1. Tariff Information and General Regulations
1.12 Performance Standards

1.12.1 Regulations

A.	Performance standards for services purchased from this tariff are as established in the Performance Assurance Plan (for wholesale services) adopted in DTE 99–271.	(C) (C)

1. Tariff Information and General Regulations
1.13 Dispute Resolution Process

1.13.1	Regulations	
A.	CLECs may utilize the Dispute Resolution Process promulgated by the DTE.	(T)

3. Ordering of Service
3.1 Orders for Switched Interconnection

3.1.3	Forecasts	
A.	TC forecasts must be provided to the Telephone Company. Such forecasts must include the traffic and volume required for all interconnection trunking including requirements for both new growth and volume changes for a one year period. The TC is responsible for updating the forecast annually from the date upon which the Telephone Company received the initial valid forecast.	(T) (T)
1.	A valid forecast provides volume information on the following types of interconnection trunks.	
a.	911/E911	
b.	Busy line verification	
c.	Choke network	
d.	Directory Assistance	
e.	Information services	
f.	Interexchange access (tandem subtending)	
g.	Local/Toll TC to Telephone Company	(T)
h.	Local/Toll Telephone Company to TC	(T)
i.	Operator Services	
j.	Wireless interconnection trunks	
B.	New switched interconnection service requests must be accompanied by a forecast to the Telephone Company. In the case of all other types of requests, the Telephone Company must be in receipt of a current forecast.	

3.1.4	Modification	
A.	**Expedited Order**	
1.	When placing an order for which standard intervals exist, a TC may request a service date that is prior to the standard interval service date. A TC may also request an earlier service date on a pending standard or negotiated interval order. If the Telephone Company agrees to provide service on an expedited basis, expedited service order charges, expedited service connection charges, expedited TC central office wiring charges, expedited dispatch charges and expedited manual surcharges as set forth in Part A, Section 3.3 apply as appropriate. No more than 5% of a TC's orders per month will be expedited.	(T) (T) (C) (C) (T)
a.	A TC may request a waiver of the 5% threshold in case of emergency circumstances or unusual occurrences not reasonably foreseen or controlled by the TC. The Telephone Company shall have discretion to apply the waiver provision. A TC may appeal to the DTE if it believes that the Telephone Company has unreasonably denied its waiver request.	(T) (T) (T)

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.3	Service and Installation Intervals–Unbundled Network Elements–Links
A.	The following installation intervals apply to link requests that can be accommodated by the Telephone Company with existing facilities. Where facilities do not exist, the installation interval will be a negotiated interval.
1.	**Analog Two Wire Links—** Appointment per SMARTS. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.
2.	**Digital (ISDN Capable) Two Wire Links—** Appointment Per SMARTS. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.
3.	**Digital (including ADSL, HDSL, SDSL and IDSL qualified) Two Wire Links—** After pre-qualification is completed, the interval for 1–5 links is 6 business days and the interval for 6–9 links is 12 business days, subject to facilities availability. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.
4.	**Analog Four Wire Links—** 7 Business Days or SMARTS whichever is greater. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.
5.	**56 kbps Digital (KD) Links—** The interval for 1–4 links is 12 business days; the interval for 5–8 links is 17 business days; the interval for 9–12 links is 21 business days. Quantities of 13 or greater will be provided on a negotiated interval subject to facilities availability.
6.	**Digital (including HDSL qualified) Four Wire Links—** After pre-qualification is completed, the interval for 1–5 links is 6 business days and the interval for 6–9 links is 12 business days, subject to facilities availability. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.
7.	**Digital Designed Links—** Upon completion of link qualification process and receipt of completed work order for digital designed link, 15 business days for construction work, plus normal interval for underlying ADSL-, HDSL-, SDSL-, IDSL-qualified or ISDN-capable digital two wire link. This interval may be extended in cases of extraordinary spikes in demand, unforecasted demand or extraordinary construction delays.
8.	**Manual Loop Qualification—** 3 business days except in cases of extraordinary spikes in demand or unforecasted demand.
9.	**Engineering Query—** 3 business days except in cases of extraordinary spikes in demand or unforecasted demand.
10.	**Digital High Capacity**
	1.5 Mbps— 9 Business Days. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability. (C)

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.3	Service and Installation Intervals–Unbundled Network Elements–Links	
A.10.	(Continued)	
b.	**45 Mbps—** The interval for 1–9 links is 18 days where facilities exist. Quantities of 10+or more links will be provided on a negotiated interval subject to facilities availability. Where facilities do not exist, the interval will be based on the facilities availability date plus the standard interval.	(C)
11.	**Links Associated with Number Portability (Hot Cut)—** Analog two wire links–5 business days.	
B.	SMARTS is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available force works both maintenance and installation. Network element orders are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and, in most cases, less than five days.	

