

**EXHIBIT C  
SERVICE INTERVAL TABLES**

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

**For UNE-P POTS, Saturday due dates are available under the following circumstances:**

The Saturday Desired Due Date (DDD) must be at least the standard interval.

For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For UNE-P POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 (two) business days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P POTS</b> New Installs, Address Changes, or Change Requests adding new lines. <b>Facility Check indicates "AVAILABLE (SDT)" and DISPATCH "NO"</b>		Three (3) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
Addition, removal, or change of CO Features, PIC/LPIC change, number changes without inward line activity, or hunting changes without inward line activity		Three (3) Business Days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P POTS</b> Suspend/Restore  Deny/Restore	Customers with service placed on "vacation"	Next Business Day (includes Saturday)	Twenty-four (24) hrs OOS 48 hrs AS
	Treatment for Non-payment issues	Same Business Day if request received before noon MT, otherwise next business day (includes Saturday)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P POTS</b> New Installs, Address Changes, Changes with inward line activity <b>Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"</b>		Next available due date as indicated by Appointment Scheduler <b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) Business Days.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P POTS</b> Directory Listings Changes – • <b>Simple (Non-complex) Listings</b> - Simple Straight Line and/or		Same business day	

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
Straight-Line Under (SLU) Listings			
<b>Conversion as Specified</b> Retail, Resale, or UNE-P POTS to UNE-P POTS		Depends on changes requested. For instance, addition of another line would follow New Installs guidelines.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>Conversions to UNE-P POTS-</b> UNE-P POTS to UNE-P POTS - Conversion as Is	1 to 39 Lines	Same Business Day if received before noon MT, or Next Business Day if received later than noon MT.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Line Splitting –</b> UNE-P POTS to UNE-P POTS with Line Splitting - Conversion As Specified		3 business days	24 hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Line Splitting –</b> POTS Residence or POTS Business with Line Sharing to UNE-P POTS with Line Splitting - Conversion as Specified		3 BUSINESS DAYS	
<b>UNE-P PBX New Install,</b>  <b>Conversion As Specified,</b>  <b>Changes</b> (ex. PIC/LPIC or feature changes, etc.), and  <b>Suspend/Restore</b>	1 to 8 Trunks	Zone 1: Five (5) Business Days Zone 2: Six (6) business days	Four (4) hrs
	9 to 16 Trunks	Zone 1; Six (6) business days Zone 2: Seven (7) business days	Four (4) hrs
	17 to 24 Trunks	Zone 1: Seven (7) business days ZONE 2: EIGHT (8) BUSINESS DAYS	Four (4) hrs
	25 or more Trunks	ICB	Four (4) hrs
		business days	
		business days	
		business days	
<b>UNE-P DSS</b> T1 Facility Installation	1 to 3 Facilities	Nine (9) business days	Four (4) hrs
	4 to 6 Facilities	Twelve (12) business days	Four (4) hrs
	7 to 9 Facilities	Thirteen (13) business days	Four (4) hrs
	10 to 12 Facilities	Seventeen (17) business days	Four (4) hrs

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P DSS</b> Trunk Installation when ordered with new T1 Facility (Note: The number of facilities ordered drives the due dates for both facilities and trunks.	1 to 3 Facilities	Twelve (12) business days	Four (4) hrs
	4 to 6 Facilities	Sixteen (16) business days	Four (4) hrs
	7 to 9 Facilities	Twenty (20) business days	Four (4) hrs
	10 to 12 Facilities	Twenty four (24) business days	Four (4) hrs
<b>Conversions to UNE-P DSS-As Is</b>		Five (5) business Days	Four (4) hrs
	<b>Conversion As Specified</b>	See intervals for type of change requested	Four (4) hrs
<b>UNE-P DSS-</b> Add/Change Trunks on existing facilities	1 to 8 Trunks	Five (5) business Days	Four (4) hrs
	9 to 16 Trunks	Six (6) business days	Four (4) hrs
	17 to 24 Trunks	Seven (7) business days	Four (4) hrs
	Each Additional 8 Trunks	One (1) business Day for each	Four (4) hrs
<b>UNE-P ISDN BRI</b> New Installs, Address Changes, Change to add Loop (N2Q)	1 to 10 Loops	Thirteen (13) business days	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
<b>UNE-P ISDN BRI</b> Add or Change Feature(s), Add Primary Directory Number (PDN ) to established Loop (N2Q), Add Call Appearance	1 to 10 Loops	Three (3) business days	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
<b>Conversion to UNE-P ISDN BRI-</b> Conversion As Is	1 to 10 Loops	Three (3) business days	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
<b>Conversion to UNE-P ISDN BRI-</b> Conversion As Specified	1 to 10 Loops	Three (3) business days if a Loop is not involved (or) Thirteen (13) business days if a Loop is added or changed	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
<b>UNE-P ISDN PRI 'New'-</b>	1 to 3	Nine (9) business days	Four (4) hrs

