

EXHIBIT C SERVICE INTERVAL TABLES*

1.0 Unbundled Loops, Line Sharing and Line Splitting Service Interval Table:

- (a) Established Service Intervals 2/4 Wire Analog (Voice Grade), 2-Wire Analog Distribution Loop:

| | | |
|----|-------------|-----------------|
| a) | 1-8 lines | 5 Business days |
| b) | 9-16 lines | 6 Business days |
| c) | 17-24 lines | 7 Business days |
| d) | 25 or more | ICB |

- (b) Established Service Intervals for 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, [DS1 Capable Loops](#),¹ and ADSL Compatible Loops that do not require conditioning:

| | | |
|----|-------------|-----------------|
| a) | 1-8 lines | 5 Business days |
| b) | 9-16 lines | 6 Business days |
| c) | 17-24 lines | 7 Business days |
| d) | 25 or more | ICB |

- (c) Established Service Intervals for xDSL-I/ BRI ISDN Capable Loops that do not require conditioning:

| | | |
|----|-------------|-----------------|
| a) | 1-8 lines | 5 Business days |
| b) | 9-16 lines | 6 Business days |
| c) | 17-24 lines | 7 Business days |

- (d) Established Service Intervals for existing ~~DS-1 Capable Loops~~, DS1 Capable Feeder Loop:

| | | |
|----|--------------|-----------------|
| a) | 1 – 24 lines | 9 Business days |
| b) | 25 or More | ICB |

- (e) Established Service Intervals for existing DS3 Capable Loops:

| | | |
|----|-----------|-----------------|
| a) | 1-3 lines | 7 Business days |
| b) | 4 or more | ICB |

- (f) Established Service Intervals for Line Sharing and Line Splitting that do not require conditioning:

| | | |
|----|------------|-----------------|
| a) | 1-24 lines | 3 Business days |
| d) | 25 or More | ICB |

¹ [Reflects the intervals outlined on p. 30 of the 20th Supplemental Order in docket UT-003022 and UT-003040.](#)

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- (g) Conditioned Loops for 2/4 Wire Non-Loaded Loops, ADSL Compatible, Basic Rate ISDN Capable, xDSL-I Capable Loops, Line Sharing and Line Splitting:

| | | |
|----|-----------|------------------|
| a) | 1-8 lines | 15 Business days |
| b) | 9 or more | ICB |

- (h) Established Repair Intervals for Basic 2-wire Analog Loops, Line Sharing, Line Splitting, and Shared Distribution Loop:

| |
|--------------|
| 24 Hours OSS |
| 48 Hours AS |

- (i) Established Repair Intervals for 4-wire Analog Loops, 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, and ADSL Compatible Loops, xDSL-I Capable Loops, DS1 Capable Loops, DS3 Capable Loops, and Ocn Capable Loops:

| |
|---------|
| 4 Hours |
|---------|

- (j) Quick Loop

| | | |
|----|------------------|-------------------------|
| a) | 1 to 8 Lines | Three (3) Business Days |
| b) | 9 to 16 Lines | Three (3) Business Days |
| c) | 17 to 24 Lines | Three (3) Business Days |
| d) | 25 or more Lines | ICB |

- (k) OCn Loop

| | |
|-----------------|-----|
| 1 or more Lines | ICB |
|-----------------|-----|

- (l) Shared Distribution Loop

| | |
|-----------------|------------------------|
| 1 or more Lines | Five (5) Business Days |
|-----------------|------------------------|

**EXHIBIT C
SERVICE INTERVAL TABLES***

2.0 Unbundled Dedicated Interoffice Transport (UDIT) Service Interval Table:

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|--------------------------------------------|-------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------|
| UDIT, EUDIT,² UCCRE | | | |
| DS0 | 1 to 8 | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 4 hrs. High Density 4 hrs. Low Density |
| | 9 to 16 | High Density: Six (6) Business Days Low Density: Seven (7) Business Days | 4 hrs. High Density 4 hrs. Low Density |
| | 17 to 24 | High Density: Seven (7) Business Days Low Density: Eight (8) Business Days | 4 hrs. High Density 4 hrs. Low Density |
| | 25 or more | ICB | ICB |
| DS1 | 1 to 8 | High Density: Five (5) Business Days Low Density: Eight (8) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 9 to 16 | High Density: Six (6) Business Days Low Density: Nine (9) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 17 to 24 | High Density: Seven (7) Business Days Low Density: Ten (10) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 25 or more | ICB | 4 hrs |
| DS3 | 1 to 3 Circuits | High Density: Seven (7) Business Days Low Density: Nine (9) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 4 or more Circuits | ICB | 4 hrs |
| OC3 and Higher | 1 or more Circuits | ICB | 4 hrs |
| UDIT AND EUDIT³ Facility | Single Band Width | UDIT Interval + 3 days | |

