



## Intervals begin upon clean order acceptance, which includes:

- Credit Approval.
- Completion of all required paperwork provided with order submission.
- Assurance that building facilities exist and no construction or buildout is required.

Note: Installation Coordinators (ICs) will communicate final expected completion dates to **all** Customers, and will keep Customers updated throughout the process.

Order Type	Standard Interval	Conditions
MTU – Data-Only	11 Business Days	Standard Clean Order Acceptance
MTU – Data & Voice (New #s Only – No Porting)	11 Business Days	Standard Clean Order Acceptance
MTU – Numbers Needing Porting In	16 Business Days	Standard Clean Order Acceptance
LOGIX Fiber – Fiber Ready	16-18 Business Days	Standard Clean Order Acceptance PLUS Fiber Backbone already completed in Fiber Park
LOGIX Hosted PBX: Less than 50 phones More than 50 Phones	25 Business Days 35 Business Days	Standard Clean Order Acceptance Standard Clean Order Acceptance
LOGIX Fiber – Fiber Not Ready	Determined By Construction Dept.	Standard Clean Order Acceptance PLUS Build Time Estimate from Construction Department
OFF-NET EOC/T1	20-25 Business Days	Standard Clean Order Acceptance
OFF-NET Metro Ethernet	90-120 Calendar Days (New) 30-45 Calendar Days (Upgrades)	Standard Clean Order Acceptance PLUS Site Requirements may push out or delay order

- Intervals are intended as guidelines for communication and Customer expectations.
- Intervals are subject to change based on site conditions or circumstances.
- Intervals will be updated throughout the year based on workload and market considerations.
- Some off-net providers have unique installation requirements.