



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005  
ATTACHMENT F-11 TO EXHIBIT F  
ORDER PROCESS MANAGEMENT PLAN  
FINAL**

**ORDER PROCESS OPERATIONS PLAN**

For services where DIR is the billing agent, AT&T will accept email orders issued via the DIR Remedy system. These orders will be sent to [texanord@att.com](mailto:texanord@att.com)

**AT&T Quoting:**

AT&T will provide price quotes which include AT&T's contracted rate plus the DIR Cost Recovery Fee (CRF). Price quotes requests will be sent from Remedy to AT&T.

If a conflict or discrepancy in quoted prices occurs, contract rates will prevail.

Type of Service	Work Order	ACTION N.C.D	REQ DD	REMARKS	PUB/NONPUB	LOC 1 ADDRESS	LOC 2 ADDRESS	LOC 1 LCON NAME, NUMBER AND E-MAIL	LOC 2 LCON NAME, NUMBER AND EMAIL	CBA	ACCESS SPEED	CIRCUIT FRAMING/LINE CODING	CFA	LOA	NRS NODE	EXT WIRING /Jacks
<b>LOCAL LEG S</b>																
POTS	X	X	X	IF APL	X	X		X	X	X						IF APL
PRI	X	X	X	IF APL	X	X		X	X	X			IF APL			IF APL
OPT-E-MAN	X	X	X	IF APL		X		X	X	X	X					IF APL
DS0, DS1, DS3, OC3 POINT TO POINT	X	X	X	IF APL		X	X	X	X	X	X	X	IF APL	IF APL	IF APL	IF APL
<b>LEG T</b>																
DS0, DS1, DS3, OC3 POINT TO POINT	X	X	X	IF APL		X	X	X	X		X	X	IF APL	IF APL	IF APL	N/A
ADI	X	X	X	IF APL		X		X	X		X		IF APL			N/A
DEDICATED VOICE	X	X	X	IF APL	X	X		X	X				IF APL			N/A



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IP Flex Reach	X	X	X	IF APL	X	X		X	X		X									IF APL		N/A
Switched Toll Free	X	X	X	IF APL	X	X		X	X											IF APL		N/A
AVPN	X	X	X	IF APL		X		X	X		X									IF APL		N/A
ADE	X	X	X	X		X		X	X		X											N/A
NETBOND	X	X	X	X				X	X													N/A
Network Based (NBFW)	Fire Wall																					N/A
DDOS	X	X	X	X				X	X													N/A
FLEXWARE	X	X	X	X		X		X	X													N/A
ASEoD; ASE	X	X	X	X		X		X	X		X											N/A
IP Toll Free	X	X	X	X	X	X	X	X	X		X										IF APL	N/A

Type of Service	PIC/LPIC	DID #S	B&D CONFIG	CALLER ID	POINT TO#	GROUP SIZE	DNIS	RESPORG	PORT SPEED	CIR	REMOTE CKT ID	VPI/VCI DLCI	COS	IP CONFIG	PORT PROTOCOL	ACCESS TYPE	ACCESS SPEED	Physical Interface	Vlan Tag CONTROL	Multicast (Y/N)	TECHNICAL QUESTIONNAIRE (TQ)	
DEDICATED VOICE			X	IF APL			IF APL	IF APL														X
IP FLEX REACH		X				X					X		X	X	X	X	X					X
SWITCHED TOLL FREE					X	X		IF APL														
IP TOLL FREE						X		IF APL	X				X			X	X					X
AVPN									X	X			X	X	X	X	X	X	X	X	X	
ESInet									X	X			X	X	X	X	X	X	X	X	X	X



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ADE									X	X	X				X			X	X	X	X	X	X
NETBOND										X													
Network Based Fire Wall (NBFW)																							
DDOS																							
FLEXWARE										X													
ASEoD; ASE									X	X	X				X			X	X	X	X	X	X

**AT&T Order Cancellation policies and related penalties:**

Order cancellation charges may apply, depending on the service request and when the order is canceled. If the customer cancels the order prior to any work to provision the requested service or Service Issue Date (SID), cancellation charges would not apply. Orders canceled after provisioning of the service has begun or orders pending the customer’s acceptance for 45 days must be canceled and charges may apply.

