

ACCESS SERVICE

5. ACCESS ORDERING

5.1 General

This section sets forth the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided.

An Access Order is an order to provide the customer with Switched and Special Access or Access Related Service or to provide changes to existing services.

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 sections.

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

The customer shall provide to the Company the order information required in 5.2 following, and in addition the customer must also provide:

- Customer name and premises address(es).
- Billing name and address (where 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.

5.1.1 Service Installation

The Company will provide the Access Service in accordance with the customer's requested service date, subject to the constraints established by the Company schedule of applicable service dates.

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5. ACCESS ORDERING (Cont'd)

5.1 General (Cont'd)

5.1.1 Service Installation (Cont'd)

The Company shall make available to all customers, upon request, a schedule of applicable service intervals for Switched and Special Access Services. The schedule shall specify the applicable service interval for services and quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

The Company will not accept orders for service dates which exceed the applicable service date by more than six months.

Access Services will be installed during Company business days. If a customer requests that installation be done outside of schedule work hours, and the Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in Rate Sections, beginning in Section 16, following.

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ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.1 General (Cont'd)5.1.2 Expedited Orders

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. Additionally, a customer may also request an earlier service date on a pending Access Order. In this case, an access order modification as set forth in 5.4 following would be required. If the Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges. Such additional charges will be determined and billed to the customer as explained following.

To calculate the additional labor charges, the Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in Rate Sections, beginning in Section 16, following.

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To develop, determine and bill the customer the extraordinary costs which may be involved, the Special Construction terms and conditions as set forth in Section 15 will be used by the Company. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of Section 15.

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in Rate Sections, beginning in Section 16, following also applies.

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5.1.3 Selection of Facilities for Access Orders

The option to request a specific transmission path or channel is only provided for High Capacity Facilities Special Access, or as provided for under Special Facilities Routing as set forth in Section 11 following.

When there are 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 an Access Order. The Company will make a reasonable effort to accommodate the customer request.

ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.2 Ordering Requirements5.2.1 Switched Access Service

When ordering Switched Access service, the customer must specify whether the service is to be directly routed to an end office switch or through an access tandem. When service is ordered directly to an end office, the customer must specify the type and quantity of Direct Trunked Transport facility (e.g., Voice Grade or High Capacity DS1 or DS3).

The customer must also specify the type of Entrance Facility to be used for Switched Access (e.g., Voice Grade or High Capacity). For High Capacity Entrance Facilities, the customer must specify the facility assignment and the channel assignment for each trunk.

Direct Trunked Transport is available to all GCI end offices.

When the customer has both Tandem Switched Transport and Direct Trunked Transport at the same end office, the customer will be provided Alternate Traffic Routing as set forth in 6.4.6 following.

At customer request, their Local Transport may be connected to the Entrance Facility of another customer, providing the other customer submits a letter of authorization for this connection and assumes full responsibility for the cost of the Entrance Facility.

(A) Feature Group A

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

When placing an order for Feature Group A Switched Access Service, the customer shall provide the following information in addition to as set forth in 5.1 preceding.

- The number of lines and the first point of switching (i.e., Dial Tone Office).
- Optional Features
- Whether the Off-hook Supervisory Signaling is provided by the customer's equipment before the called party answers, or is forwarded by the customer's equipment when the called party answers.
- Lines to be provided as single lines.
- Lines to be arranged in multiline hunt group arrangements.
- Directionality (1-way, 2-way, etc.).
- A projected percentage of interstate use (PIU) as set forth in 2.3.11 preceding.
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGA access communications are transported to another state.

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ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(B) Feature Group B

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

When placing an order for Feature Group B Switched Access Service, the customer shall provide the following information in addition to as set forth in 5.1 proceeding.

- The number of trunks.
- The end office when direct routing is desired.
- The access tandem office when tandem routing is desired.
- Optional Features.
- Trunks to be provided as single trunks.
- Trunks to be arranged in trunk group arrangements.
- Directionality (1-way, 2-way, etc.).
- A projected percentage of interstate use (PIU) as set forth in 2.3.11 preceding.
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGB access communications are transported to another state.
- The access code dialing arrangement (i.e., a uniform access code of 950-1XXX or 950-0XXX).
- For Feature Group B Switched Access Service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a telephone company, the customer shall provide information to the Company indicating the NXX code(s) to be accessed.

