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**ORDERING FOR ACCESS SERVICE**

APPROVED

3.1. **GENERAL**

This section sets forth the regulations and order related charges for Access Service Requests (ASR) for access services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided.

3.1.1. Ordering Conditions

All services offered under this tariff shall be ordered using an ASR. The Customer may order switched access service through a Constructive Order, as defined herein. The format and terms of the ASR will be as specified in the industry Access Service Order Guidelines, unless otherwise specified herein. A Customer may order any number of services of the same type and between the same premises on a single ASR. All details for service for a particular order must be identical.

The Customer shall provide all information necessary for the Company to provide and bill for the requested service. When placing an order for Access Service, the Customer shall provide the following minimal information:

- 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 order date (Application Date) is the date on which the Company receives a firm commitment and sufficient information from the Customer to allow processing of the ASR. The Customer is advised of the critical events in the provisioning process, the Applications Date, the Plant Test Date and the Service Commencement date, at the time the Company gives the Customer a Firm Order Commitment (FOC).

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3.1. **GENERAL** (Continued)

3.1.2. Provision of Other Services

With the agreement of the Company, other services may subsequently be added to the ASR at any time, up to and including the service date for the Access Service. When added subsequently, charges for a Design Change as set for the in the Rates and Charges Section will apply when an engineering review is needed.

Additional Engineering is not an ordering option, but will be applied to an ASR when the Company determines that Additional Engineering is necessary to accommodate a Customer request. The Customer will be notified when Additional Engineering is required, 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 is required, the Customer may cancel the order 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 original estimate amount by more than ten (10) percent.

3.2 **ACCESS ORDER**

When placing an order for Access Service, the Customer shall provide all standard ASR ordering information as specified in industry guidelines. The Customer will also be required to provide this information to order additional service for an existing service type.

3.2.1 Access Service Date Intervals

The service intervals associated with Customer requests for Access Service will be developed by the Company on an Individual Case Basis (ICB). The Company will make every reasonable effort to meet the Customer's requested service date.

Access Services will be installed during Company business days. If the Customer requests installation to be done outside the scheduled work hours and the Company agrees to this request, the Customer will be subject to applicable additional charges.

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**ORDERING FOR ACCESS SERVICE**

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3.2. **ACCESS ORDER** (Continued)

3.2.2. **Access Service Request Modification**

The Customer may request a modification of its ASR prior to the Service Commencement Date. All modifications must be in writing using the industry ASR process. The Company, at its sole discretion, may accept a verbal modification from the Customer. The Company will make every effort to accommodate a request modification when it is able to do so with the normal work force assigned to complete such an order with normal business hours. Charges for Access Service Order modification will apply as set forth below, on a per occurrence basis.

A. **Service Commencement Date Change**

ASR service dates for the installation of a new service or rearrangement of existing services may be changed, but the new service date may not exceed the original Service Commencement 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 Company accordingly delays the start of service, a Service Date Change Charge will apply. In addition, when the Customer submits a request for a Service Date Change that is less than five (5) business days from the date of notification by the Customer, a Service Date Change Charge and an Expedited Charge will apply. No Expedited Charge will apply if the Customer requests a Service Date Change that is more than five (5) business days from the date of request by the Customer but earlier than the original requested Service Commencement Date.

If the Customer requested service date is more than 30 calendar days after the original service date, the order will be canceled by the Company on the 31<sup>st</sup> day. Appropriate cancellation charges will be applied. If the Customer still requires the service, the Customer must place a new ASR with the Company.

The Service Date Change Charge will apply on a per order, per occurrence basis for each service date change. The applicable charges are set forth in the Rates and Charges Section.

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**ORDERING FOR ACCESS SERVICE**

3.2. **ACCESS ORDER** (Continued)

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3.2.2. Access Service Request Modification (Continued)

B. Design Change

The Customer may request a Design Change to the Service Ordered. A Design Change is any change to an ASR which requires an Engineering Review. An Engineering Review is a review by Company Personnel of the Service Ordered and the requested changes to determine what change(s) in the design, if any, are necessary to meet the Customer's request. Design Changes include such changes as the addition or deletion of optional features and functions, a change in the type Switched Access transport termination or type of Channel interface. Any other changes are not considered Design Changes for the purpose of this subsection and will require issuance of a new ASR and the cancellation of the original ASR, with appropriate cancellation charges applying.

