SBC 13-State Interval Guide

Access and Private Line Dedicated Transport Services

Effective June 1, 2005

Modifications:

- June 1, 2005 (East Region) - Reduce DS1 standard interval from 9-days to 7-days
- March 1, 2005 (13-State) – Change DS3 standard interval to 7-days & establish 7-day OC3/OC12 standard interval
- November 18, 2004 (Midwest) – Add SS7 Link intervals
- September 9, 2004 (13-State) – Change project intervals & add Fractional DS1 standard interval

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Product Contact List

For more information please contact your Account Manager.

1. GENERAL INFORMATION

This document provides installation intervals and guidelines for SBC Special Access, Private Line and Switched Access Services. This guide is not intended to conflict with any tariffs of the referenced companies, and in the event of any conflict the tariffs will govern. These Services are described in greater detail in the Federal and State tariffs for the following regions: Midwest, West, Southwest, and East. The intervals are effective as of May 18, 2002. The following are general installation interval guidelines:

- The interval for any Services or service quantities not specified in the intervals outlined in this document must be negotiated.
- The intervals listed will apply to all customer requests or order requests 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 refer to business days.
- The customer must be available and the site must be accessible for testing 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 work stoppage, the specified intervals will not apply.
- SBC operating telephone companies reserve the right to waive, modify or abandon any or all of the terms or intervals specified in this Guide at any time, without prior notice, with such action to be accomplished via a supplement to this Guide, or in any manner as it determines to be reasonable under the circumstances.
- The issuance of this SBC Guide does not create any contractual or other independent legal obligation upon SBC companies to adhere to the intervals specified herein. However, failure by SBC companies to meet these intervals may entitle the customer to certain rights under the applicable tariff or interconnection agreement.

2. STANDARD INSTALLATION INTERVALS

Effective May 18, 2002, SBC operating telephone companies will establish standard installation intervals for Analog, DS0 & DS1 Private Line and Special Access Services.

Effective March 1, 2005, SBC operating telephone companies established a new 7-day standard interval for DS3, OC3 and OC12 Special Access Services, where facilities and equipment exist.

SBC Analog & DS0 Installation Intervals

Circuits	Southwest	West	East	Midwest
DS0 Two-Point				
1-12 circuits	10 Business days	10 Business days	10 Business days	10 Business days
13+ circuits	Negotiated	Negotiated	Negotiated	Negotiated
DS0 Multi-Point				
3-6 circuits	10 Business days	10 Business days	10 Business days	10 Business days
7+ circuits	Negotiated	Negotiated	Negotiated	Negotiated

Note: The intervals listed above do not apply to any Services associated with wireless cell sites, Switched Access Feature Groups, multi-LEC orders or unbundled services.

SBC DS1 Installation Intervals

Circuits	Southwest	West#	East*#	Midwest
DS1 (same location)				
1-9 circuits	5 Business days	7 Business days	7 Business days	7 Business days
10+ circuits	Negotiated	Negotiated	Negotiated	Negotiated
DS1 (multiple locations)				
1-24 circuits	5 Business days	7 Business days	7 Business days	7 Business days
25 + circuits	Negotiated	Negotiated	Negotiated	Negotiated

Note: The intervals listed above do not apply to any Services associated with wireless cell sites, Switched Access Feature Groups, multi-LEC orders or unbundled services.

***Note:** For DS1 services in the East Region and the state of Connecticut, the standard interval only applies where facilities exist.

#Note: For DS1 services in the West (NB) and East Regions and the states of Connecticut and Nevada, a standard interval begins after a facility check is completed.

SBC DS3 Installation Intervals

Circuits	Southwest	West	East	Midwest
DS3 (same location)				
1-2 circuits	7 Business days	7 Business days	7 Business days	7 Business days
3+ circuits	Negotiated	Negotiated	Negotiated	Negotiated
DS3 (multiple locations)				
2+ circuits	Negotiated	Negotiated	Negotiated	Negotiated

Note: The 7-day standard installation interval was established on March 1, 2005, and is only available when facilities and equipment exist.