3.2.4	Service and Installation Intervals–Unbundled Network Elements–Unbundled Local Switching
A.	**Line Ports—** Translation activation after establishment of switch and wiring:
1.	**Analog Line Port**
a.	1–19 line ports per order–The interval is 2 business days
b.	20–100 line ports per order–The interval is 10 business days

3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.12	Service and Installation Intervals–Unbundled Network Elements–Access to Unbundled Sub-Loop Arrangements–Other	
A.	**Access to USLA—Other**	
1.	**Access to USLA–Other—** Negotiated interval.	

3.2.13	Service and Installation Intervals—Unbundled Network Elements—Line Splitting	
A.	Line Splitting	
1.	**1--9 Links**—After pre-qualification is completed, the installation is 3 business days. When a pair swap is performed, the interval may be negotiated but in no event shall it be less than 5 business days.	
2.	**10 or More Links**—Negotiated interval	

3.2.13	Modification	
A.	**Expedited Order**	
1.	When placing an order for which standard intervals exist, a TC may request a service date that is prior to the standard interval service date. A TC may also request an earlier service date on a pending standard or negotiated interval order. If the Telephone Company agrees to provide service on an expedited basis, expedited service order charges, expedited service connection-central office wiring, expedited service connection-other, expedited dispatch charges (if applicable) and expedited manual intervention surcharges as set forth in Part A, Section 3.3 apply as appropriate. No more than 5% of a TC's orders per month will be expedited.	(T) (T) (C) (C) (T)
a.	A TC may request a waiver of the 5% threshold in case of emergency circumstances or unusual occurrences not reasonably foreseen or controlled by the TC. The Telephone Company shall have discretion to apply the waiver provision. A TC may appeal to the DTE if it believes that the Telephone Company has unreasonably denied its waiver request.	(T) (T) (T)

3.2.14	Cancellation	
A.	A TC may cancel an order for the installation of service at any time prior to notification by the Telephone Company that service is available for the TC's use or prior to the service date, whichever is later. The cancellation date is the date the Telephone Company receives written or verbal notice from the TC that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.	(T) (T) (T)
B.	Regulations, rates and charges as set forth in Section 3.3 apply as appropriate.	

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.1	General
A.	NRCs are designed to recover the one-time expense incurred by the Telephone Company in provisioning its services. The application of NRCs are contained in each tariff section wherein the specific services are identified.
B.	Service orders must comply with the service order provisions contained in Part A, Section 3.1.1 and Section 3.2.1 of this tariff.

3.3.2	Description	
A.	Unless otherwise stated in the individual tariff section wherein the specific services are identified, the NRCs which commonly apply to services are as set forth herein. In addition to the following NRCs, other NRCs may apply.	
1.	**Service Order Charge—** Applies for each order for service that is submitted to the Telephone Company. Expedited order charges apply in accordance with the provisions contained in Section 3.2.6.	
2.	**Manual Intervention Surcharges—** Apply when the electronic ordering system is not used to place an order for services. Charges apply in addition to the service order and service connection-other charges. Expedited order charges apply in accordance with the provisions contained in Section 3.2.6.	
3.	**Service Connection-Central Office Wiring—** This charge which recovers the cost of performing the central office wiring, applies for each service installed. Expedited charges apply in accordance with the provisions contained in Section 3.2.6.	
4.	**Service Connection-Other—** This charge, which recovers the cost of provisioning the service order (other than the central office wiring costs), applies for each service installed. Expedited charges apply in accordance with the provisions contained in Section 3.2.6.	
5.	**Dispatch Out of Hours—** An out of hours dispatch charge will apply per hour when a technician is dispatched during hours not sequential to that technician's normal scheduled tour of duty. This charge has a four hour minimum and any charges thereafter are based on thirty minute increments.	
6.	**Installation Dispatch Out—** Applies when a technician is dispatched at the specific request of a TC to perform work outside of the normal routine work associated with service installation and maintenance, either for tagging of NIDs, or for circuit identification at a demarcation point. This charge applies per location dispatched per occasion. Expedited charges apply in accordance with the provisions contained in Section 3.2.13.	(C) (C)
7.	**Customer Not Ready-In Charge—** Applies when Telephone Company personnel are deployed to work with a customer on a service request at a Telephone Company location according to a pre-negotiated schedule and the customer is not available or ready for the scheduled appointment.	
8.	**Customer Not Ready-Out Charge—** Applies when a Telephone Company technician is deployed to a non-Telephone Company premises and either the technician cannot gain access to the premises, the TC is not ready, or a reported trouble is not with the Telephone Company's service.	(T)