<b>AT&amp;T Order Cancellation policies and related penalties:</b>		
Order cancellation charges may apply, depending on the service request and when the order is canceled. If the customer cancels the order prior to any work to provision the requested service or Service Issue Date (SID), cancellation charges would not apply. Orders canceled after provisioning of the service has begun or orders pending the customer’s acceptance for 45 days must be canceled and charges may apply.		
<b>CHARGES (*NOTE 1 )</b>	<b>LEGACY AT&amp;T</b>	<b>LEGACY SBC</b>
<b>DUE DATE CHANGE</b>		
<b>AVPN PORT</b>	\$500.00	
<b>ADI</b>	\$125.00	



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DEDICATED VOICE ACCESS	\$125.00	
PRIVATE LINE ACCESS	\$180.00	
<b>CANCELLATION</b>		
FOR ALL SERVICES	CONTACT AT&T FOR QUOTE	
<b>DESIGN CHANGE CHARGE</b> *NOTE 2		
AVPN	\$150.00	
ADI	\$150.00	
DEDICATED VOICE	\$150.00	
PRIVATE LINE	\$216.00	
<b>EXPEDITE</b> *NOTE 3 & 4		
AVPN - PORT ONLY	\$800.00	
AVPN - ACCESS	\$850.00	
DS1 - POINT TO POINT	\$850.00 per Loc Chan	\$650.00
ETHERNET ACCESS CHANNEL	\$1,920.00	
SWITCHED TOLL FREE SERVICE (ADD OR CHANGE)	\$25.00	
<b>NOTES</b>		
<b>NOTE 1:</b> The charges shown are the rates AT&T charges DIR and do not include DIR mark-up.		



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Specific to **Legacy AT&T orders**, the customer may ask for a due date extension not to exceed beyond 15 calendar days of the original service order due date. Requests to extend must be received 3 business days prior to the original due date. If the new due date requested is beyond 15 calendar days, the order must be cancelled and re-issued as a new service order and cancellation charges will apply. If the service is ready on the due date and the customer is not ready, the order will be completed and customer billing will begin, or the order is cancelled and cancellation charges incurred, or the order is cancelled and reissued and cancellation charges are incurred.

**NOTE 2:** Applies to design affecting changes, such as location, speed changes, PVC CIR value.

**NOTE 3:** Expedite intervals are not guaranteed. Expedite charges will apply in all cases when a less than standard intervals requested.

**NOTE 4:** Rates in this table are based on AT&T Service Guide rates as of 3/30/2018 and are subject to change.

**AT&T Restrictions or fees associated with Order changes:**

AT&T will establish a due date after receipt of a service order. A change to a pending order by the customer may result in a change in the due date.

The customer is required to be ready by the due date of an order. If an order for the access service component is delayed by the customer for more than 15 calendar days beyond the confirmed due date, AT&T may cancel the order and bill the applicable cancellation charge, unless the customer accepts billing for the service component on the sixteenth day of such delay. AT&T will apply a due date change charge when the initial due date has to be changed due to customer not ready (CNR).

Changes to the order, at a customer's request, that impact the technical requirements of an order resulting in a change in the operation, location, or function of the service ordered will incur a change charge. Depending on the nature and timing of the design change, it is possible the change will cause a delay in the due date, in which case both design and due date change charges can be applied as detailed in the table above

**AT&T Restrictions or fees associated with Order changes:**

AT&T will establish a due date after receipt of a service order. A change to a pending order by the customer may result in a change in the due date.

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**AT&T Billing Start Date:**

AT&T will notify DIR or DIR's customer when the service has been successfully installed and is available for use ("Service Date"). Unless DIR or DIR's customer notifies AT&T by the close of business on the Service Date that the Service is not operational, the Service Term will commence. If DIR or DIR's customer so notifies AT&T, the Service Date will occur and the Service Term will commence when the Service is operational. The Service Date will not be delayed or postponed due to problems with DIR's equipment or DIR's lack of readiness to accept or use Service. Billing will stop the day after service is disconnected.

