



ATTACHMENT 15 - COORDINATED HOT CUT



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1.0 Introduction

- 1.1 This Attachment sets forth terms and conditions for Coordinated Hot Cut (CHC) provided by AT&T-13STATE and for Order Coordination (OC) and Order Coordination-Time Specific (OC-TS) provided by AT&T SOUTHEAST REGION 9-STATE.

2.0 Definitions

- 2.1 “Conversion of Service” means the matching of the disconnect of one Telecommunications product or service with the installation of another Telecommunications product or service.
- 2.2 “Designated Installation” means an installation of service occurring at a specific time of day as specified.

3.0 CHC and OC (CHC/OC) Service Description

- 3.1 CHC/OC is an optional manual service offering that permits CLEC to request a Designated Installation and/or Conversion of Service during or after normal business hours.
- 3.2 CHC/OC allows the Parties to coordinate the installation of the SL2 Loops (AT&T SOUTHEAST REGION 9-STATE), Unbundled Digital Loops and other Loops where CHC/OC may be purchased as an option, to CLEC’s facilities in order to limit the time an End User may be without service. CHC/OC is available when the Loop is provisioned over an existing circuit that is currently providing service to the End User. CHC/OC for physical conversions will be scheduled at AT&T-22STATE’s discretion during normal working hours on the committed due date.
- 3.3 CLEC will initiate the beginning of a CHC/OC by contacting the appropriate coordination center. This special request enables CLEC to schedule and coordinate particular provisioning requirements with AT&T-22STATE.
- 3.4 AT&T-22STATE may limit the number of service orders that can be coordinated based on workload and resources available. AT&T-22STATE shall approve the CHC/OC request on a non-discriminatory basis, by requesting carrier, and on a first come first served basis.
- 3.5 AT&T-22STATE reserves the right to suspend the availability of CHC/OC service during unanticipated heavy workload/activity periods. Heavy workload includes any unanticipated volume of work that impacts AT&T-22STATE’s ability to provide its baseline service. Where time permits, AT&T-22STATE will make every effort to notify CLEC when such unanticipated activities occur.

4.0 CHC/OC Pricing

- 4.1 CHC/OC is a time sensitive labor operation. Total charges are determined by a number of factors including the volume of lines, day of the week, and the time of day requested for the coordinated cut.
- 4.2 When CLEC orders CHC/OC service, AT&T-22STATE shall charge and CLEC agrees to pay for CHC/OC service at the “additional labor” or “Time and Material” rates set forth in the Pricing Schedule.
- 4.3 In the event AT&T-22STATE fails to meet a CHC/OC service commitment for reasons within the control of AT&T-22STATE, AT&T-22STATE will not charge CLEC a CHC/OC service charge. However, in the event AT&T-22STATE misses a CHC/OC service commitment due to reasons outside of AT&T-22STATE’s control, including but not limited to actions of CLEC, its agent or End User, the CHC/OC service charge will still apply. For example, if CLEC requests any change to an order with CHC/OC service including, but not limited to, no access to the CLEC’s End User’s premises, or CLEC/End User not ready to proceed with the order, the CHC/OC service charge will apply and AT&T-22STATE will not be obligated to ensure a CHC/OC for that order.

5.0 Order Coordination-Time Specific (OC-TS) AT&T SOUTHEAST REGION 9-STATE Only

- 5.1 OC-TS is a chargeable option for all Loops except Unbundled Copper Loops (UCL) and is billed in addition to the OC charge. CLEC may specify a time between 9:00 a.m. and 4:00 p.m. (local time) Monday through Friday, excluding AT&T SOUTHEAST REGION 9-STATE’s holidays. If CLEC specifies a time outside this window, or selects a time or quantity of loops that requires AT&T SOUTHEAST REGION 9-STATE technicians to work outside normal work hours, overtime charges will apply in addition to the OC and OC-TS charges. Overtime charges will be applied



based on the amount of overtime worked and in accordance with the rates set forth in the Pricing Schedule. The OC-TS charges for an order due on the same day at the same location will be applied on a per LSR basis.