

## ATTACHMENT 2 " LOCAL SERVICE REQUEST " (LSR)

The Local Service Request form is available and permission to copy can be obtained. (see approval information below). The LSR must be completed in its entirety by a authorized NTS agent and returned to Gallatin River via a e-mail attachment. Gallatin River BSR will review the LSR and if correct process the request and enter the order for services. If there is information missing from the LSR that is required the LSR will be returned with a request for the additional information.

The desired LSR form is available from and can be reproduced only after obtaining the express written permission of the

"Alliance for Telecommunications Industry Solutions" (ATIS).

Permission to reproduce may be obtained by contacting Mike Nichols, OFB Manager , c/o ATIS 1200 G Street NW. Suite 500 , Washington DC 20005  
Telephone number: 202-434-8822

### **Collocation** **Floor Space and Rolling Cabinet Details**

1. **Host:** Floor space at a Host Switch Collocation site is based on a rate of \$5.00 per square foot utilized.
2. **Remote:** Floor space at a Remote Switch Collocation site is based on a rate of \$7.50 per Square foot utilized. If a Rolling cabinet is located within a Host floor space that is being billed at the square foot rate, there is no charge for the rolling cabinet's).
3. **Rolling Cabinet:** If a Rolling Cabinet is placed within either a Host or Remote Switch location and the CLEC has no other equipment located at that site, then a Rolling Cabinet "Flat Rate Charge" of \$7.50per sq. ft. per month, per cabinet (4 sq. ft. Minimum) will be charged. In addition, any AC Power used will be billed at the applicable rates.

**Note:** The principle behind the Rolling Cabinet rate element is to enable a CLEC to place the Rolling Cabinet equipment, without having to fully collocate. Once Collocation has occurred, the rolling cabinets can be placed without any charge, because the Per square foot rate element is being applied for the Floor Space occupied by the Rolling Cabinet. AC power charges for the Rolling Cabinets are still applicable.

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**Gallatin River Communications**

**4. PERFORMANCE, REPAIR, TESTING AND MAINTENANCE**

**REPAIR REPORT PROCEDURE**

**CLEC REQUIREMENTS**

- Shall conduct all tests possible to determine that the repair issue needs to be referred to Gallatin River.
  - A authorized agent of The CLEC will contact Gallatin River repair (800-238-3705) or the GRC Business Office and provide Gallatin River with all necessary information required to test and repair the circuit or line. This information should include the name, address and circuit number for the trouble reported. **SEE ATTACHMENT 3 "TROUBLE REPORTING FORM"**
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**GALLATIN RIVER REQUIREMENTS**

- Upon receipt of notification from the CLEC, a trouble ticket will be submitted for dispatch to remedy problem.
- Circuit testing will be performed if possible. Gallatin will not test CLEC or CPE equipment. Gallatin will not test or repair beyond the Network Interface Device (NID) unless the customer has an inside wire agreement with Gallatin. All test results will be recorded on the trouble ticket. Charges will be per the ICA
- Dispatch of a technician to resolve a problem would fall within the normal ILEC timeframes for the type of trouble reported. Charges will be per the ICA
- Resolution of the trouble, the time from receipt to clear, and all clearing information will be recorded according to standard practices.
- In the event that the trouble is found to be in customer equipment or was caused by the CLEC this information will be passed to our BSR's for billing. Charges will be per the ICA.
- If Gallatin does bill the CLEC for repair services a copy of the trouble resolution with repair times will be provided to the CLEC.
- New Circuits/Installs: If trouble is found with a new circuit (recently ordered by CLEC), when the CLEC technician is dispatched to install the circuit, GRC shall respond in a timely manner to fix the circuit or to replace the circuit within the same timeframe that it would do for itself.

**“ATTACHMENT 3 “TROUBLE REPORTING FORM”**

- Prior to contacting GRC Repair the representative from the CLEC should obtain the following information : “See Trouble reporting form”.
- The CLEC representative should give the following information and request a GRC trouble ticket Number to be used as a reference in checking on ticket status.

**TROUBLE REPORTING FORM**

Circuit Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Description of the Problem:    Ex. Out of service, drops off, static, etc.