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
New Facility and Associated Trunks (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks. See table below.)	4 to 6 7 to 9 10 to 12 Over 12	Twelve (12) business days Thirteen (13) business Seventeen (17) business Add 4 business days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.)	Four (4) hrs
<b>UNE-P ISDN PRI 'New'- Trunks</b>	1 to 3 Trunks	Twelve (12) business days	Four (4) hrs
	4 to 6 Trunks	Sixteen (16) business days	Four (4) hrs
	7 to 9 Trunks	Twenty (20) business days	Four (4) hrs
	10 to 12 Trunks	Twenty-four (24) business days	Four (4) hrs
	13 or more Trunks	Facility due date plus 5 days	Four (4) hrs

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>Conversion to UNE-P ISDN PRI- As Specified</b>		See intervals for type of change requested	Four (4) hrs
	As Is	Five (5) business days	Four (4) hrs
<b>UNE-P ISDN PRI- Add/Change Trunks on Existing Facility</b>	1 to 8	Five (5) business days business days	Four (4) hrs
	9 to 16	Six (6) business days	Four (4) hrs
	17 to 24	Seven (7) business days	Four (4) hrs
	Over 25	ICB	Four (4) hrs
<b>UNE-P Centrex 21 - Non Designed- Conversions as Specified</b>		Five (5) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex 21 - Non Designed- New Installations, Address Changes, and Change Requests adding new lines</b>	[Facility check indicates "Available Dispatch Required" and Dispatch "Yes".]	Next available due date as indicated by Appointment Scheduler <b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) business days.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Establish Common Block	1 to 21 Lines - No Optional Features	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	1 to 21 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.)	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	22 or more Lines with or without Optional Features	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Feature Additions requiring Common Block activity per Common Block	1 to 10 Lines	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	11 or more Lines	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - 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	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	If new LCC/CAT/NCOS or DPAT	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Centrex Management System (CMS)	New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)	Twenty (20) business days (after the initial Common Block & associated lines are installed)	N/A
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	Thirteen (13) business days (may be longer due to facility due date requirements)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> - Centrex Management System (CMS) Network Access Registers (NARs)	Additional/New Station Lines to be added to CMS	Five (5) business days after line is installed	N/A
	Additions	Five (5) business days	N/A
	Change from Non Blocked to Blocked Service	ICB	N/A

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> - Station Lines (subsequent to the establishment of the Common Block) Includes: Conversions New Lines Moves <b>NOTE:</b> On conversions, numbers are "chipped" into the Common Block at the time of installation.	1 to 10 Lines per location	Five (5) business days or Next available due date thereafter as indicated by Appointment Scheduler.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	11 to 20 Lines per location	Ten (10) business days or Next available due date thereafter as indicated by Appointment Scheduler.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	21 or more Lines per location	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Line Feature changes/additions/Removals	1 to 19 Lines	Three (3) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	20 or more Lines	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	Thirteen (13) business days (may be longer due to facility due date requirements)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Automatic Route Selection (ARS)	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)	Twenty-four (24) hrs OOS Forty-eight (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	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	Adding new Patterns	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Uniform Call Distribution (UCD)	Per Request	Thirteen (13) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Additional Numbers subsequent to initial Common Block installation  <b>NOTE:</b> Additional numbers are "chipped" into the Common Block at the time of request.	Blocks (No limit on amount of numbers.)	Five (5) business days	N/A



**EXHIBIT C  
SERVICE INTERVAL TABLES**

**Enhanced Extended Loop Service Interval Table (EEL):**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>Enhanced Extended Loop (EEL)- DS0 or Voice Grade Equivalent</b>	1 to 8	Zone 1: Five (5) business days  Zone 2: Six (6) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	9 to 16	Zone 1: Six (6) business days  Zone 2: Seven (7) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	17 to 24	Zone 1: Seven (7) business days  Zone 2: Eight (8) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	25 or more	ICB	Four (4) hrs
<b>Enhanced Extended Loop (EEL) – DS1</b>	1 to 8	Zone 1: Five (5) business days  Zone 2: Eight (8) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	9 to 16	Zone 1: Six (6) business days  Zone 2: Nine (9) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	17 to 24	Zone 1: Seven (7) business days  Zone 2: Ten (10) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	25 or more	ICB	Four (4) hrs
<b>Enhanced Extended Loop (EEL) – DS3</b>	1 to 3 Circuits	Zone 1: Seven (7) business days  Zone 2: Nine (9) business days	Four (4) hrs High Density  Four (4) hrs Low Density
	4 or more Circuits	ICB	Four (4) hrs
<b>Enhanced Extended Loop Conversions (EEL-C) – Private Line (PLTS) - Conversion as is</b>		ICB	Twenty-four (24) hrs OOS Forty-eight (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).