

Qwest Corporation
Services Catalog No. 2
Wyoming

ACCESS SERVICE
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SECTION 5
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Release 1

5. ORDERING OPTIONS FOR ACCESS SERVICE

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5. ORDERING OPTIONS FOR ACCESS SERVICE

5.1 GENERAL

- A. This Section sets forth the terms, conditions and order related charges for Common Channel Signaling Access Capability (CCSAC), Expanded Interconnection (EI) Service, and Access Services set forth in Section 6, Optional Access Services. These charges are in addition to other applicable charges as set forth in other sections of this Catalog.
- B. An Access Order is an order to provide the customer with any service designated in this Catalog. It is also used to provide changes to existing services.

5.1.1 ORDERING CONDITIONS

- A. 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
- B. 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 for the processing of the Access Order. The date on which the Service Date is established is the Application Date (Order Date).
- C. 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 ACCESS SERVICE

5.1 GENERAL (CONT'D)

5.1.2 PROVISION OF OTHER SERVICES

- A. Other services offered under the provisions of this Catalog 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 Catalog, 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, 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.
- 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 12.1, 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.
- D. 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%.
- E. The terms, conditions, rates and charges for Additional Engineering are as set forth in 12.1, following, and are in addition to the terms, conditions, rates and charges specified in this Section.

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.1 GENERAL (CONT'D)

5.1.3 SPECIAL CONSTRUCTION

- A. The terms, conditions, rates and charges for special construction are determined in accordance with Company Practices.
 - 1. All rates and charges quoted in other sections of this Catalog provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs.
- B. Conditions For Special Construction
 - 1. Special construction is required when a customer requests service and one or more of the following conditions exist:
 - a. The facilities to provide services are not available and, at the request of the customer, the Company constructs facilities to provide the services for the customer and there is no other requirement for the facilities so constructed.
 - b. At the request of the customer, the Company constructs facilities of a type other than that which they would normally furnish in order to provide services for the customer.
 - c. In order to comply with requirements specified by the customer, construction by the Company involves a routing of facilities other than that which they would normally utilize to provide services for the customer.
 - d. At the request of the customer, the Company constructs a greater quantity of facilities than that which they would otherwise construct in order to fulfill the customer's initial requirements for services.
 - e. The facilities to provide services are not available and, at the request of the customer, the Company expedites construction of the facilities at greater expense than would otherwise be incurred.
 - f. The facilities to provide services are not available and, at the request of the customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction.

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.1 GENERAL

5.1.3 SPECIAL CONSTRUCTION (CONT'D)

C. Special Construction Agreements

1. Customers requiring special construction enter into special construction agreements with the Company. In doing so, the customer may incur any one or all of the following liabilities depending on the circumstances surrounding the special construction:
 - Maximum Termination Liability (MTL)
 - Nonrecurring Charge (NRC)
 - Excess Recurring Monthly Charge (RMC)
 - Annual Underutilization Liability (AUL)

5.2 ACCESS ORDER

- A. When a customer requests new or additional 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.
 1. For 900 Access Service, the customer shall order the service in accordance with the provisions as set forth in 5.2.A.1., 2., and 4., of the Access Service Price Schedule. The service will be provisioned as set forth in Section 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 900 NXX Code Reports, Section 6, following, regardless of whether the activity is to occur with or without a requirement for additional capacity (i.e., busy hour minutes of capacity or quantities of trunks). All 900 number assignments and administration shall be in accordance with the North American Numbering Plan (NANP).

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER

A. (Cont'd)

2. For 800 Data Base (800 DB) Access Service, the customer shall order the service in accordance with the requirements as set forth in 5.2.A.1., 2., and 4., of the Access Service Price Schedule. The service will be provisioned as set forth in Section 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.
 3. When a customer orders CCSAC, the customer must specify the customer's STP premises, 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.
 4. 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.
- B. For virtual Expanded Interconnection (EI) Service, the customer must specify the Company central office in which the virtual interconnector's equipment will be installed, and the type of EI Channel Termination, the channel interface, technical specification package and options desired. EI Service is set forth in Section 21, following.

5. ORDERING OPTIONS FOR ACCESS SERVICE

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 interval tables and any associated relevant information can be found in the Service Interval Guide and will be provided to all customers within a reasonable time of request, whether the customer's service is subject to standard or negotiated intervals.

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 applicable for Access Service is included in the Service Interval Guide mentioned preceding. The schedule specifies the services and the quantities that can be provided within Standard Intervals.
2. Access Services provided in a Standard Interval will be installed during Company business days. If a customer requests that installation be done outside of normally scheduled work hours, and the Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 12.2.3, following.