² [Twenty-Fourth Supplemental Order \(Issue WA-TR-2\) pages 10-11, paras 38, 40.](#)

³ [Id.](#)

**EXHIBIT C
SERVICE INTERVAL TABLES***

3.0 Unbundled Local Switching Service Interval Table:

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Unbundled Switching | | | |
| Unbundled Switching – Line Side Analog With Line Class Code (LCC) already supported in requested switch. | 1 to 8 | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 9 to 16 | High Density: Six (6) Business Days Low Density: Seven (7) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 17 to 24 | High Density: Seven (7) Business Days Low Density: Eight (8) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 25 or more | ICB | 24 hrs. |
| | Unbundled Switching – Line Side Analog – Existing – Vertical Feature(s) (Features change without inward line activity and not impacting the design of the circuit.) | 1 to 19 | Two (2) Business Days |
| | 20 to 39 | Four (4) Business Days | 24 hrs. OOS 48 hrs. AS |
| | 40 or more | ICB | 24 hrs. OOS 48 hrs. AS |
| Unbundled Switching – Line Side Analog New Line Class Code (LCC) ordered through customized routing | | ICB | 24 hrs. |
| Unbundled Switching – BRI-ISDN Line-side Port. With a U S WEST standard configuration and Line Class Code (LCC) already supported in the requested switch | 1 to 3 Lines | High Density: Seven (7) Business Days Low Density: ICB | 24 hrs. High Density 24 hrs. Low Density |
| | 4 or more | ICB | 24 hrs. |
| | Unbundled Switching – BRI-ISDN Line-side Port. With non-standard configuration and Line Class Code (LCC) already supported in the requested switch | 1 to 3 Lines | High Density: Seventeen (17) Business Days (includes 10 days for complex translations.) Low Density: ICB |
| | 4 or more | ICB | 24 hrs. |
| Unbundled Switching – BRI-ISDN Line-side Port. Non supported Line Class Code (LCC) ordered through Customized Routing | | ICB | 24 hrs. |

**EXHIBIT C
SERVICE INTERVAL TABLES***

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------|-------------------------------------------------|
| Unbundled Switching – DS1 Trunk Port | 1 to 8 Ports | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 9 to 16 Ports | High Density: Six (6) Business Days Low Density: Seven (7) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 17 to 24 Ports | High Density: Seven (7) Business Days Low Density: Eight (8) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 25 or more Ports | ICB | 24 hrs. |
| Unbundled Switching – Message Trunk Groups <ul style="list-style-type: none"> • Translation questionnaire required • Routing to trunks is ordered separately as Customized Routing • DS1 trunk port & UDIT in place. | High Density | Seven (7) Business Days | 24 hrs. |
| | 1 to 24 | | |
| | 25 to 48 | Eight (8) Business Days | 24 hrs. |
| | 49 to 72 | Ten (10) Business Days | 24 hrs. |
| | 73 to 96 | Twelve (12) Business Days | 24 hrs. |
| | 97 to 120 | Fourteen (14) Business Days | 24 hrs. |
| | 121 to 144 | Fifteen (15) Business Days | 24 hrs. |
| | 145 to 168 | Sixteen (16) Business Days | 24 hrs. |
| | 169 to 240 | Eighteen (18) Business Days | 24 hrs. |
| | 241 or more | ICB | 24 hrs. |
| | Low Density | Eighteen (18) Business Days | 24 hrs. |
| | 1 to 24 | | |
| | 25 to 72 | Nineteen (19) Business Days | 24 hrs. |
| | 73 to 120 | Twenty (20) Business Days | 24 hrs. |
| 121 or more | ICB | 24 hrs. | |
| Unbundled Switching – Two Way and DID Equivalent Group (add/change/increase) DS1 trunk port in place | 1 to 8 Trunks | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 9 to 16 Trunks | High Density: Six (6) Business Days Low Density: Seven (7) Business Days | 24 hrs. High Density 24 hrs. Low Density |