(C) Feature Group D, Interim 900 NXX Translation and SS7 Signaling

When placing an order for Feature Group D Switched Access Service, the customer shall provide:

- The number of trunks desired between a customer designated premises and an entry switch.
- The number of trunks required for SS7 Signaling capability.
- Optional Features
- Interim 900 NXX Translation options.
- A projected percentage of interstate use (PIC) as set forth in 2.3.11 preceding.
- For Feature Group D Switched Access Service to a Mobile Telephone Switching Office (MSTO) directly interconnected to a telephone company access tandem office, the customer shall provide information to the Company indicating the NXX code(s) to be accessed.

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ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) Feature Group D, Interim 900 NXX Translation and SS7 Signaling (Cont'd)

Customers will order FGD by specifying the number of trunks desired between customer designated premises and an end office or access tandem. When ordering by trunk quantities, 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.

When Feature Group D is ordered with the Interim 900 NXX Translation optional feature, the customer shall specify the Service Access Code(s) and the associated NXX code to be translated. The initial and subsequent orders to add, change or delete Interim 900 NXX Translation codes shall be placed separately or in combination with orders to change Feature Group D Switched Access trunks. Customer assigned NXX codes which have not been ordered will be blocked.

Orders for the Interim 900 NXX Translation optional feature shall not be required until such time as a customer other than MTS/WATS provider requests Interim NXX Translation of Service Access Codes. Upon receipt of such order, the Company shall notify the MTS/WATS provider of the activation of the Interim NXX Translation Service for the Service Area Code. Following such initial activation, all customers are required to place orders for Interim NXX Translation of the Service Access Code and the Interim NXX Translation charge for the Service Access Code shall apply as set forth in Rate Sections, beginning in Section 16, following.

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(D) Directory Assistance

When placing an order for Directory Assistance service, the customer shall provide the following information:

- The number of trunks from the customer designated premises to the Directory Assistance location.
- If Switched Access is required on the terminating end of the DA call, as set forth in Section 9 following, the Feature Group B or D Switched Access Service Trunk Group to be associated with the DA service.
- Directory Transport options.

ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(E) SS7 Optional Feature

When Feature Group D is ordered with the SS7 optional feature, in addition to information listed in 5.2.1(C) preceding, the customer shall specify a reference to existing signaling connections or reference related to SS7 signaling connection order. When ordering SS7 signaling, the customer shall provide the Signaling Transfer Point codes, location identifier codes and circuit identifier codes. In addition, the customer shall work cooperatively with the Company to determine the number of SS7 signaling connections required to handle its signaling traffic.

For 800 Data Base Access Service, as described in 6.1.3(A) and (C)(2) following, the customer must order FGD to those access tandems or end offices designated as Service Switching Point (SSP) for 800 Data Base Service in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4, WIRE CENTER INFORMATION. Direct trunk routes can only be provided from end offices equipped to query centralized data bases. All traffic originating from end offices not equipped to provide SS7 signaling and routing require routing via an access tandem where SSP functionality is available.

5.2.2 Special Access Service

When placing an order for Special Access Service, the customer must specify:

- the customer designated premises or hubs involved.
- type of service (e.g., Voice Grade, High Capacity, etc.).
- the channel interface(s).
- technical specification package
- option desired.
- for multipoint services, the channel interface at each customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.
- that the traffic consists of more than ten percent interstate traffic.

All part-time Video and Program Audio services are subject to a service inquiry. A service inquiry is a request to the Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.2 Special Access Service (Cont'd)

When the Special Access Service is exempt from the Special Access Surcharge, as set forth in 7.3 following, the customer shall furnish written certification to that effect as set forth in 7.3.3 following.

When ordering bridging and/or multiplexing, the customer must specify the Company hub(s) from which they desire service. The customer must specify only those hubs that provide the type of service ordered and interconnect with the wire center(s) from which the customer require service. The Wire Center section of NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4 identifies hub types (e.g., Digital Data, High Capacity, Multiplexing, etc.) and hub levels.

5.2.3 WATS or WATS-Type Services

Special Access Service may be ordered for connection with FGA, FGB or FGD Switched Access Service at Company designated WATS Serving Offices (WSOs) for the provision of WATS or WATS-Type Services and may be ordered separately by a customer other than the customer which orders the FGA, FGB or FGD Switched Access Service. For the Special Access Service, the customer shall specify:

- the customer designated premises at which the Special Access service terminates.
- the type of line (i.e., two-wire or four-wire).
- the type of calling (i.e., originating, terminating or two-way).
- type of Supervisory Signaling.

