

**DSL/ Dynamic DSL/ Dynamic DSL with PBX**

Action	Order Type	Planned Order Completion
<b>Service Area 1:</b>		
Add Service	Add ADSL circuit on existing API local line	18 business days
Add Service	Install ADSL and install new local line	22 business days
Add Service	Install ADSL dedicated loop	15 business days
Add Service	Install ADSL & convert existing local line (from LEC)	20 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	45 business days
<b>Service Area 2:</b>		
Add Service	Add ADSL circuit on existing API local line	10 business days
Add Service	Install ADSL and install new local line	14 business days
Add Service	Install ADSL & convert existing local line (from LEC)	12 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	37 business days
<b>Service Area 3:</b>		
Add Service	Add ADSL circuit on existing API local line	27 business days
Add Service	Install ADSL and install new local line	25 business days
Add Service	Install ADSL & convert existing local line (from LEC)	30 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	37 business days
<b>Service Area 4:</b>		
Add Service	Add ADSL circuit on existing API local line	27 business days
Add Service	Install ADSL and install new local line	25 business days
Add Service	Install ADSL & convert existing local line (from LEC)	30 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	37 business days
<b>Service Area 5:</b>		
Add Service	Add ADSL circuit on existing API local line	13 business days
Add Service	Install ADSL and install new local line	17 business days
Add Service	Install ADSL & convert existing local line (from LEC)	15 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	40 business days
<b>Service Area 6:</b>		
Add Service	Add ADSL circuit on existing API local line	10 business days
Add Service	Install ADSL and install new local line	10 business days
Add Service	Install ADSL & convert existing local line (from LEC)	10 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	30 business days
<b>Service Area 7:</b>		
Add Service	Add ADSL circuit on existing API local line	13 business days

**Service Intervals**

Add Service	Install ADSL and install new local line	17 business days
Add Service	Install ADSL & convert existing local line (from LEC)	15 business days
Add Service	Install ADSL & convert existing local line (from CLEC)	40 business days
Add Service	Install SDSL new circuit(s)	23 business days
Move Service	Move SDSL Circuit	9 business days
Move Service	Move ADSL circuit on existing API local line	9 business days
Move Service	Move ADSL dedicated loop	9 business days
Disconnect Service	Disconnect circuit(s)	20 business days

**TEMCO: New and Winback – Local Line Order Only**

Action	Order Type	Planned Order Completion
Add Service	Convert existing local line in the AT&T 13 state region	*22 business days
Add Service	Install new local line in the AT&T 13 state region	*20 business days
Add Service	Convert existing local line in the AT&T 9 state region	*12 business days
Add Service	Install new local line in the AT&T 9 state region	*14 business days
Add Service	Convert existing local line in the Qwest region	*10 business days
Add Service	Install new local line in the CenturyLink region	*10 business days
*Interval begins after all completed forms have been received.		

**Cable**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	ICB
Change Service	Change quantity of static IP's (add or delete)	ICB
Disconnect Service	Disconnect circuit(s)	35 business days

**\*Centrex**

Action	Order Type	Planned Order Completion
Add Service	Install new line(s)	9 business days
Add Service	Conversion of lines (from LEC)	8 business days
Add Service	Conversion of lines (from CLEC w/ LNP (Port))	35 business days
Move Service	Move 1-2 lines	9 business days
Move Service	Move 3-5 lines	14 business days
Move Service	Move 6-10 lines	15 business days

**Service Intervals**

Move Service	Move 11-15 lines	17business days
Move Service	Move 16 plus lines	27 business days
Change Service	Change features, listings, or pics	7 business days
Change Service	Change Voicemail password (reset)	2 business days
Change Service	Change class of service (commercial, residential, centrex, RCF)	9 business days
Disconnect Service	Disconnect line(s)	7 business days
*These intervals do not apply to certain regions in the south east.		ICB

**Dedicated Long Distance**

Action	Order Type	Planned Order Completion
Add Service	Install circuit(s)	35 business days
Add Service	Add Teleblock to existing API circuit	10 business days
Change Service	Change PAC on circuit	5 business days
Change Service	Change DNIS delivery	7 business days
Change Service	Change circuit configuration	10 business days

