

EXHIBIT C
SERVICE INTERVAL TABLES

1.0 Unbundled Loops and Line Splitting Service Interval Table:

(a) Established Service Intervals 2/4 Wire Analog (Voice Grade):

1)	1-8 lines	Five (5) business days
2)	9-16 lines	Six (6) business days
3)	17-24 lines	Seven (7) business days
4)	25 or more	ICB

(b) Established Service Intervals for 2/4 Wire Non-Loaded Loops, and ADSL Compatible Loops that do not require conditioning:

1)	1-8 lines	Five (5) business days
2)	9-16 lines	Six (6) business days
3)	17-24 lines	Seven (7) business days
4)	25 or more	ICB

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

1)	1-8 lines	Five (5) business days
2)	9-16 lines	Six (6) business days
3)	17-24 lines	Seven (7) business days

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(f) Established Service Intervals for Line Splitting:

1)	No conditioning	Three (3) business days
2)	With conditioning	Fifteen (15) business days
3)	With line move/UDC removal	Five (5) business days

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

1)	1-8 lines	Fifteen (15) business days
2)	9 or more	ICB

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

Twenty-four (24) hours OSS
Forty-eight (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, and xDSL-I Capable Loops :

Four (4) hours

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(j) Quick Loop

1)	1 to 8 Lines	Three (3) business days
2)	9 to 16 Lines	Three (3) business days
3)	17 to 24 Lines	Three (3) business days
4)	25 or more Lines	ICB

Quick Loop with Number Portability

1)	1 to 8 Lines	Three (3) business days
2)	9 to 24 Lines	Four (4) business days
3)	25 or more Lines	ICB

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(m) Established Service Intervals for 2/4 Wire Distribution and Non-loaded Distribution Loop

1 or more Lines	Two (2) business days or Appointment Scheduler
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(n) Established Service Interval for Unbundled Loop Batch Hot Cut (BHC) Migrations - only applicable on 2/4 Wire Analog Loops - with or without local number portability (LNP), including Line Splitting to Loop Splitting (as part of the BHC):

Minimum twenty-five (25) per CLEC to a maximum of one hundred (100) per cumulative total of all CLECs per Central Office, per day - Seven (7) business days

(o) Established Service Interval for modified Integrated Digital Loop Carrier (IDLC) BHC - only applicable on 2/4 Wire Analog Loops:

No more that forty (40) lines per state, per day cumulative total for all CLECs – Seven (7) business days

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

Product	Services Ordered	Installation Commitments	Repair Commitments
UDIT			
DS0	1 to 8 Circuits	Zone 1: Five (5) business days	Four (4) hrs. Zone 1
		Zone 2: Six (6) business days	Four (4) hrs. Zone 2
	9 to 16 Circuits	Zone 1: Six (6) business days	Four (4) hrs. Zone 1
		Zone 2: Seven (7) business days	Four (4) hrs. Zone 2
	17 to 24 Circuits	Zone 1: Seven (7) business days	Four (4) hrs. Zone 1
Zone 2: Eight (8) business days		Four (4) hrs. Zone 2	
25 or more Circuits	ICB	ICB	

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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 - New or conversion as specified	1 to 8 Circuits	Zone 1: Five (5) business days Zone 2: Six (6) business days	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	9 to 16 Circuits	Zone 1: Six (6) business days Zone 2: Seven (7) business days	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	17 to 24 Circuits	Zone 1: Seven (7) business days Zone 2: Eight (8) business days	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	25 or more Circuits	ICB	Four (4) hrs
Enhanced Extended Loop (EEL) Conversions – Private Line (PLTS) to EEL or LMC - Conversion as is	1 to 24 Circuits	ICB	Four (4) hrs
	25 or more Circuits	ICB	Four (4) hrs

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