\_\_\_\_\_  
\_\_\_\_\_

Contact Number for Return Call: \_\_\_\_\_

## Truck Rolls & Trouble Testing Guidelines

**Overview:** From time to time a CLEC may request GRC to undertake testing of certain circuits to determine the specific location of troubles. The application of Truck Roll and Trouble Testing charges shall be governed by the following definitions and or Guidelines;

**Trip Charge:** This charge will be applied, if GRC is requested to travel to a location for purposes of determining the origin of a trouble. If during the testing, it is determined that the trouble is with GRC's network, facilities or equipment, no charges will be assessed.

**Trouble Testing:** This charge will be applied if GRC is requested to test a circuit from the GRC CO to qualify the origin of a Trouble as either a CLEC or a GRC trouble. If during the testing, it is determined that the trouble is with GRC's network, facilities or equipment, no charges will be assessed.

**Trouble Isolation and Testing:** This charge will be applied if GRC is requested to test a circuit from outside the GRC CO (Outside Plant testing) to qualify the origin as either a CLEC or a GRC trouble. If during the testing, it is determined that the trouble is with GRC's network, facilities or equipment, no charges will be assessed.

**ISP DS-1 Local Traffic Arrangement**

Prerequisites: ISP DS-1 Local Traffic Arrangement is only available as follows;

1. CLEC must be collocated in relevant GRC Exchange area (either at the Host or Remote)
2. ISP- DS-1 Service is only provided to Enhanced Service Providers (ISPs) for use in providing "Dial-up" facilities to ISP subscribers.
3. ISP- DS-1 Service is a one way service, for traffic coming in from GRC local customers and any other LEC customers within the GRC local calling area to the CLEC ISP DS-1 Local Traffic Arrangement. Message Unit credits will not apply with this service.
4. ISP- DS-1 Service includes the "cross connects" from GRC's switch sites to the CLEC interface point.
5. ISP- DS-1 Service includes GRC "dial tone" service.
6. The Monthly Recurring Rate (MRC) includes any required Subscriber Line Charges, but does not include any required State or Federal Universal Service Charges (USF), which shall be applied to the CLEC charges for this service.

**Applicable Rates:** Please refer to *Attachment 6, Section 4, Table 2 Available Network Elements*. For the following Rate elements (NRC = Non-Recurring Charge);

New subscriber/new service	NRC	\$540.00
Records only Change (existing customer)	NRC	\$125.00
Dial up Service	MRC	Incl'd
DS-1 Loop	MRC	\$360.00

**Host - DS-1 and DS-3 Loops**

This service is intended to provide relief from standard Special Access Terms & Rates for Collocated CLECs.

This service is for DS-1 & DS-3 Loops, if available, from GRC Host switches to Customer Premise.

Service	DS-1 Rates		DS-3 Rates	
	MRC	NRC	MRC	NRC
Channel Term.	\$100.30	\$125.00	\$ 923.56	\$2,500.00
Channel Mileage Term.	\$ 40.10 *	N/A	\$ 142.38 *	N/A
Channel Mileage Facility (Per Mile)	\$ 16.00 **	N/A	\$ 110.00 **	N/A
Service Order Charge	N/A	\$ 50.00	N/A	\$ 150.00
Interface Connection Charge (Requires Collo)	\$ 25.11	\$ 50.00	\$ 192.53	\$ 250.00
Totals	\$181.51	\$225.00	\$1,368.47	\$2,900.00

\* Channel Mileage Term. Charge may not always be applicable. These rates are for collocated CLECs, only.

Please refer to *Attachment 6, Section 4, Table 2 Available Network Elements*.

**Host-Remote DS-1 and DS-3 Links**

This service is intended to provide relief from standard Special Access Terms & Rates for Collocated CLECs.