3. Ordering of Service
3.3 Nonrecurring Charges (NRCs)

3.3.2	Description	
A.	(Continued)	
9.	**Customer Misdirect-In Charge —** Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the TC. This charge will apply when the technician is dispatched to the central office. This charge provides for costs associated with the coordination bureau and work performed on the central office frame.	(T)
10.	**Customer Misdirect-Out Charge —** Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the TC. This charge will apply when the technician is dispatched to the customer's premises. This charge provides for costs associated with the coordination bureau and the costs associated with field repair, including technician travel and work time.	(T)
11.	**Pair Swap—** Applies whenever the Telephone Company performs a pair swap or otherwise moves a customer's service from one existing loop facility onto another existing loop facility serving the same location.	
12.	**Joint Meet Testing Charge —** When the parties perform a joint meet test as referred to in Part B, Section 19.1.5E, the Telephone Company may assess a charge for a misdirected dispatch only if the error or trouble is determined to be one that the TC should reasonably have been able to isolate and diagnose through other means.	

3.3.3	Modification of Service Intervals	
A.	**Expedited Order**	
1.	When placing an order for an unbundled network element for which standard intervals exist, a TC may request a service date that is prior to the standard interval service date. A TC may also request an earlier service date on a pending standard or negotiated interval service order. If the Telephone Company agrees to provide service on an expedited basis, expedited order charges will apply. If the TC requests an installation outside of normally scheduled work hours and the Telephone Company agrees to this request, expedite charges will apply.	(T) (T) (T)
a.	Where expedite charges exist, the expedite charges will apply in lieu of the normal service order, manual intervention surcharge, service connection-central office wiring, service connection-other charges and Dispatch Out charges which would otherwise apply. Where expedite charges do not exist, standard charges apply.	(C)
2.	If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, then the standard charges will apply unless the missed service date was caused by the TC, the TC's customer, his agent or patron in which case the expedited charges would still apply.	(T) (T)

4. Issuance, Payment and Crediting of Customer Bills
4.2 Nonrecurring Charges (NRCs) Installment Payment Option Plans

4.2.1	Collocation	
B.	If a CLEC vacates its collocation space and no outstanding balance is owed to the Telephone Company, the vacating CLEC will receive a monetary refund for the remaining unamortized amount of the space and facility NRC upon receipt of payment and subsequent occupancy of the same collocation space by another collocating party or if the same collocation space is used by the Telephone Company. However, if the vacating CLEC has a balance owed to the Telephone Company, the Telephone Company will issue a credit to the CLEC's outstanding account of the remaining unamortized amount of the space and facility NRC upon receipt of payment and subsequent occupancy of the same collocation space by another collocating party or if the same collocation space is used by the Telephone Company. In either case, the subsequent collocating party will be responsible for payment of the remaining unamortized amount of the collocation space NRC prior to occupying the collocation space.	(C) (C)
C.	Failure by the CLEC to pay either the authorized recurring charges or the unamortized NRC may be subject to termination of service to the CLEC through that collocation cage and to customary administrative and legal proceedings to collect bad debts.	

4.2.2	Reserved for Future Use	(T)
		(D)
.		(D)

4. Issuance, Payment and Crediting of Customer Bills
4.2 Nonrecurring Charges (NRCs) Installment Payment Option Plans

4.2.2 Reserved for Future Use	(T)
	(D)
	(D)

4.2.3 Reserved for Future Use	(T)
	(D)
	(D)

4. Issuance, Payment and Crediting of Customer Bills
4.2 Nonrecurring Charges (NRCs) Installment Payment Option Plans

4.2.3	**Reserved for Future Use**	(C)
A.	(Continued)	(D)
		(D)

5. Wire Centers by Density Zone
5.1 Loop Application

Rates and charges for services explained herein are contained in Part M, Section 1.5.

5.1.1	Metropolitan
A.	Backbay, Bowdoin, Franklin Street, Harrison Avenue

5.1.2	Urban	
A.	Amherst-Fearing, Arlington	(C)
B.	Belmont, Beverly, Braintree, Breckwood Park, Brighton, Brockton, Brookline, Burlington	(C)
C.	Cambridge Kendal, Cambridge Ware, Chelsea, Chicopee	
D.	Dorchester	
E.	East Boston	
F.	Framingham	
G.	Greendale	(C)
H.	Hyde Park	
I.	Indian Orchard	
J.		
K.		
L.	Lowell, Lynn	
M.	Marblehead, Malden/ Medford/Everett, Milton	(T)
N.	Newton, Norwood	
O.		
P.	Peabody	
Q.	Quincy	
R.	Revere, Roxbury	
S.	Salem, Somerville, Springfield, South Boston	(C)
T.		
U.		
V.		
W.	Wakefield/Stoneham, Waltham Spring, Waltham West, Watertown, Wellesley, West Roxbury, West Peabody, Weymouth, Winchester, Winthrop, Worcester	(C) (C)