Note: The intervals listed above do not apply to any services associated with Wireless Cell Sites, Switched Access Feature Groups, Multi-LEC Orders or Unbundled Services.

SBC OC3 and OC12 Installation Intervals

Circuits	Southwest*	West	East	Midwest*
OC3/OC12				
1 OC3 circuit	7 Business days	7 Business days	7 Business days	7 Business days
1 OC12 circuit	7 Business days	7 Business days	7 Business days	7 Business days
OC3/OC12				
2+ OC3 circuits	Negotiated	Negotiated	Negotiated	Negotiated
2+ OC12 circuits	Negotiated	Negotiated	Negotiated	Negotiated

Note: The 7-day standard installation interval was established on March 1, 2005, and is only available when facilities and equipment exist.

Note: The intervals listed above do not apply to any services associated with Wireless Cell Sites, Switched Access Feature Groups, Multi-LEC Orders or Unbundled Services.

***Note:** The standard installation interval does NOT begin until the ICBPS case process is completed.

3. EXPEDITES OF INSTALLATION INTERVAL

If the customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided as an expedited service interval. A customer may also request an earlier service date on negotiated interval orders.

If upon reviewing availability of equipment, facilities and schedule workload, the Telephone Company agrees to provide service on an expedited basis and customer accepts this proposal, an Expedite Order Charge (Analog, DS0, DS1 services) or Expedite Circuit Charge (DS3 services) will apply.

4. PRODUCT DESCRIPTION

Product descriptions can be found in the following tariff pages for Switched and Special Access Services.

SBC operating telephone companies in the states of Illinois, Indiana, Michigan, Ohio and Wisconsin

Switched Access Services – Tariff F.C.C. No. 2 Section 6.2

Special Access Services – Tariff F.C.C. No.2 Section 7.2.9

SBC Nevada

Switched Access Services - Tariff F.C.C No. 1 Section 6.2

Special Access Services – Tariff F.C.C No. 1 Section 7.1.2

SBC California

Switched Access Services – Tariff F.C.C No. 1 Section 6.2

Special Access Services – Tariff F.C.C No. 1 Section 7.2.

SBC Connecticut

Switched Access Services – Tariff F.C.C No. 6.1.2

Special Access Services - Tariff F.C.C No. 39 Section 7.12.1

SBC operating telephone companies in the states of Oklahoma, Missouri, Arkansas, Kansas and Texas

Switched Access Services – Tariff F.C.C No. 73 Section 6.2

Special Access Services - Tariff F.C.C No. 73 Section 7.3.1 & 20.1

5. SBC HOLIDAYS

Following is a list of recognized SBC holidays. Requests for service due dates are not honored on these holidays.

2005 HOLIDAY	**Midwest**	**West**	**East**	**Southwest**
New Years Day (observed)	12/31/04	12/31/04	12/31/04	12/31/04
President's Day	N/A	02/21/05	02/21/05	N/A
Good Friday	N/A	N/A	03/25/05	N/A
Memorial Day	05/30/05	05/30/05	05/30/05	05/30/05
Independence Day	07/04/05	07/04/05	07/04/05	07/04/05

Labor Day	09/05/05	09/05/05	09/05/05	09/05/05
Columbus Day	N/A	N/A	10/10/05	N/A
Thanksgiving Day	11/24/05	11/24/05	11/24/05	11/24/05
Day after Thanksgiving	11/25/05	11/25/05	11/25/05	11/25/05
Christmas Day (observed)	12/26/05	12/26/05	12/26/05	12/26/05
New Years Day (observed)	01/02/06	01/02/06	01/02/06	01/02/06

6. NEGOTIATED INTERVAL

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

- There is no standard interval for the service, or
- The quantity of Access Services ordered exceeds the quantities specified, or
- The customer requests a service date beyond the applicable standard interval service date.

SBC will offer a service date based on the type and quantity of SBC 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 Telephone Company offered service date.

