

5. ORDERING OPTIONS FOR SWITCHED SERVICES

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5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.1 GENERAL

This section sets forth the terms and conditions and order related charges for Access Orders for Switched Access Service. 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. It is also used to provide changes to existing services.

5.1.1 ORDERING CONDITIONS

The customer shall provide all information necessary for the 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 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.

The Company will establish a Service Date (Due Date) when the customer has placed an order for service with all the appropriate information to allow processing of the Access Order. The date on which the Service Date is established is the Application Date (Order 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 Date Interval. The Service Date Interval is established in accordance with 5.2.1, following. The Company will provide a firm order confirmation to the customer advising the customer the Application Date and the associated Service Date Intervals for the Access Order. Access Order firm order confirmations, where possible, will reflect the customer's requested Service Date.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.1 GENERAL (CONT'D)

5.1.2 PROVISION OF OTHER SERVICES

- A. Other services offered under the provisions of this Tariff 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 Company, the other services mentioned 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.C., following will apply when an engineering review is required. A change in service date may also be required.
- C. Additional Engineering is not an ordering option, but will be applied to an Access Order when the 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 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 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 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 terms and conditions, rates and charges for Additional Engineering are as set forth in 13.1, following and are in addition to the terms and conditions, rates and charges specified in this section.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.1 GENERAL (CONT'D)

5.1.3 SPECIAL CONSTRUCTION

The terms and conditions, rates and charges for special construction are set forth in Tariff F.C.C. No. 2 and are in addition to the terms and conditions, rates and charges specified in this Tariff.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

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

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

A. Switched Access Service

When a customer requests new or additional Switched Access Services, one or more access orders may be required. The number of orders required is dependent on the type of services and/or facilities being requested.

When placing an order for Lineside or Trunkside Switched Access Service, the customer shall specify, at a minimum, the following:

- The type of Entrance Facility (EF), as described in 1., following;
 - The type of Direct-Trunked Transport (DTT) facility for both direct routed and tandem routed traffic, as described in 2., following;
 - The number of lines and/or trunks, as described in 3. and 4., following;
 - The basic Lineside or Trunkside Switched Access Service arrangement information as described in 3. and 4., following, respectively.
1. When the customer orders an EF for Switched Access Service (as described in 6.1.2, following), the customer must specify the customer-designated premises and the type of facility, DS3, DS1 or Voice Grade, being requested between the customer's premises and the serving wire center (SWC) of that premises. The customer shall specify their facility terminating interface and the appropriate multiplexing options, if desired, at the SWC.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

A.1. (Cont'd)

When a Voice Grade EF is ordered, the customer shall order the associated Lineside or Trunkside Service (as set forth in 3. and 4., following) and the DTT facility (as set forth in 2., following) at the same time. When a DS1 or DS3 EF and/or DTT is being requested, the customer has the option of ordering the Lineside or Trunkside Service at the same time or the customer may order the Lineside or Trunkside Service subsequent to ordering the EF or DTT facility when one of the following conditions exist:

- A DS3 EF is ordered with a DS3 to DS1 Multiplexer at the SWC, or
- A DS3 EF is ordered with a DS3 to DS1 Multiplexer at the SWC and DS1 DTT is ordered to a specific end office, Company Hub or access tandem, or
- A DS3 EF is ordered to the SWC and a DS3 DTT facility, with a DS3 to DS1 Multiplexer, is ordered to a specific end office, Company Hub or access tandem, or
- A DS1 EF is ordered with a DS1 to Voice Grade Multiplexer at the SWC, or
- A DS1 EF and a DS1 DTT are ordered to a specific end office, Company Hub or access tandem.

5. ORDERING OPTIONS FOR SWITCHED SERVICES**5.2 ACCESS ORDER****A. Switched Access Service (Cont'd)**

2. When the customer orders DTT (as described in 6.1.2, following), for either tandem routed or direct routed traffic, the customer must specify whether the EF that interfaces with the DTT facility is new or existing. If the EF is new, the customer shall order the EF as described in 1., preceding. If the EF is existing, the customer shall provide the Circuit Facility Assignment (CFA) of the existing facilities that will be utilized for the DTT. The EF capacity must be the same capacity as the DTT or higher. The customer shall specify the type of DTT facility, DS3, DS1 or Voice Grade, being requested and any multiplexing options desired. When ordering a DS1 DTT facility to a Company Hub, the customer shall specify the desired multiplexing Hub selected from the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. This tariff identifies the type(s) of multiplexing functions which are available for a DS1 facility. When the customer desires DS3 to DS1 multiplexing/hubbing arrangements, the Company will work cooperatively to provide the desired multiplexing/hubbing arrangements in all wire centers. The customer may order a DTT facility prior to ordering Lineside or Trunkside Service only as set forth in 1., preceding. If one of the conditions in 1., preceding, is not met, the customer must order Lineside or Trunkside Service at the same time the DTT facility is ordered as set forth in 3. and 4., following.

