

Cottrell – Attachment E

SBC CLEC Supported Hours Of Availability

Category/Interface	Region/State	Mon - Fri	Saturday	Sunday	Time Zone
PreOrder					
EDI/CORBA	AIT	06:00 - 22:00	07:00 - 19:00	12:00 - 20:00	central
WebVerigate	AIT	06:00 - 22:00	07:00 - 19:00	12:00 - 20:00	central
AEMS	AIT	06:00 - 22:00	07:00 - 19:00	12:00 - 20:00	central
TCNET	AIT	06:00 - 22:00	07:00 - 19:00	12:00 - 20:00	central
Ordering/Provisioning					
EDI Ordering Gateway ¹	AIT	00:00 - 01:00 05:00 - 23:59	00:00 - 01:00 06:00 - 23:59	00:00 - 01:00 06:00 - 23:59	central
Enhanced LEX ¹	AIT	00:00 - 01:00 05:00 - 23:59	00:00 - 01:00 06:00 - 23:59	00:00 - 01:00 06:00 - 23:59	central
EDI Issue 7 Gateway	AIT	06:00 - 23:00	07:00 - 19:00	none	central
ARIS/EXACT	AIT	05:00 - 23:00	05:00 - 18:00	none	central
WebVerigate	AIT - IL, OH	06:00 - 22:00	07:00 - 19:00	12:00 - 20:00	central
WebVerigate	AIT - IN, MI, WI	06:00 - 22:00	07:00 - 19:00	none	central
Maintenance & Repair					
Electronic Bonding Trouble Administration (EBTA)	AIT	00:00 - 22:30 23:30 - 23:59	00:00 - 22:30 23:30 - 23:59	04:00 - 23:59	central
Electronic Bonding Trouble Administration GUI (EBTA-GUI)	AIT	00:00 - 22:30 23:30 - 23:59	00:00 - 22:30 23:30 - 23:59	04:00 - 23:59	central
Other					
ARAF	AIT	00:00 - 00:59 04:00 - 23:59	00:00 - 00:59 04:00 - 23:59	00:00 - 00:59 04:00 - 23:59	central
¹ Processing hours are: M-F 06:00 - 23:59, SA 07:00 - 19:00, SU none					

last revised:

July-01