7. FIRM ORDER CONFIRMATION

The Firm Order Confirmation (FOC) notification, and the information contained in Section 6, is for customers who place Switched Access or Special Access orders via the ASR process.

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

- Application Date (APP) - The APP day is considered day zero when calculating intervals.

- Design Layout Report Date (DLR) - The date 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.

  Note: DLRs are only provided on Switched Access and Special Access orders; they are not available on Private Line orders.

- Plant Test Date (PTD) - The date testing will be performed with the customer.

- Plant Test Date (PTD +1) – The date call through testing and request for AMA is requested. (Switched Access)

- Date Due (DD) - The date the access service requested by the service center will be provided.

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

FOC Intervals- New Install /Change Requests

SERVICE	***FOC INTERVAL***
Two-Point Metallic, Telegraph Grade and Direct Analog Service (including Design Dedicated Access Lines) (1-12 Circuits)	1 day
Two-Point Metallic, Telegraph Grade and Direct Analog Service (including Design Dedicated Access Lines) (13+ Circuits)	Negotiated
Non-Design Dedicated Access Lines (1-12 Circuits)	1 day
Non-Design Dedicated Access Lines (13+ Circuits)	Negotiated
Multi-Point Metallic, Telegraph Grade and Direct Analog Service (3-6 circuits)	1 day
Multi-Point Metallic, Telegraph Grade and Direct Analog Service (7+ circuits)	Negotiated
DS0 Services 2.3, 4.8, 9.6, 19.2 and 56, 64 KBPS (1-12 circuits)	1 day
DS0 Services 2.3, 4.8, 9.6, 19.2 and 56, 64 KBPS (13+ circuits)	Negotiated
ANALOG digital Service 2.3, 4.8, 9.6 and 56 KBPS (1-12 circuits)	1 day
ANALOG digital Service 2.3, 4.8, 9.6 and 56 KBPS (13+ circuits)	Negotiated
DS1 Services, 1-9 circuits 10+ circuits	1 day Negotiated
Fractional DS1 Services (1-4 circuits) 5+ circuits	1 day Negotiated
DS3 Services (2 circuits, span in place) 1+ circuits (no span in place)	3 days Negotiated

3+ circuits	Negotiated
Feature Group A (1-239 trunks) 240+ trunks	1 day Negotiated
Feature Group B, C, and D (1-239 trunks) 240+ trunks	5 days Negotiated

FOC Intervals- Disconnects

SERVICE	***FOC INTERVAL***
Special Access	1 day
Feature Group A	1 day
Feature Group B, C, D	3 days
Analog Access	1 day
Digital Access	1 day

Note: The FOC Intervals confirm the telephone company has received the Application and finds that initial factors appear to show that it can meet the request for service. This does not include the due date, which will be negotiated.

8. DISCONNECTS

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

Dedicated Access Lines in AIT 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. REGIONAL INSTALLATION INTERVALS

10. Midwest Region Special Access and Private Line

SERVICE	INTERVAL
A. Dedicated Analog (The intervals apply to the following services Metallic Service, Telegraph Grade Service, Direct Analog Service, Channel Services- Series 1000 through 9000, Local Area Data Channel, Dedicated Access Line Service, Video Service and Wideband Analog Service)	10 business days
B. Base Rate Service Two-Point 1-12 circuits Two Point 13+ circuits Multipoint 3-6 circuits Multipoint 7+ circuits	 10 business days Negotiated/Project 10 business days Negotiated/Project
C. DS1 Service 1-9 circuits (same location) 10+ circuits (same location) 1-24 circuits (multiple locations) 25+ circuits (multiple locations) 5+ circuits - Rearrange Activity	7 business days Negotiated/Project 7 business days Negotiated/Project Negotiated/Project
D. DS1 128, 256, 384, 512, 768 Kbps Services 1-4 circuits (same location) 5+ circuits (same location) 2+ circuits (multiple locations)	 7 business days Negotiated/Project Negotiated/Project
E. DS3 and Protect Path DS3 Services 2 circuits (same location, span in place) 3+ circuits (same location, span in place) 1+ circuits (same location, no span in place) 1-9 circuits (multiple locations, span in place) 10+ circuits (multiple locations, span in place, no span in place) 2+ circuits – Rearrange Activity	7 business days Negotiated/Project Negotiated/Project 7 business days Negotiated/Project Negotiated/Project
F. OC-3 and OC12 Services 1 circuit (span in place) 2+ circuits (span in place) 1+ circuits (no span in place) ***(The 7-day interval begins after the ICBPS process is completed)***	 7 business days Negotiated/Project Negotiated/Project