**Email & Web Hosting**

Action	Order Type	Planned Order Completion
Add Service	Add email address(es)	3 business days
Add Service	Add additional static IP's	5 business days
Add Service	Add web hosting space	10 business days
Add Service	Add new domain name	3 business days
Add Service	Conversion of domain name (from ISP)	ICB
Change Service	Change Web Hosting space	10 business days
Disconnect Service	Deactivate email address(es)	1 business day
Disconnect Service	Deactivate static IP address(es)	5 business days
Disconnect Service	Deactivate web hosting space	10 business days

**Fax**

Action	Order Type	Planned Order Completion
Add Service	New installation	5 business days
Add Service	Port existing fax number	25 business days
Change Service	Change email address	1 business day

**Frame Relay**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	32 business days
Disconnect Service	Disconnect circuit(s)	35 business days
Disconnect Service	Disconnect circuit(s)	32 business days

**Dedicated Internet**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	35 business days
Change Service	Change quantity of static IP's (add or delete)	5 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**Ethernet**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	ICB
Change Service	Change quantity of static IP's (add or delete)	ICB
Disconnect Service	Disconnect circuit(s)	35 business days

**ISDN-BRI**

Action	Order Type	Planned Order Completion
Add Service	Install new 1-4 lines	18 business days
Add Service	Install new 5-24 lines	18 business days
Add Service	Install new 24 plus lines	36 business days
Add Service	Conversion 1-4 lines (from LEC)	11business days
Add Service	Conversion 5-24 from (from LEC)	13 business days
Add Service	Conversion 24 plus lines (from LEC)	31 business days
Move Service	Move 1-5 lines	14 business days
Move Service	Move 6-24 lines	15business days (add 1 day per each over 6)
Move Service	Move 25 plus lines	ICB
Change Service	Change features or listings 1-4 lines	17 business days
Change Service	Change features or listings 5-24 lines	17 business days
Change Service	Change features or listings 24 plus lines	35 business days

Effective 10/02/14

Disconnect Service	Disconnect lines(s)	16 business days
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**Local T-1 / PRI**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	40 business days
Add Service	Install new circuit with LNP/Port numbers	45 business days
Add Service	Add new DID's to an Existing Circuit	20 business days
Add Service	LNP/Port Numbers to an existing circuit	35 business days
Change Service	Change configurations, listings, features, or pics	35 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**Integrated - Traditional T**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	40 business days
Add Service	Install new circuit with LNP/Port numbers	45 business days
Add Service	Add new DID's to an Existing Circuit	20 business days
Add Service	LNP/Port Numbers to an existing circuit	35 business days
Change Service	Change configurations, listings, features, or pics	35 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**Integrated - Dynamic T**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	40 business days
Add Service	Install new circuit with LNP/Port numbers	45 business days
Add Service	Add new DID's to an Existing Circuit	20 business days
Add Service	LNP/Port Numbers to an existing circuit	35 business days
Change Service	Change configurations, listings, features, or pics	35 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**Integrated - Dynamic T with PBX**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	40 business days
Add Service	Install new circuit with LNP/Port numbers	45 business days

**Service Intervals**

Add Service	Add new DID's to an Existing Circuit	20 business days
Add Service	LNP/Port Numbers to an existing circuit	35 business days
Change Service	Change configurations, listings, features, or pics	35 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**MPLS**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	35 business days
Change Service	Change quantity of static IP's (add or delete)	5 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**Point-To-Point**

Action	Order Type	Planned Order Completion
Add Service	Install new circuit(s)	35 business days
Disconnect Service	Disconnect circuit(s)	35 business days

**PBX Trunks**

Action	Order Type	Planned Order Completion
Add Service	Install new 1-5 trunks	16 business days
Add Service	Install new 6-10 trunks	21 business days
Add Service	Install new 11 plus trunks	31 business days
Add Service	Conversion 1-5 trunks (from LEC)	12 business days
Add Service	Conversion 6-10 trunks (from LEC)	14 business days
Add Service	Conversion 11 plus trunks (from LEC)	15 business days
Move Service	Move 1-8 trunks	11 business days
Move Service	Move 9-16 trunks	13 business days
Move Service	Move 17-24 plus trunks	17 business days
Change Service	Change features, listings, or pics 1-5 trunks	14 business days
Change Service	Change features, listings, or pics 6-10 trunks	19 business days
Change Service	Change features, listings, or pics 11 plus trunks	29 business days
Disconnect Service	Disconnect trunk(s)	8 business days