When tandem routing is to be utilized for Trunkside Access, a DTT facility is required between the SWC and the access tandem and TST (common transport) is required between the access tandem and all the end offices subtending that tandem. The TST common transport facilities are provided by the Company based on the number of trunks being requested by the customer as set forth in 4., following.

3. When the customer orders Lineside Switched Access Service, the customer must have capacity available on an existing EF and/or DTT facility with compatible interfaces or request an EF and/or DTT facility as described in 1. and 2., preceding. Tandem routing is not available for Lineside Switched Access. When the EF and/or DTT facility is existing, the customer shall provide the CFA of the facility to be utilized. The customer shall also specify the number of lines, the first point of switching (i.e., dial tone office), the directionality of the service and the Switched Transport and Local Switching options desired. When additional information is required, either to apply credits or to measure and bill Lineside service properly, the customer shall specify whether the ordered line(s) will be used for resale purposes or not for resale purposes. When the service is for resale purposes, 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.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

A. Switched Access Service (Cont'd)

4. When the customer orders Trunkside Switched Access Service, the customer must have capacity available on an existing EF with a compatible interface or request an EF as described in 1., preceding. In addition, the customer must specify if direct routing or tandem routing is to be utilized.

When direct routing is being requested, the customer must have an existing DTT facility between the SWC and the end office or order a new DTT facility as described in 2., preceding. If the DTT facility is existing, the customer shall provide the CFA of the facility to be utilized.

When tandem routing is to be utilized, a DTT facility is required between the SWC and the access tandem and TST (common transport) is required between the access tandem and all the end offices subtending that tandem. If the DTT facility is new, the customer may order the DTT facility as described in 2., preceding. If the DTT facility is existing, the customer shall provide the CFA of the facility to be utilized. The TST common transport facilities are provided by the company based on the number of trunks being requested as set forth following.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

A.4. (Cont'd)

Trunkside Switched Access Service must be ordered in trunks. The customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic. On the order for service, the customer shall specify the number of trunks, the end office, if direct routing or tandem routing is desired, Switched Transport options and Local Switching options desired.

The number of trunks may be determined by the customer in the following manner. For each day the customer shall determine the highest number of trunks required to handle its traffic during 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 required to handle its traffic. 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.

When ordering trunks to an access tandem, the customer must also provide the Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Company in its own efforts to project further facility requirements. 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 traffic type must also be specified using the same categories as described in 6.1.1, following, to enable efficient provisioning and billing functions.

5. For Directory Assistance Service, the customer shall specify the number of trunks from the SWC of the customer's premises to the Directory Assistance location. If the Directory Assistance Service is to be combined with trunkside or DID Switched Access Service, the customer shall also specify which 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, following. The customer then specifies the Directory Transport options. For purposes of applying the order regulations, a Directory Assistance location is considered to be a customer/end user SWC.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

A. Switched Access Service (Cont'd)

6. For 900 Access Service, the customer shall order the service in accordance with the preceding provisions as set forth in 1., 2. and 4., preceding, and the manner in which the service is to be provisioned as set forth in 6.2.6, following, except that customers may request DTT to only those offices designated by the Company as 900 Access Service screening offices. Additionally, when new NXX(s) are to be opened in a 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 the service. The customer shall notify the Company of all NXX code activity (activation or deactivation) as set forth in 6.6.2, following, regardless of whether the activity is to occur with or without a requirement for additional capacity (i.e., BHMC or quantities of trunks). All 900 number assignments and administration shall be in accordance with the North American Numbering Plan (NANP).

7. For 800 Data Base (800 DB) Access Service, the customer shall order the service in accordance with the preceding requirements as set forth in 1., 2. and 4., preceding. The service will be provisioned as set forth in 6.2.6, following, except that customers may request DTT to those end offices designated by the Company as Service Switching Points (SSPs). 800 DB Access Service is available only as a LATA-wide service and must be ordered to all end offices in a LATA. Service will be provisioned, at a minimum, to all access tandems and operator switches equipped as SSPs in a LATA. 8XX codes and number assignments shall be in accordance with the Guidelines for 800 Data Base.
 - For 800 service provided on a Complementary basis; i.e., intrastate interLATA and intrastate intraLATA, the service may be provided jointly by the Company and the Interexchange Carrier. The 8XX number is provided subject to the terms and conditions of the Company's Exchange and Network Services Catalog, Section 7. The Company provides the 8XX number to be associated with an individual line or trunk, transports the intraLATA traffic and bills both the 8XX number and intraLATA usage to the end user out of the Company's Exchange and Network Services catalog. The Interexchange Carrier transports the interLATA traffic and bills interLATA usage to the end user at the IC's applicable WATS usage rates. The intrastate Trunkside Switched Access Service provided in conjunction with the 800 service shall be ordered as set forth in this section. (T)

