Ameritech

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AMERITECH DEDICATED AND SWITCHED COMMUNICATIONS SERVICES: SPECIAL ACCESS AND EXCHANGE INTERVAL GUIDE

This Technical Reference (TR) is re-issued to make minor corrections. The Technical Reference provides the Installation intervals and guidelines for processing Access Service Requests (ASRs).

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TECHNICAL REFERENCE NOTICE

This Technical Reference provides the intervals and guidelines for processing Access Service Requests (ASRs) for Ameritech operating companies (AOCs) as referenced in the FCC 2 Interstate Access Tariff Section 5.5. The intervals also apply to all products found in State Access and Local Exchange tariffs.

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GENERAL

This document provides the intervals and guidelines for processing Access Service Requests (ASRs) for Ameritech operating companies (AOCs) as referenced in the FCC 2 Interstate Access Tariff Section 5.5. The intervals also apply to all products found in State Access and Local Exchange tariffs. It is for use by all customers ordering Ameritech Interconnection, Dedicated, and Switched Communications services, Special Access and Exchange. It is effective as of August 10, 1999. The following are general guidelines:

- The interval for any service or service quantities not included in the intervals outlined in this document must be negotiated.
- The intervals listed will apply to all customer ASRs for service to the same location with common facility type, interface group, and/or Feature Group that carry the same Desired Due Date.
- All intervals listed in the Interval Guide pertain to business days.
- The customer must be available and the site must be accessible for testing in order for the due date to be met.
- In the event of an act of God, such as earthquake, fire, flood, tornado, etc., or a labor dispute that results in a union-authorized work stoppage, the intervals published will not apply.

It should be recognized that unusual service requests may occasionally result in heavy work load peaks requiring AOC schedule adjustments. The AOCs will incorporate all Access Service Requests into work schedules on an equal basis, and will not unilaterally limit the number of orders for any customer in a given locality per day. All customers are invited and encouraged to partner with the appropriate AOC in a joint planning effort to ensure the prompt completion of service requests.

1. AVERAGE OFFERED INSTALLATION INTERVALS

Effective July 1, 1998, Ameritech will endeavor to meet a regional average offered installation interval of 12 business days for DS0 Special Access Services and of 9 business days for Non-channelized DS1 Special Access Services (FCC 2, Sec. 7.4.16). An "offered interval" means the interval offered by Ameritech to a customer in situations where the customer requests the earliest available installation date.

The average offered interval will be calculated for each service as follows: Ameritech will track daily offered installation intervals for each of the 29 dispatch areas in the Company’s five-state

region. The monthly interval for each dispatch area will then be determined by adding the daily intervals and dividing the total by the number of business days in the month. The regional number is the average of the dispatch area numbers.

The above average offered installation interval of 12 days for DS0 and 9 days for Non-channelized DS1 will not apply to DS0 and DS1 orders where the installation date is negotiated between Ameritech and the customer. Refer to Section 3 NEGOTIATED INTERVALS/PROJECTS of this document for a description of negotiated intervals.

1.1. Expedites of Installation Interval

An expedited service interval date may be considered only if the normal interval would be considered detrimental to the Public's Health, Safety, or Welfare. (Example: request involving 911 service or for required hospital services, etc.).

Ameritech utilizes a system for checking the availability of technicians for service due dates. This system allows for fluctuations in the volume of customer service requests and can balance the amount of work scheduled with the number of available technicians. This ensures against over-scheduling of work and missed service appointments.

2. PRODUCT DESCRIPTION

2.1. DEDICATED COMMUNICATIONS SERVICE

Dedicated Communications service provides a dedicated point-to-point transmission path to connect customer-designated premises. Additionally, circuits can also be routed through a telephone company hub where multiplexing, bridging or cross-connection functions are performed. Optional features, available on Dedicated Communications service, customize the service to meet customer needs.

Dedicated Communications service types include Direct Analog service for voice-grade connections, Direct Digital service for 2.4-56 Kbps digital data, Ameritech Base Rate for 2.4-64 Kbps, Ameritech (DS1) operating at 1.544 Mbps, Ameritech 128, 256, and 384 operating at 128, 256, and 384 Kbps respectively, Ameritech (DS3) operating at 44.736 Mbps, Ameritech (OCN) operating at 155.52, 622.08, 2488.32 Mbps respectively, SONET Xpress, Protect Path and other specialized service arrangements. Ameritech Dedicated Communications services are transported on a high-quality network that utilizes state-of-the-art digital and fiber technologies.