5.2.4 Mixed Use Facilities - Switched and Special Access

Mixed use is the provision of both Switched and Special Access Services over the same High Capacity facilities. Mixed use facilities to a hub will be ordered and provided as Special Access Service. Where mixed use is employed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service as further elaborated and set forth in 6.4.7 and 7.2.7 following. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

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5. ACCESS ORDERING (Cont'd)
5.2 Ordering Requirements (Cont'd)

5.2.5 Miscellaneous Services

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service. When miscellaneous services are added to a pending order, a service date change may be required. When a service date change is required, the Service Date Change Charge as set forth in Rate Sections, beginning in Section 16, following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in Rate Sections, beginning in Section 16, following will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge and the Design Change Charge will apply as set forth in Rate Sections, beginning in Section 16, following.

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The rates and charges for these services, as set forth in Rate Sections, beginning in Section 16, of this tariff will apply in addition to the ordering charges set forth in Rate Sections, beginning in Section 16, and the rates and charges for the Access Service with which they are associated.

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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 it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges.

If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of 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%.

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5. ACCESS ORDERING (Cont'd)

5.3 Access Orders For Services Provided by More than One Telephone Company

Access Services provided by more than one telephone company are services where one end of the Channel Mileage element is in the operating territory of one telephone company and the other end of the element is in the operating territory of a different telephone company.

The ordering procedure for this service is dependent upon the billing arrangement, s set forth in 2.4.7 preceding, to be used by the telephone companies involved in providing the Access Service.

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ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.3 Access Orders For Services Provided by More than One Telephone Company (Cont'd)5.3.1 Meet Point Billing Ordering

Each telephone company will provide its portion of the Access Service within its operating territory to an interconnection point(s) with the other telephone company(s). Billing Percentages will be determined by the telephone companies involved in providing the Access Service. Each telephone company will bill the customer for its portion of the service as set forth in 2.4.7 preceding. All other appropriate charges in each telephone company tariff are applicable.

5.4 Charges Associated with Access Ordering5.4.1 Access Order Charge

The Access Order Charge is applied to all customer requests for new Special and Switched Access Service and Directory Assistance Service. In addition, the Access Order Charge is applicable to customer request for additions, changes or rearrangements to existing Special and Switched Access Service and Directory Assistance Service with the following exceptions.

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To administrative changes as set forth in 6.4.1(B)(3) and 7.2.2(C)(3) following.
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order.
- When the Interim NXX Translation charge is applicable.
- When a Miscellaneous Service Order Charge is applicable.
- When a Presubscription Charge is applicable.
- When a Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.
- When a service with an ICB rate is converted to a similar service with a non-ICB tariff rate prior to the expiration of the ICB.
- When a pay per call toll denial service or a pay per call toll restore is requested.
- When a customer requests a change of trunks from tandem-switched transport to direct-trunked transport or from direct-trunked transport to tandem-switched transport, or requests to rearrange Switched Access Service between lower capacity and higher capacity facilities (e.g., Voice Grade to/from DS-1 or DS1 to/from DS-3), providing:

ACCESS SERVICE5. ACCESS ORDERING (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.1 Access Order Charge (Cont'd)

- the orders to disconnect existing trunks and to connect the new trunks are placed at the same time, and
- the number of installed trunks does not exceed the number of trunks disconnected, the Access Order Charge will apply unless the customer provides justification based upon standard engineering methods to show that the additional capacity is required to maintain the same level of service.

The Access Order Charge will be applied on a per order basis to each order received by the Company or copy of an order received by the Company pursuant to 5.3.1 preceding, except by the Company applying the Interim NXX Translation charge, and is an addition to other applicable charges as set forth in this and other sections of this tariff.

The Access Order Charge will be applied on a per order basis for any change, rearrangement or addition to the delivery of signaling to an existing STP port.

5.4.2 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge, as set forth in Rate Sections, beginning in Section 16, following, applies to any service, or combination of services ordered simultaneously from Section 13 of the Tariff for which a service order is not already pending (with the exception of Presubscription, 13.4, and Pay-Per-Call Toll Denial Service, 13.7.2, which do not have the charge applied). The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance. The charge always applies to the following services since a pending service order would not exist:

- Overtime Repair (13.2.2)
- Standby Repair (13.2.3)
- Testing and Maintenance with Other telephone companies other than when in conjunction with Acceptance Testing (13.2.4)
- Other labor (13.2.5)
- Maintenance of Service (13.3.2)

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby necessitating the issuance of another service order:

- Telecommunications Service Priority (13.3.3)

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The charge does not apply to the following services since there would exist a pending service order:

- Additional Engineering (13.1)
- Overtime Installation (13.2.1)
- Standby Acceptance Testing (13.2.3)
- Testing and Maintenance with other telephone companies when in conjunction with Acceptance Testing (13.2.4)
- Additional Cooperative Acceptance Testing [133.1(A)(1) and 13.3.1(B)(1)].