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

A. Switched Access Service (Cont'd)

8. When a customer orders CCSAC, the customer must specify the customer STP premises and the number of CCS Links required between the customer's Signaling Point of Interface (SPOI) and the Company's STP location per access order, as set forth in Section 15, following.
9. When a customer orders FGD Service with the SS7 Out of Band Signaling feature, the customer must specify the CCSAC Service required between the customer's SPOI and the Company's STP location per Access Order as set forth in Section 15, following. Separate orders shall be issued for the CCSAC Service and the associated FGD Service.
10. Customers, when placing an order for Switched Access Services FGB or FGD, may request one or more Carrier Identification Codes (CIC) on the same Access Order. The first CIC is included in the nonrecurring charge for the Access Order. Each additional (i.e., two or more) CIC requested on the same Access Order is assessed a service rearrangement nonrecurring charge as set forth in 6.7.1, following.
11. When a customer desires Switched Access Service to an end office that is a remote switching office, the customer must order service to and/or from 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.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER (CONT'D)

5.2.1 ACCESS ORDER SERVICE DATE INTERVALS

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

- Standard Interval
- Negotiated Interval

Service Date Interval tables are found in the Qwest Corporation Service Interval Guide. Service Date Intervals will be provided to all customers within a reasonable time of request. To the extent the Access Service can be made available with reasonable effort, the Company will provide the Access Service in accordance with the customer's requested interval, subject to the following conditions:

A. Standard Interval

1. A schedule of Standard Intervals is included in the Qwest Corporation Service Interval Guide. The schedule specifies the services and the quantities provided within a Standard Interval. Standard Intervals will be used for Access Orders with the same requested Service Date or service type. Service Dates for items and services not assigned to the Standard Interval tables, will be negotiated as set forth in B., following. Additional Labor Charges as set forth in Section 13, following, may apply.
2. Access Services provided with a Standard Interval will be installed during Company business hours as set forth in Section 13, following. If a customer requests that installation of service be done outside the Company's business hours, and the Company agrees to the request, the customer will be subject to applicable Additional Labor Charges as set forth in Section 13, following.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

5.2.1 ACCESS ORDER SERVICE DATE INTERVALS (CONT'D)

B. Negotiated Interval

The Company will negotiate a Service Date Interval with the customer on an individual case basis resulting in a Negotiated Interval, when:

- no Standard Interval exists for the service,
- the quantity of Access Services ordered exceeds the quantities specified in the Standard Intervals described in the Qwest Corporation Service Interval Guide,
- the customer requests a service date before or beyond the applicable Standard Interval Service Date, or
- the rates are applied on an Individual Case Basis (ICB).

The 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 Company offered Service Date.

Access Services provided on a Negotiated Interval will be installed during Company business days. If a customer requests that installation be done outside of the Company's business hours and the Company agrees to their request, the customer will be subject to applicable Additional Labor Charges as set forth in Section 13, following.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

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 Company that service is available for the customer's use. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours.

If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the Access Order modification, the 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 facilities, lines or trunks will be treated as a new Access Order (for the increased amount only).

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

5.2.2 ACCESS ORDER MODIFICATIONS (CONT'D)

A. Service Date Change

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 business days. When, for any reason, the customer wishes to change the service date, the customer should notify the Company before the original service date to request a different service date. If the customer requested service date is more than 30 business days after the original service date, the order will be canceled by the 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, following.

A new service date may be established that is prior to the original standard or negotiated interval service date if the 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 Company that Expedited Order Charges as set forth in D., following, will apply.

B. Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service facilities, lines or trunks, will be treated as a partial cancellation and the charges as set forth in 5.2.3, following, will apply.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

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 Company personnel of the service ordered and the requested changes to determine what change in the design, if any, is necessary to meet the changes requested by the customer. Design changes include such things as a change of end user's premises within the same SWC, the addition or deletion of optional features, 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's premises, end user's premises to a different SWC, end office switch or Switched Access Service 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.

The 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 Company to proceed with the design change, a Design Change Charge will apply.