2.2. SWITCHED ACCESS

Switched Access services provide a two-point electrical communications path between a customer's premises and an end user's premises using common terminating, switching and trunking facilities.

Switched Access service provides for the ability to originate calls from an end user's premises to a customer's premises, and to terminate calls from a customer's premises to an end user's premises in the LATA where it is provided. Switched Access service is provided in four service categories of standard and optional features called Feature Groups.

2.3. AMERITECH PACKET SWITCHING

Packet Switching is a data transport service designed for high-volume, short-duration, and bursty data traffic. Messages are broken into small segments or packets. Each packet contains the address of its destination along with central information and error checking codes. Originating packets are routed through the packet switch to its destination via the most appropriate path. Once the packets reach their destination, they are reassembled into their original message.

The Ameritech Packet Switching Network uses a shared network rather than a physical connection, because these connections are virtual, not physical. The network can take advantage of idle time and interweave the messages at very high speeds.

2.4. AMERITECH INTERCONNECTION SERVICES

Ameritech Interconnection Services are comprised of four (4) services: Ameritech Central Office Interconnection (ACOI), Ameritech Microwave Interconnection Service (AMIS), Ameritech Virtual Optical Interconnection Service (AVOIS) and Electrical Cross-Connection Service (ECCS). These services provide for a physical or virtual (inside or outside of Telephone Company Central Office) connection to certain Telephone Company provided Special Access services via the Electrical Cross-Connection Service (ECCS).

2.5. END OFFICE INTEGRATION

End Office Integration (EOI) is a specialized form of interconnection intended solely for the purpose of integrating end offices of CoCarriers into Ameritech's public switched network. Ameritech offers EOI under the access tariff and all connections will take one of two forms:

1. Ameritech can furnish the facility linking the network under its access tariff. In such instances, FGD interval guidelines will apply.

2. The CoCarrier or other provider can also provide the facility, in which case it will utilize a virtual collocation arrangement for enhanced switched access interconnection as authorized in the Ameritech access tariffs. In such instances, AVOIS interval guidelines will apply.

3. NEGOTIATED INTERVALS/PROJECTS

The AOC will negotiate a service date interval with the customer when any of the following occur:

- There is no standard or average offered interval for the service
- Facilities are not available to provide the service requested
- Circuit quantities requested exceed those covered by standard or average offered intervals

"Facilities not available" is defined as either the facility or electronics are not in place at the time the AOC receives the ASR from the customer.

Regardless of how many separate orders are submitted, if more than standard numbers of facilities for the same location or end office are involved, the interval will be considered as negotiable, even though the separate orders reflect quantities that otherwise qualify for standard or average offered intervals. The intent is to look at the entire set of orders and to negotiate with the customer the dates and quantity of facilities to be installed on each date. In cases where a customer requests more than standard numbers of facilities for different locations, interval dates will be negotiated also.

Negotiated intervals, as well as specialized customer requirements, may require Project Status on certain ASRs. Use of the project field is further outlined in Access Service Request (ASR) Form Preparation Guide (Bellcore Practice BR 471-050-0001). This use is subject to AOC negotiation. It is important that there be initial and periodic discussions regarding projects which should lead to the establishment of workable intervals useful to both parties for planning purposes, i.e., a threshold should be established mutually for weekly and/or monthly load leveling. Customers may consult with their Account Representative for further direction on project work.

In situations where negotiated intervals are required, the AOC will offer a service date based on the type and quantity of services requested.

4. TARGETING

Ameritech has established a program whereby selected building locations may receive shorter intervals. Refer to the addendum for a list of the specific target buildings. Target buildings represent building locations where Ameritech has facilities available that facilitate quicker installation of targeted service(s). Both ends of a circuit must reside in a target building location to receive target building status, i.e., shorter intervals. Refer to Section 9 INSTALLATION INTERVALS of this document for applicable service(s).

5. APPLICATION DATE

The interval process begins upon the receipt of an ASR by the Interexchange Customer Service Center (ICSC). Prior to confirming the ASR with a firm interval to the customer, the ICSC must perform the following activities:

- Determine if the ASR contains all of the required information for processing.
- If the ASR needs to be modified, contact the customer to determine if a verbal correction can be made or if a supplemental ASR is necessary.