1) OC-48 and OC-192 Services 1+ circuits (span in place, no span in place)	90 business days
2) SONET Xpress 1+ circuits	90 business days
3) Dedicated Access Line (WATS DAL) (*see note below)	
Non-Designed, Same Central Office	
1-13 Lines	10 business days
14+ Lines	Negotiated/Project
Intercept/Referral	7 business days
Designed	
1-12 Lines	12 business days
13+ Lines	Negotiated/Project
Intercept/Referral	7 business days
4) Disconnects (All Services)	
1-24 circuits	7 business days
25+ circuits	Negotiated/Project
5) Inside Moves (All Services)	Same as new service

***Note/Letter G:** 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.

Midwest Region Switched Access

SERVICE	INTERVAL
A. Voice Grade Entrance Facility	
1-12 circuits	10 business days
13+ circuits	Negotiated/Project
B. LT-1 Entrance Facility	
1-4 circuits	7 business days
5+ circuits	Negotiated/Project
C. Feature Group A	
1-6 Lines	8 business days
7-12 Lines	10 business days
13+ Lines	Negotiated/Project
Intercept/Referral	7 business days

D. Feature Group B, C, D **Analog** New Activity 240+ trunks	Negotiated/Project
Rearrange Activity 120+ trunks	Negotiated/Project
E. Digital Feature Group D- New Existing SS7, 64ccc, or MF to SS7 Conversions New Activity 240+ trunks	Negotiated/Project
Rearrange Activity 120+ trunks	Negotiated/Project
F. SS7 Links New IntraState	20 business days
New InterState	25 business days
Translations only (existing Links)	15 business days
Disconnect	7 business days
G. New Trunk Groups to Tandem	Negotiated/Project
H. 500 and 900 NXX Access Codes 1-4 NXX Codes	20 business days
5-9 NXX Codes	30 business days
10+ NXX Codes	Negotiated/Project
I. Inside Moves (All Services)	Same as New Service
J. Disconnect **Feature Group A** 1-24 Lines	7 business days
25+ Lines	Negotiated/Project
Feature Group B,C,D 1-48 Trunks	10 business days
49+ Trunks	Negotiated/Project
K. CIC CODES	
Open a CIC code region wide	30 business days
Open a CIC code statewide	30 business days
Open a CIC code for an entire LATA	30 business days

1 to 5 CIC codes being opened by an individual carrier	30 business days
6 or more CIC codes opened by a carrier	Negotiated due date

***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 inter-exchange carrier 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

11. West Region (NV) Special Access and Private Line

SERVICE	INTERVAL
A. Dedicated Analog (The intervals apply to the following services Voice Grade Service, WATS Access Line Service and Video Service.)	10 business days
B. Digital Data Service Two-Point 1-12 circuits Two Point 13+ circuits Multipoint 3-6 circuits Multipoint 7+ circuits	 10 business days Negotiated/Project 10 business days Negotiated/Project
C. High Capacity DS1 Service 1-9 circuits (same location) 10+ circuits (same location) 1-24 circuits (multiple locations) 25+ circuits (multiple locations) 5+ circuits - Rearrange Activity ***(The 7-day interval beings after a facility check is completed)***	7 business days Negotiated/Project 7 business days Negotiated/Project Negotiated/Project
D. DS1 128, 256, 384, 512, 768 Kbps Services 1-4 circuits (same location) 5+ circuits (same location) 2+ circuits (multiple locations)	 7 business days Negotiated/Project Negotiated/Project