B. Negotiated Interval

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

1. There is no Standard Interval for the service,
2. The quantity of Access Services ordered exceeds the quantities specified in the Standard Intervals described in the Service Interval Guide, or,

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER

5.2.1 ACCESS ORDER SERVICE DATE INTERVALS

B. Negotiated Interval (Cont'd)

3. The customer requests a service date before or beyond the applicable Standard Interval service date.

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.

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

The schedule in the Service Interval Guide specifies the services that will be provided on a Negotiated Interval.

Access Services provided on a Negotiated Interval will be installed during Company business days. If a customer requests that installation be done outside of normally scheduled work hours, and the Company agrees to their request, the customer will be subject to applicable Additional Labor Charges as set forth in 12.2.3, following.

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 Access Service facilities, lines, trunks or EI Channel Terminations will be treated as a new Access Order (for the increased amount only).

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER (CONT'D)

5.2.2 ACCESS ORDER MODIFICATIONS (CONT'D)

A. Service Date Change

1. 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.
2. 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.
3. 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 the Private Line Transport Services Catalog, apply.

B. Partial Cancellation Charge

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

C. Design Change Charge

1. 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 changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes may 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.

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER

5.2.2 ACCESS ORDER MODIFICATIONS

C. Design Change Charge (Cont'd)

2. Design changes do not include a change of customer's premises, end user's premises to a different SWC, end office switch, Switched Access Service type, or EI Channel Termination 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.
3. 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.
4. A Design Change Charge will apply, on a per order, per occurrence basis. This charge will also apply to change an incorrect address as long as the new address is in the same wire center as the incorrect address and the change is made prior to the issuance of the Design Layout Report (DLR). If a change of end user's premises within the same SWC is requested, Expedited Order Charges may also apply as set forth in the Private Line Transport Services Catalog. The applicable design charge is:

	USOC	CHARGE
• Design Change Charge, per order	H28	\$50.00

D. Expedited Order Charge

Expedited Order Charges for Access Orders are set forth in the Private Line Transport Services Catalog.

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 5.1.3, preceding. Authorization to incur the cost and to bill the customer will be in accordance with the terms and conditions as set forth in 5.1.3, preceding.

5. ORDERING OPTIONS FOR ACCESS SERVICE

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 10 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 following will occur:

- 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 ACCESS SERVICE

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.
- 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.

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5.2 ACCESS ORDER

5.2.3 CANCELLATION OF AN ACCESS ORDER (CONT'D)

E. The Critical Dates monitored by the Company are as follows:

	APP	DLRD	PTD	DD
	%	%	%	%
1. Switched Access Service				
• Lineside Access[1]	21	56	71	[2]
• Trunkside Access[1]	15	65	73	[2]
• VG (EF and DTT)	13	44	77	[2]
• DS1 (EF and DTT)	10	48	81	[2]
• DS3 (EF and DTT)	10	48	81	[2]

F. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

G. If the Company misses a Service Date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring Cancellation Charges.

[1] Excludes DS1 or DS3 EF and DS1 or DS3 DTT facilities.

[2] Minimum period charges and 100% of the nonrecurring charges apply when the Access Order or part of the Access Order is canceled on or after the original Service Date.

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER (CONT'D)

5.2.5 MINIMUM PERIOD

- A. Except as set forth in B. and C., following, the minimum period for which Access Service is provided and for which charges are applicable, is one month.
- B. The minimum period for 800 DB Access Service and 900 Access Service is three months.
- C. Service Rearrangements as set forth in 6.7.1.B., for Access Services, may be made without a change in minimum period requirements.
- D. Changes other than those identified in 6.7.1.B., following, will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also remain responsible for all outstanding minimum period obligations associated with the disconnected service.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period will be established.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period will be established.

- 1. A change of customer of record (i.e., Access Service is provided to and billed to a different entity), except as provided for in 6.7.1.B., following.
- 2. A move to a different building as set forth in 6.7.5.A.2., following.
- 3. Any change in CCSAC Service other than a change in jurisdiction.

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER (CONT'D)

5.2.6 MINIMUM PERIOD CHARGES

When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period.

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

- A. For Optional Access Services, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity as set forth in Section 6, following.
- B. For CCSAC, the charge for a month or fraction thereof is the applicable monthly rates for the service as set forth in Section 15, following.
- C. For EI Service, the charge for a month or fraction thereof is the applicable monthly rates for the service as set forth in Section 21, following.
- D. All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER (CONT'D)

5.2.7 SHARED USE FACILITIES

When a customer orders Access Service on a Private Line Transport Service Shared Use facility as set forth in 2.7, preceding, the customer must specify on its order a channel facility assignment for each service ordered.

5.2.8 DESIGN LAYOUT REPORT (DLR)

For services that require network channel and network channel interface codes, the Company will provide, at the customer's request, a DLR.

5.2.9 DISCONTINUANCE OF SERVICE

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