Processing will begin when the ICSC has a complete and accurate ASR from the customer. The Application Date (APP) applies to orders received prior to 3:00 p.m. on the day of receipt. On orders received after 3:00 p.m., the APP date is the following business day.

For Ameritech Interconnection Services, the interval process requires two steps:

Step 1:

Receipt of one of the following applications:

- Ameritech Microwave Interconnection Service Application/Order Form
- Ameritech Virtual Optical Interconnection Service Application/Order Form

Step 2:

- The customer must provide a signed letter of election, indicating their intention to proceed with the installation.

6. FIRM ORDER CONFIRMATION

The AOCs will provide the customer with a Firm Order Confirmation (FOC) within the time frames listed below. The FOC process will be included in the overall average offered interval for the service. The FOC will be issued to the customer verbally (Broadcast Services), electronically or manually. It will include pertinent information relating to the customer's order, e.g., AOC circuit number and AOC order number, plus the following critical dates:

- Application Date (APP) - The day the ICSC has all the necessary information available to issue the service order.
- Design Layout Report Date (DLRD) - The date that the DLR will be issued to the customer for applicable services. When the customer wants to review the DLR,

additional days will be added to the Standard Interval, depending on the customer's response time after receipt of the DLR.

- Plant Test Date (PTD) - The date the AOC will perform testing with the customer.
- Date Due (DD) - The date the AOC will provide the access service requested by the IC.

Upon receipt of a complete and accurate ASR, the AOCs will release the FOC to the customer within the following schedule (one day is defined as 24 hours):

Two-Point Metallic, Telegraph Grade and Direct Analog Service (including Design Dedicated Access Lines) 1-12 Circuits	1 day
Non-Design Dedicated Access Lines	1 day
Multi-Point Metallic, Telegraph Grade and Direct Analog Service	1 day
Ameritech Base Rate 2.3, 4.8, 9.6, 19.2 and 56, 64 Kbps	1 day
Direct Digital Service (DDS) 2.3, 4.8, 9.6 and 56 Kbps	1 day
Ameritech DS1, 128, 256 and 384 (Span in Place)	1 day
Ameritech DS1, 128, 256 and 384 (No Span in Place)	1 day
Ameritech DS3	3 days
Feature Group A	1 day
Feature Group B, C, and D	5 days
Disconnects	
Special Access	1 day
Feature Group A	1 day
Feature Group B, C, D	3 days
Packet Switched Network	
Analog Access	1 day
Digital Access	1 day
Interconnection	2 days *****

***** This confirms that we have received the Application and can meet the request for service. This does not include the due date, which will be negotiated.

7. CONFIRMING DESIGN LAYOUT REPORT DATE (CDLRD)

The Confirming Design Layout Report Date is the date the Design Layout Report (DLR) is to be confirmed by the customer. The customer controls the period between the Design Layout Report Date and the Confirming Design Layout Report Date. This period is limited to a maximum of 10 days. When the customer wants to review the DLR, additional days will be added to the average offered interval, depending on the customer's response time after receipt of the DLR.

8. DISCONNECTS

If the customer requests a disconnect and wishes to stop billing immediately for a service, the AOC will establish an effective billing cease date no sooner than the date the ASR is received. This applies to all services except Dedicated Access Lines (WATS DALs).

Dedicated Access Lines will require a minimum of two days to disable service and stop billing after receipt of an ASR. Actual physical disconnect of services may or may not take place at the time the billing stops, but it will take place on or before the disconnect interval. The effective billing cease date and the expected physical disconnect will both be recorded on the Firm Order Confirmation.