5. Wire Centers by Density Zone
5.1 Loop Application

5.1.3	Suburban	
A.	Acton, Acushnet, Agawam, Amesbury, Andover, Ashland, Attleboro, Auburn, Ayer	
B.	Barnstable, Bass River, Bedford, Billerica, Boylston, Brewster, Bridgewater, Bryantville, Buzzards Bay	(C)
C.	Canton, Carver, Cataumet, Charlton, Chatham, Chelmsford, Clinton, Concord, Carlisle	(C)
D.	Danvers, Dedham, Dennis, Dracut, Duxbury	
E.	East Bridgewater, East Longmeadow, Easthampton, Easton, Edgartown, Essex	
F.	Fall River, Falmouth, Fitchburg, Foxboro, Franklin	
G.	Gardner, Georgetown, Gloucester, Grafton, Groton, Greenfield	(C)
H.	Hamilton, Hanover, Harwich, Hatfield, Haverhill, Hingham/Cohasset/Hull, Holden, Holliston, Holyoke, Hopkinton, Housatonic, Hudson, Hyannis	(C) (C)
I.	Ipswich	
J.		
K.	Kingston	
L.	Lawrence, Leicester, Lenox, Leominster, Lexington, Littleton, Longmeadow, Ludlow, Lunenberg, Lynnfield	(C)
M.	Manchester, Manomet, Mansfield, Marion, Marlboro, Marshfield, Mashpee, Mattapoisset, Maynard, Medfield, Medway, Merrimac, Middleboro, Middleton, Milford, Millbury, Millis	(C)
N.	Nantucket, Natick, Needham, New Bedford, Newburyport, Nobscot, North Attleboro, North Chelmsford, North Reading, Northboro, Northhampton, Norton, Norwell	
O.	Orleans, Osterville, Oxford	
P.	Palmer, Pepperell, Pittsfield, Plymouth, Provincetown	
Q.		
R.	Randolph, Reading, Rockland, Rockport, Rowley	(C)
S.	Sagamore, Saugus, Scituate, Sharon, Sheridan, Shirley, Shrewsbury, Southbridge, Southwick, Spencer, Stoughton, Sturbridge, Sudbury	(C) (C)
T.	Taunton, Tewksbury, Topsfield, Townsend, Turner Falls, Tyngsboro	(C)
U.	Upton, Uxbridge	(C)
V.	Vineyard Haven	
W.	Walpole, Wareham, Wayland, Webster, Wellfleet, West Boylston, Westboro, Westfield, Westford, Whitinsville, Whitman, Wilbraham, Wilmington, Wrentham	(C)

5. Wire Centers by Density Zone
5.1 Loop Application

5.1.4	Rural	
A.	Adams, Amherst-Prospect, Ashburnham, Ashby, Ashfield, Assonett, Athol	(C)
B.	Barre, Becket, Belchertown, Berlin, Bernardston, Blanford, Bolton, Brimfield	(C)
C.	Charlemont, Chester, Chesterfield, Chilmark, Colrain, Conway, Cummington	(C)
D.	Dalton, Dighton	
E.	East Douglas	(C)
F.		
G.	Gilbertville, Granville, Great Barrington	(C)
H.	Hampden, Harvard, Hinsdale, Hubbardston, Huntington	(C)
I.		
J.		
K		
L.	Lee	(C)
M.	Millers Falls, Monson, Montague	(C)
N.	North Adams, North Brookfield, Northfield	
O.	Oakham, Orange, Otis	
P.	Petersham, Princeton	
Q.		
R.	Rehobeth, Rochester, Russell, Rutland	(C)
S.	Sandisfield, Sheffield, Shelbourne Falls, Siasconssett, South Deerfield, Sterling, Stockbridge	(C)
T.	Templeton	(C)
U.		(C)
V.		
W.	Ware, Warren, Westminister, West Newbury, West Stockbridge, Westport, Williamsburg, Williamstown, Winchendon, Worthington	

5. Wire Centers by Density Zone
5.2 Switching Application

		(D)
		(D)

5. Wire Centers by Density Zone
5.2 Switching Application

(D)

(D)

5. Wire Centers by Density Zone
5.2 Switching Application

(D)

(D)

5. Wire Centers by Density Zone
5.2 Switching Application

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5. Wire Centers by Density Zone
5.2 Switching Application

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5. Wire Centers by Density Zone
5.2 Switching Application

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5. Wire Centers by Density Zone
5.2 Switching Application

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5. Wire Centers by Density Zone
5.2 Switching Application

5.2.1	

(D)

(D)

5. Wire Centers by Density Zone
5.2 Switching Application

(D)

(D)

5. Wire Centers by Density Zone
5.2 Switching Application

(D)

(D)