

APPENDIX COORDINATED HOT CUT (CHC)

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1. INTRODUCTION

This Appendix sets forth terms and conditions for Coordinated Hot Cut (CHC) provided by SBC MISSOURI and MCIIm.

- 1.1 “Conversion of Service” is defined as the matching of the disconnect of one telecommunications product or service with the installation of another telecommunications product or service.
- 1.2 “Designated Installation” is defined as an installation of service occurring at a specific time of day as specified by MCIIm.

2. CHC SERVICE DESCRIPTION

- 2.1 Coordinated Hot Cut (CHC) Service is an optional manual service offering that permits MCIIm to request a designated installation and/or conversion of service during, or after, normal business hours..
- 2.2 MCIIm will initiate the beginning of a CHC by contacting the appropriate coordination center. This special request enables MCIIm to schedule and coordinate particular provisioning requirements with SBC MISSOURI.
- 2.3 SBC MISSOURI may limit the number of service orders that can be coordinated based on workload and resources available. SBC shall approve CHC requests on a non-discriminatory basis, by requesting carrier, and on a first come, first served basis.
- 2.4 SBC MISSOURI reserves the right to suspend the availability of CHC Service during unanticipated heavy workload/activity periods. Heavy workload includes any unanticipated volume of work that impacts SBC MISSOURI’s ability to provide its baseline service. Where time permits, SBC will make every effort to notify MCIIm when such unanticipated activities occur.

3. CHC PRICING

- 3.1 CHC is a time sensitive labor operation. Total charges are determined by a number of factors including the volume of lines, day of the week, and the time of day requested for the cut over.
- 3.2 The charges for Coordinated Hot Cuts are set forth in Appendix Pricing.
- 3.3 In the event the SBC MISSOURI fails to meet a CHC Service commitment for reasons within the control of SBC MISSOURI, SBC will not charge MCIIm a CHC Service charge. However, in the event SBC misses a CHC Service commitment due to MCIIm, its agent or end user reasons, the Coordinated Hot Cut (CHC) Service charge will still apply. For example, if MCIIm requests any change to an order with CHC Service including, but not limited to, SBC MISSOURI’s inability to gain access to MCIIm’s end user’s premises, or MCIIm’s end user is not ready to proceed with the order, the CHC charge will apply and SBC MISSOURI is no longer obligated to ensure a CHC is on that order.