**POTS**

Action	Order Type	Planned Order Completion
Add Service	Install new line(s)	9 business days
Add Service	Conversion of lines (from LEC)	8 business days
Add Service	Conversion of lines (from CLEC w/ LNP (Port))	35 business days
Move Service	Move 1-2 lines	9 business days
Move Service	Move 3-5 lines	14 business days
Move Service	Move 6-10 lines	15 business days
Move Service	Move 11-15 lines	17business days
Move Service	Move 16 plus lines	27 business days
Change Service	Change features, listings, or pics	7 business days
Change Service	Change Voicemail password (reset)	2 business days
Change Service	Change class of service (commercial, residential, centrex, RCF)	9 business days
Disconnect Service	Disconnect line(s)	7 business days

**Remote Call Forwarding**

Action	Order Type	Planned Order Completion
Add Service	Conversion of lines (from LEC)	8 business days
Add Service	Conversion of lines (from CLEC)	35 business days
Change Service	Change class of service (commercial, residential, centrex, RCF)	5 business days

**Security**

Action	Order Type	Planned Order Completion
Add Service	Install Security Feature	30 business days

**Switched Long Distance**

Action	Order Type	Planned Order Completion
Add Service	Add Line(s)/Submit for Pic	7 business days
Add Service	Add new PAC index	3 business days
Change Service	Change prompts for PAC or Index	2 business days
Change Service	Change PAC code assignments	2 business days

Disconnect Service	Deactivate line(s)	3 business days
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**International**

Action	Order Type	Planned Order Completion
Add Service	Add Line(s)/Submit for Pic	7 business days
Add Service	Add new PAC index	3 business days
Change Service	Change prompts for PAC or Index	2 business days
Change Service	Change PAC code assignments	2 business days
Disconnect Service	Deactivate line(s)	3 business days

**Switched ISDN**

Action	Order Type	Planned Order Completion
Add Service	Add Line(s)/Submit for Pic	7 business days
Add Service	Add new PAC index	3 business days
Change Service	Change prompts for PAC or Index	2 business days
Change Service	Change PAC code assignments	2 business days
Disconnect Service	Deactivate line(s)	3 business days

**Toll Free Switched**

Action	Order Type	Planned Order Completion
Add Service	Activate New Switched Toll Free	3 business days
Add Service	Port Existing Switched Toll Free (Resporg)	5 business days
Change Service	Change geo-routing/blocking/time of day	5 business days
Change Service	Change Canada/PR/VI Access	3 business days
Change Service	Change International Access (ITFS)	10-45 business days
Change Service	Change Switched to Dedicated Routing	10 business days
Change Service	Change Switched Ring-To-Number	1 business day
Disconnect Service	Deactivate number(s)	2 business days

**Toll Free Dedicated**

Action	Order Type	Planned Order Completion
Add Service	Activate New Dedicated Toll Free	5 business days
Add Service	Port Existing Dedicated Toll Free (Resporg)	10 business days



**Service Intervals**

Change Service	Change geo-routing/blocking/time of day	5 business days
Change Service	Change Canada/PR/VI Access	3 business days
Change Service	Change International Access (ITFS)	10-45 business days
Change Service	Change Dedicated to Switched Routing	4 business days
Change Service	Change Switched Ring-To-Number	1 business day
Change Service	Change Dedicated Ring-to-Circuit ID	10 business days
Disconnect Service	Deactivate number(s)	2 business days

**Travel Card**

Action	Order Type	Planned Order Completion
Add Service	Activate new travel card	3 business days
Change Service	Change name assignment	1 business day
Disconnect Service	Deactivate travel card(s)	1 business day

**VoIP**

Action	Order Type	Planned Order Completion
Add Service	Activate new service(s) from NPANXX in API Inventory	10 business days
Add Service	Activate new service(s) from NPANXX not active in API Inventory	ICB
Add Service	Conversion of lines to activate new service (from LEC)	30 business days
Add Service	Conversion of lines to activate new service (from CLEC)	40 business days
Change Service	Change features package	3 business days
Disconnect Service	Disconnect line(s) or user(s)	2 business days

**Virtual Private Network**

Action	Order Type	Planned Order Completion
Add Service	Install VPN Feature	10 business days

**Billing**

Action	Order Type	Planned Order Completion
Issues / Inquiries	Issues regarding a bill.	10 business days