E. DS3 High Capacity Service 2 circuits (same location, span in place)	7 business days
3+ circuits (same location, span in place)	Negotiated/Project
1+ circuits (same location, no span in place)	Negotiated/Project
1-9 circuits (multiple locations, span in place)	7 business days
10+ circuits (multiple locations, span in place, no span in place)	Negotiated/Project
2+ circuits – Rearrange Activity	Negotiated/Project
F. OC-3 and OC-12 Services	
1 circuit (span in place, ICBPS process completed)	7 business days
2+ circuits (span in place)	Negotiated/Project
1+ circuits (no span in place)	Negotiated/Project
G. OC-48 and OC-192 Services 1+ circuits (span in place, no span in place)	90 business days
H. OC-192 DSRS Services	Negotiated/Project
I. SONET Circuit Service	Negotiated/Project
J. SONET Ring	Negotiated/Project
K. Inside Moves (All Services)	Same as New Service
L. Disconnects (All Services)	
1-24 circuits	7 business days
25+ circuits	Negotiated/Project

West Region (NV) Switched Access

SERVICE	INTERVAL
A. Voice Grade Entrance Facility	
1-12 circuits	10 business days
13+ circuits	Negotiated/Project
B. High Capacity DS1 Entrance Facility	
1-4 circuits	7 business days
(A standard interval begins after a facility check is completed.)	
5+ circuits	Negotiated/Project
C. Feature Group A, B,C,D (Establish or Augment Analog), Digital Trunks (Establish or Augment).	
New Activity 240+ trunks	Negotiated/Project

Rearrange Activity 120+ trunks	Negotiated/Project
D. 500 and 900 NXX Access Codes 1-4 NXX Codes	20 business days
5-9 NXX Codes	30 business days
10+ NXX Codes	Negotiated/Project
E. Inside Moves Feature Group B,C,D	Same as new service
F. Disconnect Feature Group A 1+ Lines	5 business days
Disconnect Feature Group B, C,D 1+ Trunks	10 business days
G. CIC CODES	
Open a CIC code region wide	30 business days
Open a CIC code statewide	30 business days
Open a CIC code for an entire LATA	30 business days
1 to 5 CIC codes being opened by an individual carrier	30 business days
6 or more CIC codes opened by a carrier	Negotiated due date

12. West Region (CA) Special Access and Private Line

SERVICE	INTERVAL
A. Dedicated Analog (The intervals apply to the following services Metallic Service, Telegraph Grade Service, Voice Grade Service, WATS Access Line Service, Video Service and Wideband Analog Service)	10 business days
B 1 N	

10 business days

Negotiated/Project

C. Fiber Advantage DS1 & High Capacity 1.544 Services	
1-9 circuits (same location)	7 business days
10+ circuits (same location)	Negotiated/Project
1-24 circuits (multiple locations)	7 business days
25+ circuits (multiple locations)	Negotiated/Project
5+ circuits - Rearrange Activity	Negotiated/Project
D. Fractional DS1 128, 256, 384, 512, 768 Kbps Services	
1-4 circuits (same location)	7 business days
5+ circuits (same location)	Negotiated/Project
2+ circuits (multiple locations)	Negotiated/Project
E. Fiber Advantage DS3 Service 2 circuits (same location, span in place)	7 business days
3+ circuits (same location, span in place)	Negotiated/Project
1+ circuits (same location, no span in place)	Negotiated/Project
1-9 circuits (multiple locations, span in place)	7 business days
10+ circuits (multiple locations, span in place, no span in place)	Negotiated/Project
2+ circuits – Rearrange Activity	Negotiated/Project
F. OC-3 and OC-12 Services	
1 circuit (span in place)	7 business days
2+ circuits (span in place)	Negotiated/Project
1+ circuits (no span in place)	Negotiated/Project
G. OC-48 and OC-192 Services 1+ circuits (span in place, no span in place)	90 business days
H. OC-192 DSRS	Negotiated/Project
I. SONET Circuit Service	Negotiated/Project
J. SONET Ring	Negotiated/Project
K. Inside Moves (All Services)	Same as new service
L. Disconnects (All Services)	
1-24 circuits	7 business days
25+ circuits	Negotiated/Project