**EXHIBIT C
SERVICE INTERVAL TABLES***

| | | | |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------------------------------------|
| | 17 to 24 Trunks | High Density: Seven (7) Business Days Low Density: Eight (8) Business Days | 24 hrs. High Density 24 hrs. Low Density |
| | 25 or more Trunks | ICB | 24 hrs. |
| Unbundled Switching – PRI-ISDN Capable Trunk-Side DS1 Trunk port in place | 1 to 8 | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 4 hrs. High Density 4 hrs. Low Density |
| | 9 to 16 | High Density: Six (6) Business Days Low Density: Seven (7) Business Days | 4 hrs. High Density 4 hrs. Low Density |
| | 17 to 24 | High Density: Seven (7) Business Days Low Density: Eight (8) Business Days | 4 hrs. High Density 4 hrs. Low Density |
| | 25 or more | ICB | 4 hrs. |
| Unbundled Packet Switching | <ul style="list-style-type: none"> • Design changes – 8 Business days • Non-design changes – 5 Business days • Service changes – 5 Business days | New service request – 10 Business days | 24 hrs |

**EXHIBIT C
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4.0 Unbundled Dark Fiber Interval Table:

| Product | Activity/ Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---------------------------------------------------------------------|-------------------------------|-----------------------------|---------------------------|------------------------------------|------------------------------|
| Dark Fiber | | | | | |
| Initial Records Inquiry (IRI) (simple & complex) | | | N/A | Ten (10) Business Days | N/A |
| Field Verification And Quote Preparation (FVOP) | | | N/A | Twenty (20) Business Days | N/A |
| Provisioning (non- FVOP requests) | | | N/A | Twenty (20) Business Days | |
| OC3 and Higher | | | N/A | ICB | |

**EXHIBIT C
SERVICE INTERVAL TABLES***

5.0 Unbundled Network Elements Platform (UNE-P) Service Interval Table:

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| UNE-P POTS 'New'-Soft Dial Tone (SDT) [Where available] Facility Check indicates "AVAILABLE (SDT)" and DISPATCH "NO" | | Two (2) Business Days (regardless of the time of day the request is received) | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'-Residence Flow Through, Fully Electronic (N, T Orders) Facility Check indicates "AVAILABLE" and DISPATCH "NO" | 1 to 39 Lines | Three (3) Business Days | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'-Business Flow Through, Fully Electronic (N, T Orders) Facility Check indicates "AVAILABLE" and DISPATCH "NO" | 1 to 19 Lines | Three (3) Business Days | 24 hrs OOS 48 hrs AS |
| | 20-39 Lines | Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler. | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'-Residence Simple CO Features, or Number Changes without inward line activity, or Hunting changes without inward line activity | 1 to 39 Lines | Three (3) Business Days | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'-Business Simple CO Features, or Number Changes without inward line activity, or Hunting changes without inward line activity | 1 to 19 Lines | Three (3) Business Days | 24 hrs OOS 48 hrs AS |
| | 20-39 Lines | Four (4) Business Days | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'-Suspend/Restore | Customers with service placed on "vacation" | Next Business Day | 24 hrs OOS 48 hrs AS |
| | Treatment for Non-payment issues | Same Business Day as payment receipt validated | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'-Residence New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES" | 1 to 39 Lines | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is 3 (Three) Business Days. | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |

**EXHIBIT C
SERVICE INTERVAL TABLES***

| | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| UNE-P POTS 'New'-Business New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES" | 1 to 19 Lines | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is 3 (Three) Business Days. | 24 hrs OOS 48 hrs AS |
| | 20-39 Lines | Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler. | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P POTS 'New'- <ul style="list-style-type: none"> ▪ Directory Listings Changes (R Orders) ▪ Voice Mail | 1-10 Listings | Two (2) Business Days | |
| | 11 to 20 Listings | Five (5) Business Days | |
| | 21-50 Listings | Ten (10) Business Days | |
| | 51-100 Listings | Thirty (30) Business Days | |
| | Over 100 Listings | Sixty (60) Business Days | |
| | Add Voice Mail to POTS line | Three (3) Business Days | |
| Conversions to UNE-P POTS- POTS Residence to UNE-P - Conversion as Specified - Simple CO Features | 1 to 39 Lines | Three (3) Business days | 24 hrs OOS 48 hrs AS |
| | 40 or more lines | ICB | 24 hrs OOS 48 hrs AS |
| Conversions to UNE-P POTS- UNE-P to UNE-P POTS Residence - Conversion as Is | 1 to 39 Lines | Same Business Day if received before 12:00 p.m., or, Next Business Day if received later than 12:00 p.m. | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| Conversions to UNE-P POTS- POTS Business to UNE-P - Conversion As Specified - Simple CO Features | 1 to 19 Lines | Three (3) Business days | 24 hrs OOS 48 hrs AS |
| | 20 to 39 Lines | Four (4) Business Days | 24 hrs OOS 48 hrs AS |
| | 40 or more Line | ICB | 24 hrs OOS 48 hrs AS |
| Conversions to UNE-P POTS- UNE-P to UNE-P POTS Business - Conversion As Is | 1 to 39 Lines | Same Business Day if received before 12:00 p.m., or, Next Business Day if received later than 12:00 p.m. | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P Line Splitting – UNE-P POTS to UNE-P POTS with Line Splitting - Conversion As Specified | 1 to 8 Lines | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 24 hrs OOS 48 hrs AS |

**EXHIBIT C
SERVICE INTERVAL TABLES***

| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------|-------------------------|
| | 9 to 16 Lines | High Density: Six (6) Business days Low Density: (9) Business Days | 24 hrs OOS 48 hrs AS |
| | 17 to 24 Lines | High Density: (7) Business Days | 24 hrs OOS 48 hrs AS |
| | 25-39 Lines | ICB | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines or if Conditioning is required | ICB High Density: Five (5) Business Days | 24 hrs OOS 48 hrs AS |
| UNE-P Line Splitting – POTS Residence or POTS Business with Line Sharing to UNE-P POTS with Line Splitting - Conversion as Specified | 1 to 8 Lines | High Density: Six (5) Business days Low Density: Six (6) Business Days | 24 hrs OOS 48 hrs AS |
| | 9 to 16 Lines | High Density: Six (6) Business days Low Density: Nine (9) Business Days | 24 hrs OOS 48 hrs AS |
| | 17 to 24 Lines | High Density: Seven (7) Business Days Low Density: Ten (10) Business Days | 24 hrs OOS 48 hrs AS |
| | 25-39 Lines | ICB | 24 hrs OOS 48 hrs AS |
| | 40 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P PBX ‘New’- | 1 to 8 Trunks | Five (5) Business Days | 4 hrs |
| | 9 to 16 Trunks | Six (6) Business Days | 4 hrs |
| | 17 to 24 Trunks | Seven (7) Business Days | 4 hrs |
| | 25 or more Trunks | ICB | 4 hrs |
| Conversions to UNE-P PBX – Conversion As Specified or Conversion As Is | 1 to 8 Trunks | Five (5) Business Days | 4 hrs |
| | 9 to 16 Trunks | Six (6) Business Days | 4 hrs |
| | 17 to 24 Trunks | Seven (7) Business Days | 4 hrs |
| | 25 or more Trunks | ICB | 4 hrs |
| UNE-P DSS ‘New’- T1 Facility | 1 to 3 | Nine (9) Business Days | 4 hrs |
| | 4 or more | ICB | 4 hrs |
| UNE-P DSS ‘New’- Trunks | 1 to 3 Lines | Twelve (12) Business Days | 4 hrs |
| | 4 to 6 Lines | Sixteen (16) Business Days | 4 hrs |
| | 7 to 9 Lines | Twenty (20) Business Days | 4 hrs |