**ORDER PROCESS MANAGEMENT PLAN**

**AT&T Order Process Management:**

AT&T will accept price quote requests via email as sent by DIR's Remedy system. DIR price quote requests should be directed to: [texanord@att.com](mailto:texanord@att.com).

AT&T will cite the applicable CKR on all correspondence and acknowledgements for each service instance throughout the ordering process.

AT&T will provide an Order Completion Notice to DIR and the customer only after all the components of an order are fully implemented, AT&T has completed testing, the Customer has accepted the service, and the service is ready for the Customer's use.



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<b>Order SLAs</b>																			
MILESTONE	DS0, DS1, DS3, OC3 Intra-LATA	DS0, DS1 Inter-LATA,	DS3/OC3 Inter-LATA,	DSL AT&T Internet, Business Lines, Analog PBX Trunks	ADI-DS1, NxT1,	ADI-T3, OC3, Ethernet	Voice Dedicated (Outbound, PRI, Megacom)	Switched Toll Free (without RESPORG)	PICs (1-80 Lines)	SmartTrunks	GigaMAN (Disco Only), OPTE-MAN	AVPN DS1 and below Ports	AVPN Highspeed (DS3, OC3, Ethernet)	ASE and ASEoD	IPFLEX	IP Toll Free	ADE	MSS Services	ESINET
1. Work Order																			
Acknowledgement (WOA)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
2. Service Order Confirmation(SOC)	2 days	5 days	5 days	2 days	10 days	10 days	10-8-days	2 days	2 days	4 days	10 days	10 days	10 days	10 days	10 days	10 days	10 days	Negotiated	Negotiated
3. Firm Order Confirmation(FOC)	5 days	11 days	Negotiated 10 days Min.	3 days	15 days	Negotiated 15 days Min.	15 days	5 days	3 days	5 days	Negotiated 15 days Min.	15 days	Negotiated 15 days Min.	Negotiated 18 days Min.	Negotiated 18 days Min.	Negotiated 18 days Min.	Negotiated 18 days Min.	Negotiated	Negotiated
4. Order Completion Notice(OC)	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	2 days	Negotiated
5. Order Rejection Notice	2 days	5 days	5 days	2 days	10 days	10 days	8 days	2 days	2 days	4 days	10 days	10 days	10 days	10 days	10 days	10 days	Negotiated	Negotiated	Negotiated
6. Order Cancellation	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day	Same Day
Note 1: Interval is in Business Days.																			
Note 2: Intervals assume facilities are available. If facilities are not available, additional time is required.																			
Note 3: If order is received after 2pm, the interval starts on the next business day.																			
Note 4: Project intervals are negotiated. A project is based on quantity and scope of work.																			
Note 5: Five or more related work orders will be considered a project.																			
Note 6: MSS Services to include(as of 3.30.18) DDOS; Netbond; NBFW; Flexware																			

**AT&T Non Standard Escalation Intervals:**

Intervals shorter than the standard interval will require an official expedite request to the LCM with the objective to provide the service date requested. DIR understands that this does not guarantee the installation of services on the requested date. Expedite charges will apply in all cases when a less than standard interval(expedite) is requested.



**Start and Stop Service Billing Dates** AT&T will notify DIR or DIR's Customer when the service has been successfully installed and is available for use "Service Date". Unless DIR or DIR's customer notifies AT&T by the close of business on the Service Date that the service is not operational, the Service Term will commence. If DIR or DIR's customer so notifies AT&T, the Service Date will occur and the Service Term will commence when the Service is operational. The Service Date will not be delayed or postponed due to problems with DIR's equipment or DIR's lack of readiness to accept or use Service.

**Portability Allowance: AT&T will provide portability flexibility in the** following ways:

AT&T will provide to DIR for portability allowances up to \$10,000 in a single month as a credit to negate normal termination liability charges for service moves that require a circuit to be relocated from one location to another location provided that the circuit disconnect order and new connect orders are issued within 30 days of each other.