West Region (CA) Switched Access

SERVICE	INTERVAL
A. Voice Grade Entrance Facility	
1-12 circuits	10 business days
13+ circuits	Negotiated/Project
B. Fiber Advantage DS1 Entrance Facility	
1-4 circuits	7 business days
5+ circuits	Negotiated/Project
C. Feature Group A, B, C, D (Establish or Augment Analog), Digital Trunk Groups (Establish or Augment only)	
New Activity - 240 + trunks	Negotiated/Project
Rearrange Activity - 120+ trunks	Negotiated/Project
D. 500 and 900 NXX Access Codes	
1-4 NXX Codes	20 business days
5-9 NXX Codes	30 business days
10+ NXX Codes	Negotiated/Project
E. Inside Moves Feature Group B, C, D	Same as new service
F. Disconnect Feature Group A	
1+ Lines	5 business days
Disconnect Feature Group B, C, D	
1+ Trunks	10 business days
G. CIC CODES	
Open a CIC code region wide	30 business days
Open a CIC code statewide	30 business days
Open a CIC code for an entire LATA	30 business days
1 to 5 CIC codes being opened by an individual carrier	30 business days
6 or more CIC codes opened by a carrier	Negotiated due date

13. East Region (CT) Special Access and Private Line

SERVICE	INTERVAL
A. Dedicated Analog (The intervals apply to the following services Voice Grade Service, WATS Access Line Service and Video Service)	10 business days
B. Digital Data Service	
Two-Point 1-12 circuits	10 business days
Two Point 13+ circuits	Negotiated/Project
Multipoint 3-6 circuits	10 business days
Multipoint 7+ circuits	Negotiated/Project
C. High Capacity DS1 Service 1-9 circuits (same location)	7 business days
10+ circuits (same location)	Negotiated/Project
1-24 circuits (multiple locations)	7 business days
25+ circuits (multiple locations)	Negotiated/Project
5+ circuits - Rearrange Activity	Negotiated/Project
(The 7-day interval beings after a facility check is completed)	
D. Fractional DS1 128, 256, 384, 512, 768 Kbps Services	
1-4 circuits (same location)	7 business days
5+ circuits (same location)	Negotiated/Project
2+ circuits (multiple locations)	Negotiated/Project
E. DS3 High Capacity Service 2 circuits (same location, span in place)	7 business days
3+ circuits (same location, span in place)	Negotiated/Project
1+ circuits (same location, no span in place)	Negotiated/Project
1-9 circuits (multiple locations, span in place)	7 business days
10+ circuits (multiple locations, span in place, no span in place)	Negotiated/Project
2+ circuits – Rearrange Activity	Negotiated/Project
F. OC-3 and OC-12 Services	
1 circuit (span in place)	7 business days
2+ circuits (span in place)	Negotiated/Project
1+ circuits (no span in place)	Negotiated/Project
G. OC-48 and OC-192 Services 1+ circuits (span in place, no span in place)	90 business days
C. SONET SNET Network Services	Negotiated/Project
D. Inside Moves (All Services)	Same as new

	service
E. Disconnects (All Services) 1-24 circuits 25+ circuits	 7 business days Negotiated/Project