**EXHIBIT C
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| | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------|--------|
| | 10 to 12 Lines | Twenty four (24) Business Days | 4 hrs |
| | 13 or more Lines | ICB | 4 hrs |
| Conversions to UNE-P DSS-T1 Facility | 1 to 3 | Nine (9) Business Days | 4 hrs |
| | 4 or more | ICB | 4 hrs |
| Conversions to UNE-P DSS-Trunks | 4 to 6 Lines | Sixteen (16) Business Days | 4 hrs |
| | 7 to 9 Lines | Twenty (20) Business Days | 4 hrs |
| | 10 to 12 Lines | Twenty four (24) Business Days | 4 hrs |
| | 13 or more Lines | ICB | 4 hrs |
| UNE-P ISDN BRI 'New'- New Installs, Address Changes, Change to add Loop (N2Q) | 1 to 10 Lines | Thirteen (13) Business Days | 24 hrs |
| | 11 or more Lines | ICB | 24 hrs |
| UNE-P ISDN BRI 'New'- Add or Change Feature(s), Add Primary Directory Number (PDN) to established Loop (N2Q), Add Call Appearance | 1 to 10 Lines | Three (3) Business Days | 24 hrs |
| | 11 or more Lines | ICB | 24 hrs |
| Conversion to UNE-P ISDN BRI- Conversion As Is | 1 to 10 Lines | Three (3) Business Days | 24 hrs |
| | 11 or more Lines | ICB | 24 hrs |
| Conversion to UNE-P ISDN BRI- Conversion As Specified | 1 to 10 Lines | Three (3) Business Days if a Loop is not involved (or) Thirteen (13) Business Days if a Loop is added or changed | 24 hrs |
| | 11 or more Lines | ICB | 24 hrs |
| UNE-P ISDN PRI 'New'- T1 Facility | 1 to 3 | Nine (9) Business Days | 4 hrs |
| | 4 or more | ICB | 4 hrs |
| UNE-P ISDN PRI 'New'- Trunks | 1 to 3 Lines | Twelve (12) Business Days | 4 hrs |
| | 4 to 6 Lines | Sixteen (16) Business Days | 4 hrs |
| | 7 to 9 Lines | Twenty (20) Business Days | 4 hrs |
| | 10 to 12 Lines | Twenty four (24) Business Days | 4 hrs |
| | 13 or more Lines | ICB | 4 hrs |
| Conversion to UNE-P ISDN PRI- T1 Facility | 1 to 3 | Nine (9) Business Days | 4 hrs |
| | 4 or more | ICB | 4 hrs |
| Conversion to UNE-P ISDN PRI- Trunks | 1 to 3 Lines | Twelve (12) Business Days | 4 hrs |
| | 4 to 6 Lines | Sixteen (16) Business Days | 4 hrs |
| | 7 to 9 Lines | Twenty (20) Business Days | 4 hrs |

**EXHIBIT C
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| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------|
| | 10 to 12 Lines | Twenty four (24) Business Days | 4 hrs |
| | 13 or more Lines | ICB | 4 hrs |
| UNE-P Centrex 21 - Non Designed- Conversions as Specified | 1 to 10 Lines | Five (5) Business Days | 24 hrs OOS 48 hrs AS |
| | 11 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P Centrex 21 - Non Designed- New Installations | 1 to 10 Lines [Facility check indicates "Available Dispatch Required" and Dispatch "Yes".] | Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler. | 24 hrs OOS 48 hrs AS |
| | 11 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Establish Common Block | 1 to 10 Lines - No Optional Features | Twenty (20) Business Days | 24 hrs OOS 48 hrs AS |
| | 1 to 10 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.) | ICB | 24 hrs OOS 48 hrs AS |
| | 11-21 Lines – No Optional Features | Twenty (20) Business Days | 24 hrs OOS 48 hrs AS |
| | 11 to 21 Lines – w/Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.) | ICB | 24 hrs OOS 48 hrs AS |
| | 22 or more Lines with or without Optional Features | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Feature Additions requiring Common Block activity per Common Block | 1 to 10 Lines | Twenty (20) Business Days | 24 hrs OOS 48 hrs AS |
| | 11 or more Lines | ICB | 24 hrs OOS 48 hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work. | Per Common Block (must be existing Line Class Codes(LCCs)/ CAT/NCOS/DPAT) | Five (5) Business Days | 24 hrs OOS 48 hrs AS |
| | If new LCC/CAT/NCOS or DPAT | Twenty (20) Business Days | 24 hrs OOS 48 hrs AS |