Service	DS-1 Rates		DS-3 Rates	
	MRC	NRC	MRC	NRC
Channel Term.	\$120.00	\$250.00	\$1,105.00	\$2,500.00
Channel Mileage Term.	\$ 48.00 *	N/A	\$ 290.00 *	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge	N/A	\$ 50.00	N/A	\$ 150.00
Interface Connection Charge (Requires Collo)	\$ 50.00	\$100.00	\$ 300.00	\$ 250.00
Totals	\$218.00	\$400.00	\$1,695.00	\$2,900.00
<b>Typical configuration</b>	<b>\$170.00</b>		<b>\$1,405.00</b>	

\* Channel Mileage Term. Charge may not be applicable

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

**Host-Remote DS-1 and DS-3 Links**

This service is intended to provide relief from standard Special Access Terms & Rates for Non-Collocated CLECs.

Service	DS-1 Rates		DS-3 Rates	
	MRC	NRC	MRC	NRC
Channel Term.	\$120.00	\$250.00	\$1,540.00	\$2,500.00
Channel Mileage Term.	\$ 48.00 *	N/A	\$ 300.00 *	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge	N/A	\$ 50.00	N/A	\$ 150.00
Interface Connection Charge (Requires Collo)	\$ 30.00	\$100.00	\$ 350.00	\$ 250.00
Totals	\$198.00	\$400.00	\$2,190.00	\$2,900.00

\* Channel Mileage Term. Charge may not be applicable

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

**Remote - DS-3 Sub Loops**

This service is intended to provide relief from standard  
 Special Access Terms & Rates for Collocated CLECs for Sub Loops from GRC Remote Switches

**DS - 3 Sub-Loop Rates**

<b>Service</b>	<b>MRC</b>	<b>NRC</b>
DS - 3 Sub-Loop	\$307.86	\$500.00
Channel Mileage Term.	\$ 97.50	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A
Service Order Charge *	N/A	\$ 50.00 *
Interface Connection Charge **	N/A	\$100.00 **
<b>Totals</b>	<b>\$486.36</b>	<b>\$650.00</b>

For interconnection to DS-3 H/R links at Remotes only, cannot be combined with DS-1s. \* NRC may be waived if done in conjunction with DS-3 H/R Link order. \*\* NRC will be waived, because SubLoop DS-3 H/R Link already has an Interconnection charge. Please refer to *Attachment 6, Section 4, Table 2 Available Network Elements*.

**Remote - DS-0 and DS-1 Sub Loops**

This service is intended to provide relief from standard Special Access Terms & Rates for Non - Collocated CLECs.

Service	DS-0 Sub-Loop Rates		4W Sub-Loop Rates	
	MRC	NRC	MRC	NRC
DS0 Sub Loop	\$ 12.90	N/A	35.00	\$ 50.00
Channel Mileage Term.	N/A	N/A	Incl'd	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge *	N/A	\$ 25.25	N/A	\$ 25.25
C.O. Connection Charge**	N/A	\$ 13.00		
Interface Connection Charge*** (Requires Collo)	N/A	\$ 31.03	Incl'd	\$ 46.00
<b>Totals</b>	<b>\$ 12.90</b>	<b>\$ 38.25</b>	<b>\$ 35.00</b>	<b>\$ 121.25</b>

\* For DS0s only, up to 7 lines may be bundled under this charge; if DS0 loops are Pre-qualified @ \$15.25 for up to 7 lines, \$15.25 charge applies for up to 7 lines.

\*\* Per line charge, DS0s only; no bundling.

\*\*\* For DS0s, per DS0, if required, no bundling.

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

**Remote - DS-0 and DS-1 Sub Loops**

This service is intended to provide relief from standard Special Access Terms & Rates for Collocated CLECs, only at GRC Remotes Switches.

Service	DS-0 Sub-Loop Rates		4 Wire Sub-Loop Rates	
	MRC	NRC	MRC	NRC
DS0 Sub Loop	\$ 8.96	N/A	Incl'd	\$ 50.00
Channel Mileage Term.	N/A	N/A	Incl'd	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge *	N/A	\$ 25.25	N/A	\$ 25.25
C.O. Connection Charge**	N/A	\$ 13.00		
Interface Connection Charge*** (Requires Collo)	N/A	\$ 31.03	Incl'd	\$ 46.00
<b>Totals</b>	<b>\$ 8.96</b>	<b>\$ 38.25</b>	<b>\$ 33.86</b>	<b>\$ 121.25</b>

\* For DS0s only, up to 7 lines may be bundled under this charge; if DS0 loops are Pre-qualified @ \$15.25 for up to 7 lines, \$15.25 charge applies for up to 7 lines.