5.4.3 Access Order Change Charges

Access Order changes involve service date changes and design changes. The customer may request a change of its Access Order prior to the service date. The Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change 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 change, the Company will schedule a new service date as set forth in 5.1.2 preceding. All charges for Access Order change as set forth in Rate Sections, beginning in Section 16, will apply on a per occurrence basis. T

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks, or CCS/SS7 Port Terminations will be treated as a new Access Order (for the increased amount only).

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

(A) Service Date Change

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a late date which does not exceed 30 calendar days from the original service date.

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5. ACCESS ORDERING (Cont'd)
 5.4 Charges Associated with Access Ordering (Cont'd)
 5.4.3 Access Order Change Charges (Cont'd)
 (A) Service Date Change (Cont'd)

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge, as set forth in Rate Sections, beginning in Section 16, following, will be applied to the order. T
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If the service date is changed to an earlier date, and the Company 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 Company that Expedited Order Charges as set forth in 5.1.2 preceding apply. Such charges will apply in addition to the Service Date Change Charge.

If the requested service date exceeds 30 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply the Cancellation Charges as set forth in 5.5.3 following. A new Access Order with a new service date will be issued. The Service Date Change Charge will not apply; however, the Access Order Charge will apply to the new order.

If the service date is changed due to a design change as set forth in (B) following, the Service Date Change Charge will apply.

(B) Design Change

The customer may request a design change to the service ordered prior to the requested service date. 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 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 designated premises, first point of switching, Feature Group 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.

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- 5. ACCESS ORDERING (Cont'd)
 - 5.4 Charges Associated with Access Ordering (Cont'd)
 - 5.4.3 Access Order Change Charges (Cont'd)
 - (B) Design Change (Cont'd)

The Company will review the requested change, notify the customer whether the change is a design change, if the change 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 as set forth in Rate Sections, beginning in Section 16, following will apply in addition to the charge for Additional Engineering as set forth in Rate Sections, beginning in Section 16, following. If a change of service date is required, the Service Date Change Charge as set forth in Rate Sections, beginning in Section 16, following will also apply. The Access Order Charge as specified in the Rate Sections, beginning in Section 16, following does not apply.

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5.5 Minimum Periods and Cancellations

5.5.1 Minimum Periods

The minimum period for part-time Video 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 Switched Access High Capacity DS3 Entrance Facilities and Direct Trunked Transport is as set forth in 6.1.3 following. The minimum period for High Capacity DS1 and DS3 Special Access Services is as set forth in 7.2.4 following.

The minimum period for which Directory Assistance Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

Switched Access usage rated services (i.e., End Office, Common Line, Tandem Switched Transport, and Residual Interconnection Charge) have no minimum period. The minimum period for which all other Access Service is provided and for which charges are applicable is one month.

5.5.2 Development of Minimum Period Charges

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

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

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(A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable recurring charges plus any nonrecurring and/or special construction charge(s) that may be due.

(B) For Special Access Service and flat rated Switched Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel type plus any optional features, nonrecurring and/or special construction charge(s) that may apply.

The Minimum Period Charge for part-time Video and Program Audio Services is the applicable daily rate for the appropriate channel type as set forth in 7.2.4 following.

The Minimum Period Charge for Directory Access Service is developed as set forth in 9.4.4 following.

5.5.3 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 Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

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

In such instances, the cancellation date or the billing date, depending on which options is selected by the customer, shall be the 31st day beyond the original service date of the 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 or Special Access Service facilities is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

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5. ACCESS ORDERING (Cont'd)

5.4 Charges Associated with Access Ordering (Cont'd)

5.5.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

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

(3) Where 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) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs 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;

(b) The minimum period charges for Switched or Special Access Service ordered by the customer, as set forth in 5.5.2 preceding.

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

(D) If the Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

5.5.4 Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines, trunks or CCS/SS7 Port Terminations will be treated as a partial cancellation, and charges will be determined as set forth in 5.5.3(B) preceding.