**EXHIBIT C
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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------|
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Centrex Management System (CMS)</p> | <p>New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)</p> | <p>Twenty (20) Business Days (after the initial Common Block & associated lines are installed)</p> | <p>N/A</p> |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Designed Services subsequent to initial Common Block installation</p> | <p>Tie Lines/DFI/FX</p> | <p>Thirteen (13) Business Days (may be longer due to facility due date requirements)</p> | <p>24 hrs OOS 48 hrs AS</p> |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required - Centrex Management System (CMS) Network Access Registers (NARs)</p> | <p>Additional/New Station Lines to be added to CMS</p> | <p>Five (5) Business Days after line is installed</p> | <p>N/A</p> |
| | <p>Additions</p> | <p>Five (5) Business Days</p> | <p>N/A</p> |
| | <p>Change from Non Blocked to Blocked Service</p> | <p>ICB</p> | <p>N/A</p> |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required - Station Lines (subsequent to the establishment of the Common Block) Includes: Conversions New Lines Moves NOTE: On conversions, numbers are "chipped" into the Common Block at the time of installation.</p> | <p>1 to 10 Lines per location</p> | <p>Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.</p> | <p>24 hrs OOS 48 hrs AS</p> |
| | <p>11 to 20 Lines per location</p> | <p>Ten (10) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.</p> | <p>24 hrs OOS 48 hrs AS</p> |
| | <p>21 or more Lines per location</p> | <p>ICB</p> | <p>24 hrs OOS 48 hrs AS</p> |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Line Feature changes/additions/Removals</p> | <p>1 to 19 Lines</p> | <p>Three (3) Business Days</p> | <p>24 hrs OOS 48 hrs AS</p> |
| | <p>20 or more Lines</p> | <p>ICB</p> | <p>24 hrs OOS 48 hrs AS</p> |

**EXHIBIT C
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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Designed Services subsequent to initial Common Block installation</p> | Tie Lines/DFI/FX | Thirteen (13) Business Days (may be longer due to facility due date requirements) | 24 hrs OOS 48 hrs AS |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Automatic Route Selection (ARS)</p> | Subsequent to Common Block Installation | Twenty (20) Business Days (may be longer if the activation of ARS is tied to a Private Line facility installation) | 24 hrs OOS 48 hrs AS |
| | Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes | Business Days: Five (5) days Ten (10) days Twenty (20) days | 24 hrs OOS 48 hrs AS |
| | Adding new Patterns | Twenty (20) Business Days | 24 hrs OOS 48 hrs AS |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Uniform Call Distribution (UCD)</p> | Per Request | Thirteen (13) Business Days | 24 hrs OOS 48 hrs AS |
| <p>UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Additional Numbers subsequent to initial Common Block installation</p> <p>NOTE: Additional numbers are "chipped" into the Common Block at the time of request.</p> | Blocks (No limit on amount of numbers.) | Five (5) Business Days | N/A |

**EXHIBIT C
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6.0 Enhanced Extended Loop Service Interval Table (EEL):

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|-----------------------------------------------------------------------|-------------------------|-----------------------------------------------------------------------------------|---------------------------------------------|
| Enhanced Extended Loop (EEL)- DS0 or Voice Grade Equivalent | 1 to 8 | High Density: Five (5) Business Days Low Density: Six (6) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 9 to 16 | High Density: Six (6) Business Days Low Density: Seven (7) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 17 to 24 | High Density: Seven (7) Business Days Low Density: Eight (8) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 25 or more | ICB | 4 hrs |
| Enhanced Extended Loop (EEL) – DS1 | 1 to 8 | High Density: Five (5) Business Days Low Density: Eight (8) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 9 to 16 | High Density: Six (6) Business Days Low Density: Nine (9) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 17 to 24 | High Density: Seven (7) Business Days Low Density: Ten (10) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 25 or more | ICB | 4 hrs |
| Enhanced Extended Loop (EEL) – DS3 | 1 to 3 Circuits | High Density: Seven (7) Business Days Low Density: Nine (9) Business Days | 4 hrs High Density 4 hrs Low Density |
| | 4 or more Circuits | ICB | 4 hrs |

**EXHIBIT C
SERVICE INTERVAL TABLES***

| | | | |
|------------------------------------------------------------------------------------------------|--|-----|-------------------------|
| Enhanced Extended Loop Conversions (EEL-C) – Private Line (PLTS) - Conversion as is | | ICB | 24 hrs OOS 48 hrs AS |
|------------------------------------------------------------------------------------------------|--|-----|-------------------------|

* Installation Guidelines apply where facilities/network capacity is in place. Where facilities/network capacity are not in place, intervals are handled on an Individual Case Basis (ICB).