East Region (CT) Switched Access Services

SERVICE	INTERVAL
A. Voice Grade Entrance Facility 1-12 circuits	 9 business days
13+ circuits	Negotiated/Project
B. High Capacity DS1 Entrance Facility 1-4 circuits **(A standard interval begins after a facility check is completed.)**	 7 business days
5+ circuits	Negotiated/Project
C. Feature Group A, B, D and Digital New Activity - 240+ trunks	 Negotiated/Project
Rearrange - 120+ trunks	Negotiated/Project
D. 500 and 900 NXX Access Codes 1-4 NXX Codes	 20 business days
5-9 NXX Codes	30 business days
10+ NXX Codes	Negotiated/Project
E. Inside Moves Feature A **Loop or Design Change**	 Same as new service
No Loop or Design Change 1-4 Lines	 5 business days
5+ Lines	Negotiated/Project
Inside Moves Feature Group B, D 1-25 Trunks	 12 business days
26+ Trunks	Negotiated/Project
F. Disconnects Feature Group B, D	Negotiated/Project

G. All Other Services	Negotiated
H. CIC Codes	
Open a CIC code region wide	30 business days
Open a CIC code statewide	30 business days
Open a CIC code for an entire LATA	30 business days
1 to 5 CIC codes being opened by an individual carrier	30 business days
6 or more CIC codes opened by a carrier	Negotiated due date

14. Southwest Region Special Access and Private Line

SERVICE	INTERVAL
A. Dedicated Analog (The intervals apply to the following services Metallic Service, Telegraph Grade Service, Voice Grade Service, WATS Access Line Service and Video Service, Channel Services Series 100 through 600, Local Area Data Channel, DovLink Services)	10 business days
B. DS0 Digital (MegaLink Data Service, MegaLink Digital Service, MegaLink II)	
Two-Point 1-12 circuits	10 business days
Two Point 13+ circuits	Negotiated/Project
Multipoint 3-6 circuits	10 business days
Multipoint 7+ circuits	Negotiated/Project
C. DS1 (MegaLink 1.5; MegaLink III; High Capacity 1.544 Mbps)	
1-9 circuits (same location)	5 business days
10+ circuits (same location)	Negotiated/Project
1-24 circuits (multiple locations)	5 business days
25+ circuits (multiple locations)	Negotiated/Project
5+ circuits - Rearrange Activity	Negotiated/Project

D. DS3 (MegaLink Custom Services) 2 circuits (same location, span in place) 3+ circuits (same location, span in place) 1+ circuits (same location, no span in place) 1-9 circuits (multiple locations, span in place) 10+ circuits (multiple locations, span in place, no span in place) 2+ circuits – Rearrange Activity	7 business days Negotiated/Project Negotiated/Project 7 business days Negotiated/Project Negotiated/Project
E. OC-3 and OC12 Services 1 circuit (span in place) 2+ circuits (span in place) 1+ circuits (no span in place) ***(The 7-day interval begins after the ICBPS process is completed)***	 7 business days Negotiated/Project Negotiated/Project
F. OC-48 and OC-192 Services 1+ circuits (span in place, no span in place)	90 business days
C. STN Services	Negotiated/Project
D. ReliaNet Services	Negotiated/Project
E. Inside Moves (All Services)	Same as new service
F. Disconnects (All Services) 1-24 circuits 25+ circuits	 7 business days Negotiated/Project

Southwest Region Switched Access

SERVICE	INTERVAL
A. Voice Grade Entrance Facility 1-12 circuits	 10 business days
13+ circuits	Negotiated/Project
B. LT-1 Entrance Facility 1-4 circuits	 5 business days
5+ circuits	Negotiated/Project
C. Trunk orders New Activity – 240 + trunks	 Negotiated/Project
Rearrange Activity – 120 + circuits	Negotiated/Project

D. 500 and 900 NXX Access Codes 1-4 NXX Codes	20 business days
5-9 NXX Codes	30 business days
10+ NXX Codes	Negotiated/Project
E. Inside Moves	Negotiated/Project
F. Disconnect Feature Group A, B, D	Negotiated/Project
G. CIC Codes	
Open a CIC code region wide	30 business days
Open a CIC code statewide	30 business days
Open a CIC code for an entire LATA	30 business days
1 to 5 CIC codes being opened by an individual carrier	30 business days
6 or more CIC codes opened by a carrier	Negotiated due date