DIR may on at least 30 days prior written notice to AT&T, terminate its use of any Service after the Service commencement date but prior to the end of the initial Service term, without payment of any applicable termination liability if:

- DIR places and AT&T accepts an order for a new, replacement Service of the same Service type with equal or greater capacity with a Service Term of not less than the remaining Service term of the Service being terminated.
- DIR pays all non-recurring charges applicable to the replacement service.
- The monthly recurring charges applicable to the replacement Service are not less than the monthly recurring charges payable for the Service being terminated.



Telecommunications Service Priority (TSP) is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. As a result of hurricanes, floods, earthquakes, and other natural or man-made disasters, telecommunications service vendors frequently experience a surge in requests for new services and requirements to restore existing services. The TSP Program provides service vendors a Federal Communications Commission (FCC) mandate to prioritize requests by identifying those services critical to NS/EP.

A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service. The process for customers interested in TSP service can be found at the TSP National Communications System website (<https://www.cisa.gov/telecommunications-service-priority-tsp>) which will go over the following:

About TSP
Eligibility
Responsibilities
Request TSP
FAQ
Forms/Documents
Vendors
NCS Website

#### Telecommunications Service Priority (TSP) Order Data

The DIR can place orders on behalf of the customer when the customer has confirmed to the DIR what the TSP code is for the applicable already In-effect service. TSP can't be requested and assigned to a service until it's completed and working. Only then will the NCS process the request and assign the applicable code to the service the customer has requested via TSP program.



**Telecommunications Service Priority (TSP) Pricing**

AT&T Local Service (Ex. Local T1,PRI, DS3):

Does waive all TSP charges associated with Level 1, 2 or 3 assigned services.  
Level of TSP is determined by the FCC or US Department of Homeland Security (DHS).

AT&T Long Distance Rate Table (AVPN and all other available services):

<b>Administrative and Operational Functions - Telecommunications Service Priority (TSP)</b>		
<b>Function</b>	<b>Non-Recurring Charges</b>	<b>Monthly Charge</b>
TSP - Provisioning Priority (per IOC)	\$416.00	
TSP - Provisioning Priority (per Access Channel)	\$128.00	
TSP - Restoration Priority (per IOC)	\$244.00	\$9.35
TSP - Restoration Priority (per Access Channel)	\$144.50	\$4.10
Change of TSP Restoration Priority level (per change to IOC)	\$36.40	
Change of TSP Restoration Priority level (per change to Access Channel)	\$62.50	



Customers who will be direct billed by AT&T (for local service and SOHO only) have the following options for placing an order:

**AT&T BusinessDirect® eOrder**

AT&T BusinessDirect® eOrder® is an electronic ordering tool that you access through the BusinessDirect portal. Once AT&T has implemented contracted services, direct bill customers can contact their Account Team to register and gain access to BusinessDirect eOrder. eOrder enables the customer to place most orders (adds, moves, or changes) for voice and data services, track order status, and expedite ordering and fulfillment. BusinessDirect and eOrder are free and are available around the clock. eOrder can be used for these AT&T services:

- Business Access Lines (POTS)

You can also use eOrder with

- ISDN BRI
- Remote Call Forward (RCF)
- Analog Circuit
- Local Exchange Trunks without ISDN
- Centrex / Plexar / Centralink
- Enhanced Trunking Services
- Auto Ringdown
- Off-Premises Extension (OPX)
  
- BusinessDirect eOrder provides Order Acknowledgement, Firm Order Confirmation, Order Completion Notice, Order Rejection Notification, and Order Cancellation Acknowledgement on your order request. When you have the BusinessDirect eOrder tool, you can conveniently manage your service orders online.
  
- AT&T Secure Ordering System:
  
- AT&T BusinessDirect® eOrder has built-in security. We provide eOrder via the secure, reliable AT&T BusinessDirect platform.



BusinessDirect includes firewall, user IDs, passwords, and SSL (Secure Socket Layer) technology—an industry-standard security practice. DIR and their customers may decide which employees will have access to the tool and what privileges each user has. Because eOrder includes security, you can safely and securely manage your orders online.

- With AT&T BusinessDirect® eOrder, your customers use a tracking number to check the status of an order. After you place an order, eOrder provides a tracking number in an email that confirms we've received the order. In addition, as we process the order, eOrder notifies you via email whenever the status changes (e.g., when an order is complete).