\*\* Per line charge, DS0s only; no bundling.

\*\*\* For DS0s, per DS0, if required, no bundling.

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

## HOT CUT PROCEDURE

**Purpose:** The following is a description of the “Hot Cut” process for CLEC’s, which will facilitate the “Porting Out” and LNP process of a GRC customer to a CLEC in a timely manner.

**Trigger:** Receipt by GRC Business Service Representative (BSR) of Order from CLEC to port number and provide a loop, if required

### Gallatin River Requirements

1. BSR will notify CLEC of approval of CLECs Order and confirm due date of order, either by E-mail.
2. BSR will enter order to “port out” customer number to CLEC into GRC’s “Express” system and send the service disconnect order and special circuit order to GRC’s “BOSS” system for processing.
3. Order will flow through systems and be processed in GRC’s Order Assignment center.
4. The disconnect order will be held in the system to be processed at a predetermined time. GRC’s switch programming system will include information to prevent working these types of “out orders” until the previously advised scheduled HOT CUT date and time.
5. The special circuit order will be created giving GRC’s Central Office the required circuit ID, CLEC connect point and the GRC facility pair. This order will flow to the appropriate GRC Central Office to be held until the previously advised scheduled due date and HOT CUT time.
6. The C.O. tech will “work” the circuit order at the predetermined time. The jumper will be removed from the GRC switch and connected to the CLEC interface pin. The CO will then manually interrogate the GRC switch and “disconnect” the telephone number.
7. After the HOT CUT has been performed the GRC Central Office will notify the GRC Assignment Center to process the “out (LNP) order”.

**NOTE:** The actual Hot Cut coordination time of day will be negotiated in advance (Pre-negotiated) with CLEC on an individual case Basis...

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### CLEC Requirements:

1. Agree that Pre-negotiated Time of Day for all Port Outs/Hot Cuts will be the same for all of CLEC’s Port Out orders.
  2. CLEC agrees to send Port out Order to GRC at least 24 hours prior to the desired Port Out.
  3. CLEC agrees to respond to GRC’s advice of Port Out (GRC Item 1 above) in a “timely manner”.
  4. CLEC agrees to confirm acceptance of the FOC and to be “ready and able” to accept the customer on the FOC date and pre-negotiated time.
  5. CLEC must advise GRC of the necessity to Halt a Port Out and/or restore service, within at least 2 hours notice prior to the scheduled FOC date & time.
  6. CLEC understands and agrees that charges for Halting a Port Out/Hot Cut may be applicable.
- Rate: \$35.00 (Please refer to Table 1 of the GRC ICA Price Matrix)

**Gallatin River Communications  
 Line Conditioning Schedule**

GRC Line Conditioning Schedule			
Host	Exchanges	Ld Coil flat rate	Bridge Tap flat rate
Dixon	Grand Detour, Harmon, Mount Carroll, Nelson, Savannah, Thompson	\$250.00	\$125.00
Galesburg	Galesburg North	\$200.00	\$125.00
Galesburg	Avon, Cameron, Knoxville, Wataga	\$250.00	\$125.00
Pekin	Pekin, No. Pekin, So. Pekin	\$175.00	\$125.00
Pekin	Forest City, Havana, Green Valley, Lacon, Manito, Marquette Hgts., Talbot, Topeka	\$250.00	\$125.00
Other	Any exchange not listed	\$300.00	\$125.00

The Line Conditioning schedule above is for Load Coils and Bridge Taps for each entire Loop requested by the CLEC. These rates are intended to be additive per loop, but can be separately applied. For instance, if there are no bridge taps on a specific loop, then the relevant Bridge Tap rate element will not be applied. If the Bridge Tap is removed, then the Bridge Tap Rate element will be applied, as well as the Load Coil rate element