9. INSTALLATION INTERVALS

(IN BUSINESS DAYS) *

9.1. SPECIAL ACCESS

A. Analog-Metallic and Telegraph Grade

	APP-DLRD	DLRD-DD	INTERVAL
Facilities Available			
Two-Point:			
1-12 Circuits	4	6	12 "Avg"
13+ Circuits			Neg./Project
No Facilities Available			
Two-Point:			
1+ Circuit			Neg./Projects
Facilities Available			
Multi-Point:			

3-6 Points	4	6	12 "Avg"
7+ Points			Neg./Project
No Facilities Available			
Multi-Point:			
1+ Circuit			Neg./Projects

B. Direct Analog Service

	APP-DLRD	**DLRD-DD**	**INTERVAL**
Facilities Available			
Two-Point:			
1-6 Circuits	4	6	12 "Avg"
7-12 Circuits	4	6	12 "Avg"
13+ Circuits			Neg./Project
No Facilities Available			
1+ Circuit			Neg./Project
Facilities Available			
Multi-Point:			
3-6 Points	4	6	12 "Avg"
7+ Points			Neg./Project
No Facilities Available			
Multi-Point:			
1+ Circuit			Neg./Project
Fiber Hub Cross-Connection			
1 day	1	0	1 "Std"
3 days	2	1	3 "Std"

***** Average offered intervals are designated "Avg" and standard intervals are designated "std."

C. Program Audio and Video Services

	APP-DLRD	**DLRD-DD**	**INTERVAL**
All Services			Neg./Project

D. Direct Digital Service (DDS) and Ameritech Base Rate

	APP-DLRD	DLRD-DD	INTERVAL
Facilities Available			
Two-Point:			
2.4, 4.8, 9.6, * 19.2 Kbps			
1-8 Circuits	4	6	12 "Avg"
9+ Circuits			Neg./Project
56, * 64 Kbps			
1-4 Circuits	4	6	12 "Avg"
5+ Circuits			Neg./Project
No Facilities Available			
All Speeds			
1+ Circuits			Neg./Project
Facilities Available			
Multi-Point (Two-Point with Bridging):			
2.4, 4.8, 9.6, * 19.2 Kbps			
3-4 Points	4	6	12 "Avg"
5+ Points			Neg./Project
56, * 64 Kbps			
3+ Points			Neg./Project
No Facilities Available			
All Speed			
1+ Circuit			Neg./Project
Fiber Hub Cross-Connection *			
1 day	1	0	1 "Std"
3 days	2	1	3 "Std"

NOTE: When adding a leg to any Direct Digital Service (DDS), the interval will be the same as that on DDS two-point.

(***** Where available on Ameritech Base Rate only)

E. DDS Hub through Connections

	APP-DLRD	**DLRD-DD**	**INTERVAL**
1 to 8 Circuits	4	6	12 "Avg"

F. Ameritech DS1 and Protect Path DS1/Ameritech, 128, 256 and 384 Service

	APP-DLRD	**DLRD-DD**	**INTERVAL**
Target Buildings:			
1-4 Circuits	1	4	5 "Std"
5+ Circuits			Neg./Project
Non-Target Buildings:			
Facilities Available			
1-4 Circuits	4	6	9 "Avg"
5+ Circuits			Neg./Project
No Facilities Available			
1+ Circuit			Neg./Project

NOTE: Ameritech DS1 services ordered with the optional feature Clear Channel Conditioning are processed within the standard or average offered intervals if Clear Channel facilities are available. Availability of Clear Channel Conditioning is subject to tariff restrictions.

NOTE: DS1s ordered for ISDN Prime, Centrex, Digital Trunking, Diversity, and SONET Xpress will have negotiated interval dates.

NOTE: DS1 Multiplexer Cross Connects will have non-target building intervals. Protect Path non-channelized DS1 has target building intervals. Protect Path channelized DS1 has non-target building intervals.

G. Ameritech (DS3) and Protect Path DS3

	APP-DLRD	DLRD-DD	INTERVAL
1 Circuit (facilities available)			15 days
2+ Circuits (or any circuit quantity, no facilities available)			Neg./Project

H. Ameritech (OC-N)

	APP-DLRD	DLRD-DD	INTERVAL
1+ Circuit			Neg./Project

I. SONET Xpress

	APP-DLRD	DLRD-DD	INTERVAL
1+ Circuit			Neg./Project

J. Dedicated Access Line (WATS DAL)

	APP-DLRD	DLRD-DD	INTERVAL
Non-Designed, Same Central Office			
1-13 Lines			12 "Avg"
14+ Lines			Neg./Project
Intercept/Referral			7 "Std"
Designed			
1-12	4	6	12 "Avg"
13+ Lines			Neg./Project
Intercept/Referral			7 "Std"

NOTE: The Non-Designed, same Central Office interval applies if the DAL is within the WATS serving office, an NC code of SE is requested and DLR provisioning is waived by the customer. Should a customer desire a DLR, the intervals described under "Designed" apply.