A Design Change Charge will apply, on a per order, per occurrence basis. If a change of end user's premises within the same SWC is requested, Expedited Order Charges may also apply as detailed in D., following. The applicable design charge is:

	USOC	CHARGE
• Design Change Charge, per order	H28	\$67.00

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

5.2.2 ACCESS ORDER MODIFICATIONS (CONT'D)

D. Expedited Order Charge

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 or negotiated interval Access Order. If the Company agrees to provide the service on an expedited basis, an Expedited Order Charge will apply.

A customer may request a change of end user premises within the same serving wire center. When this occurs, the service date is changed to reflect the standard interval. If the customer requests an earlier service date, an Expedited Order Charge will apply.

Expedited Order Charges will not apply if the revised interval to a pending order is equal to or longer than the standard interval for that service.

When an expedited service date is missed, the Expedited Order Charge will apply unless the missed service date is caused by the Company.

The Expedited Order Charge is based on the extent to which the Access Order has been processed at the time the Company agrees to the expedited service date. A list of the critical dates and the number of days between each date is found in the Service Interval Guide. The tables in the Service Interval Guide will be used to determine the Expedited Order Charge. The Expedited Order Charge is calculated as follows:

- Based on the critical dates associated with the Access Order as defined in 5.2.3.B.4., following, the Company will determine the next critical date scheduled to be completed on the order.
- Using the table of 5.2.3.B.4., following, and the critical date as determined above, the Company will determine the percent of the provisioning interval not yet completed.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

5.2.2 ACCESS ORDER MODIFICATIONS

D. Expedited Order Charge (Cont'd)

- The 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 50% of the total nonrecurring charges associated with the Access Order.
- The Company will provide the customer with an estimate of the Expedited Order Charge before expediting an order.

If costs other than additional labor are to be incurred when an Access Order is expedited, the Company will develop, determine and bill the customer such costs in accordance with the special construction terms and conditions as set forth in Tariff F.C.C. No. 2.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

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 at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within ten days. If a customer or a customer's end user is unable to accept Access Service within 30 business days after the original service date, the customer has the choice of the following options:
- The Access Order will be canceled and charges as set forth in D. and E., following will apply, or
 - The service will be activated, at the customer's request, and billing for the service will commence.

In such instances, the cancellation date or the date billing is to commence (depending on which option is selected by the customer), is the 31st business day beyond the original service date of the Access Order.

- B. Service Date Intervals are associated with the provisioning of an Access Order whether standard or negotiated as set forth in 5.2.1, preceding. Certain Critical Dates, as set forth in E., following, are used by the Company to monitor the service order provisioning progress. The Company includes these scheduled Critical Dates in the firm order confirmation associated with each Access Order provided to the customer. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is canceled. The Company monitors which Critical Date was last scheduled and what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A Cancellation Charge will not apply if the scheduled Service Date has not been provided to the customer.

Costs incurred in conjunction with the provision of Switched Access Service start on the Application Date defined in C., following. When a customer cancels an Access Order prior to the Application Date, no charges shall apply. When a customer cancels an Access Order or part of an Access Order, on or after the Application Date, a charge equal to the estimated costs incurred by the Company shall apply as set forth in D. and E., following. When a customer cancels an Access Order or part of an Access Order, on or after the original Service Date, the Cancellation Charge will apply as set forth in D. and E., following.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

5.2.3 CANCELLATION OF AN ACCESS ORDER (CONT'D)

- C. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
1. Application Date (APP): The date the customer provides a firm commitment and sufficient information as detailed in 5.1.1, preceding. The APP Date is the date the Company enters the order into the Company's order distribution system. This is sometimes referred to as the order date.
 2. Design Layout Report Date (DLRD): The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
 3. Plant Test Date (PTD): The date acceptance testing is performed with the customer.
 4. Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.

5. ORDERING OPTIONS FOR SWITCHED SERVICES

5.2 ACCESS ORDER

5.2.3 CANCELLATION OF AN ACCESS ORDER (CONT'D)

- D. The percentage of the total provisioning cost incurred by the Company at a particular Critical Date varies by the type of service as shown in E., following.

When a customer cancels an Access Order, or part of an Access Order, before the Service Date, the Company will calculate the Cancellation Charge by multiplying all the nonrecurring charges associated with the Access Order, or that part of the Access Order being canceled, by the percentage shown in E., following, based on the last monitored Critical Date which has occurred on the Access Order. When a customer cancels an Access Order or part of an Access Order on or after the original Service Date, 100% of the nonrecurring charges plus minimum period charges apply.

Nonrecurring charges associated with an Access Order are used to calculate and bill the Cancellation Charge to the customer even when nonrecurring charges are waived.