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a Design Change. The applicable charges are set forth in the Rates and Charges Section.

C. Expedited Order

When placing an Access Order for service(s), a Customer may request a Service Commencement Date that is earlier than a Standard Interval Service date, in which case an Expedited Order Charge will apply. The request for an earlier service date may be received from the Customer prior to its issuance of an ASR, or after the ASR has been issued but prior to the service date. The Company has the exclusive right to accept or deny the Expedited Order request. However, if upon reviewing availability of equipment and scheduled work load, the Company agrees to provide service on an expedited basis and the Customer accepts the company's proposal, an Expedited Order Charge will apply.

If the Company is subsequently unable to meet an agreed upon expedited service date, the Expedited Order Charge will not apply.

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**ORDERING FOR ACCESS SERVICE**

3.2. **ACCESS ORDER** (Continued)

3.2.2. **Access Service Request Modification** (Continued)

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C. **Expedited Order** (Continued)

In the event the Company provides service on an expedited basis at the Customer's request, and the Customer delays service or is not ready for delivery of service at the time of installation, a Service Date Change Charge will apply in addition to the Expedited Order Charge.

In the event that the Customer cancels an expedited request, the Expedited Order Charge will be added to any applicable Cancellation Charge specified herein.

In the event the Customer requests a Service Date Change after the Company has received the original expedited request, the Expedited Order Charge will still apply.

An Expedited Order Charge will not be applied to orders expedited for Company reasons.

If costs other than additional administrative expenses are to be incurred when the Access Order is expedited, the regulations and charges for Special Construction as set forth in this tariff may apply.

The Expedited Order Charge will apply on a per order, per occurrence basis, as specified in the Rates and Charges Section.

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**ORDERING FOR ACCESS SERVICE**

3.2. **ACCESS ORDER** (Continued)

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3.2.4. Cancellation of an Access Service Request

- A. A Customer may cancel a Service Order for the installation of service on any date prior to the Service Commencement Date. 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 (10) days.

If a Customer or a Customer's End User is unable to accept service within thirty (30) calendar days after the original Service Commencement Date, the Customer has the choice of the following options:

- The Service Order shall be canceled 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 Service Order.

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3.2. **ACCESS ORDER** (Continued)

3.2.4. **Cancellation of an Access Service Request** (Continued)

- B. When a customer cancels a Service Order for installation of service, a Cancellation Charge will apply as follows:
1. Installation of Access Service 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.
  2. When the Customer cancels a Service Order prior to the start of installation of access or network interconnection facilities, no charges shall apply.
  3. Where installation of access facilities has been started prior to 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 nonrecoverable cost of equipment and materials ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, right-of-way, and other associated costs.
    - (b) The minimum period charge for Access Service ordered by the Customer.
- 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 thirty (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 or civil commotions), the Customer may cancel the Service Order without incurring cancellation charges.

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3.2. **ACCESS ORDER** (Continued)

3.2.5. Minimum Period of Service

The minimum period for which Access Service is provided and for which charges are applicable is one month.

A. The following changes will be treated as a discontinuation of the existing service and a request for installation of a new service. All associated Non-Recurring Charges will apply for the new service, and a new minimum period will be established:

1. A change in the identity of the Customer of record;
2. A move by the Customer to a different building;
3. A change in type of service;
4. A change in Switched Access Service Interface;
5. A change in Switched Access Traffic Type

B. When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A Minimum Period Charge for monthly billed services will be determined as follows:

1. For Switched Access Service, the charge for a month or fraction thereof is the applicable minimum monthly charge for the capacity made available to the Customer.
2. All applicable Non-Recurring charges for the service will be billed in addition to the Minimum Period Charge.



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**3.3. RATES and CHARGES**

**3.3.1. Service Order Charge**

per Order for Access Service Rate  
\$81.00

**3.3.2. Service Date Change Charge**

per Order per Occurrence Rate  
\$34.00

**3.3.3. Design Change Charge**

per Order per Occurrence Rate  
\$60.00

**3.3.4. Expedited Order Charge**

per Order Rate  
\$50.00

**3.3.5. Cancellation Charge**

per Order Rate  
\$350.00 (l)

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