installed; and
- Spare facilities must be available or Special Construction charges, as set forth in Section 15 following, may apply.

(N)

Continued



ACCESS SERVICE

5. Ordering Options (Cont'd) (T)

5.2.10 Access Orders for Services Provided by More Than One Utility (Cont'd)

Access Services provided by more than one Utility are Services where one end of the Switched Access Local Transport, Special Access Service Channel Mileage, or Directory Assistance Transport element is in the operating territory of one Utility and the other end of the element is in the operating territory of a different Utility, or where, in the case of 800 or 900, customer number identification and the originator's end office are not provided by the same Utility.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in 2.4.8 preceding, to be used by the Utilities involved in providing the Access Service.

(A) Ordering Procedures for Feature Group A (FGA)  
- Single Utility Billing

The Utility where the first point of switching is located shall accept the order for FGA service. The other Utility(ies) involved shall also receive a copy of the customer's order. The Utility receiving the order from the customer will arrange to provide the service and bill the customer, as set forth in 2.4.8 (A) preceding.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2.10 Access Orders for Services Provided by More Than One Utility\* (Cont'd)

(B) Ordering Procedures for Service Other Than FGA - Single Bill

The Utility that accepts the order from the customer and renders the bill will be determined as follows:

FGB ordered to an End Office or Access Tandem - The Utility where the End Office or Access Tandem is located shall accept the order.

FGC and/or Directory Assistance - The Utility where the end office is located shall accept the order.

FGD ordered to an End Office or Access Tandem - The Utility where the End Office or Access Tandem is located shall accept the order.

WATS Access Line Service - When the WATS serving office and the end user end office are located in different Utility operating territories, the Utility where the end office is located shall accept the order.

Special Access Service without Hub - Either Utility may accept the order.

Special Access Service with Hub - The Utility where the Hub is located shall accept the order.

Expanded Interconnection Service - The Utility that accepts the order for the service will arrange to provide the service, bill and collect all appropriate charges in accordance with the regulations, rates and charges in its Access Services tariff.

(N)  
|  
(N)

In all cases, the other Utility(ies) involved shall also receive a copy of the order from the customer.

\* In compliance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-104. released July 31, 1987.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

5.2.10 Access Orders for Services Provided by More Than One  
Utility\* (Cont'd)

- (C) Ordering Procedures for Service Other Than FGA or Expanded  
Interconnection Service (EIS) (T)  
- Multiple Bill (T)

Each Utility will accept an order for service from the customer for that portion of service provided within its territory.

Special Access Multipoint Service with Utility Specified  
Hub/Bridge - The Utilities involved will mutually agree to accept an order for this service from the customer for that portion of service provided within its territory. The addition of a channel termination in an adjoining Utility's territory that does not have Utility Specified Hub/Bridge will require a redesign of the service. The customer will specify the desired hub(s) for bridging, and the service will be redesigned accordingly.

\* In compliance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-104. released July 31, 1987.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

(T)

5.3 Available Inventory

Available inventory is limited and does not include facilities previously ordered. The Utility 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.

5.4 Design Layout Report

At the request of the customer the Utility will provide to the customer, for Switched and Special Access Services, the make-up of the facilities and services to aid the customer in designing its overall service. For Switched Access Service, the make-up of the facilities and services will be provided from the customer's premises to the first point of switching. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

Continued

ACCESS SERVICE

5. Ordering Options (Cont'd)

(T)

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