K. Unbundled Loops

	APP-DLRD	DLRD-DD	INTERVAL
DS1			
1-4 Circuits	3	4	7 "Std"
4+ Circuits			Neg./Project
All Other			
1-24 Circuits	3	2	5 "Std"
25-48 Circuits	3	3	6 "Std"
49-96 Circuits	3	4	7 "Std"
97+ Circuits			Neg./Project

L. Inside Moves (All Services), Same as New Service

M. Disconnect (All Services)

	APP-DLRD	DLRD-DD	INTERVAL
1-24 Circuits			7 "Std"
25+ Circuits			Neg./Project

N. UNI and/or NNI

	APP-DLRD	DLRD-DD	INTERVAL
Facilities Available			
56, 64, 128, 256, 384 Kbps and DS1			
1-4 Circuits	5	7	12 "Std"
5+ Circuits			Neg./Project
No Facilities Available			
1+ Circuits			Neg./Project

O. All Other Services

	APP-DLRD	DLRD-DD	INTERVAL
All Other Services			Neg./Project

*9.2. SWITCHED ACCESS**

A. Feature Group A

	APP-DLRD	DLRD-DD	INTERVAL
1-6 Lines	4	4	8 "Std"
7-12 Lines	5	5	10 "Std"
13+ Lines			Neg./Project
Intercept/Referral			7 "Std"

B. Feature Groups B, C, D

	APP-DLRD	DLRD-DD	INTERVAL
Analog			
1-48 Trunks *	7	7	14 "Std"
49+ Trunks			Neg./Project

Digital Feature Group D - New or Existing SS7, 64ccc, or MF to SS7 Conversions

	APP-DLRD	DLRD-DD	INTERVAL
Trunk Groups:			
1-48 Trunks *	7	7	14 "Std"
49-96 Trunks *	7	8	15 "Std"
97+ Trunks			Neg./Project
New Trunk Groups to Tandem			Neg./Project

NOTES:

1. Due dates must be negotiated for new tandem trunk groups to accommodate the required translation changes in the end offices subtending the tandem.

2. The standard intervals for digital service apply only when entrance facilities are in place from the IC to the serving wire center with spare capacity to activate carrier systems to meet demand.

3. Local Transport Restructure (LTR) intervals will be driven by the associated trunks ordered. The associated digital facility will carry a due date three (3) days prior to the due date of the trunks.

4. * Any size Trunk Group involving re-use of facilities is “Neg./Project.

C. 500 and 900 NXX Access Codes

	APP-DLRD	DLRD-DD	INTERVAL
1-4 NXX Codes	10**	10	20
5-9 NXX Codes	10	20	30
10+ NXX Codes	-	-	Neg./Project

(** indicates business days)

D. Inside Moves (All Services), Same as New Service

*	FGS and T (for type 2 wireless access) intervals and parameters mirror those outlined in this section for FGD.

E. Disconnect

	APP-DLRD	DLRD-DD	INTERVAL
Feature Group A			
1-24 Lines			7 "Std"
25+ Lines			Neg./Project
Feature Groups B, C, D			
1-48 Trunks			10 "Std"
49+ Trunks			Neg./Project

F. All Other Services, Negotiated

9.3. AMERITECH PACKET SWITCHED NETWORK (APSN)

A. Analog Access to APSN

	APP-DLRD	DLRD-DD	INTERVAL
Two-Point:			
1-6 Circuits	3	4	7 "Std"
7-12 Circuits	3	5	8 "Std"
13-24 Circuits (Facilities Available)	10	15	25 "Std"
13-24 Circuits (No Facilities)	18	17	35 "Std"
25+ Circuits			Neg./Project

B. Digital Service Access to APSN

	APP-DLRD	DLRD-DD	INTERVAL
Two-Point:			
2.4, 4.8, 9.6 Kbps			
1-8 Circuits	3	7	10 "Std"
9+ Circuits			Neg./Project
56 Kbps			
1-4 Circuits	5	7	12 "Std"
5+ Circuits			Neg./Project

9.4. AMERITECH INTERCONNECTION

A. AMIS	Neg./Project
B. AVOIS	Neg./Project *****
C. ACOI	Neg./Project

***** The maximum installation interval, assuming no extenuating circumstances, will be four months.