

Master Agreement Job Aid				
	New / Existing Service	Action	MA/CSOA Required Yes/No	MA/CSOA Addendum*
<b>New Customer</b>	New	Add <b>any</b> new services	Yes	Yes if customer has existing MA on file Version X or earlier
<b>Existing Customer Product</b>				
Dedicated LD, Switched LD, Toll Free, Local	New	Add new service location	Yes	Yes if customer has existing MA on file Version X or earlier
Dedicated LD	Existing	Add/Move/Change T1s at existing location	Yes	Yes if customer has existing MA on file Version X or earlier
Switched LD	Existing	Add/Move/Change lines to existing location	No	
Toll Free (Dedicated or Switched)	Existing	Add/Move/Change lines on existing service	No	
Local (Dedicated or Switched)	Existing Existing	Add/Move/Change lines on existing service Add/Change features on existing local service	No No	
<b>MIS</b>	New	Add new circuit	Yes	Yes if customer has existing MA on file Version X or earlier
	Existing	Add/Move/Change existing service	Yes	Yes if customer has existing MA on file Version X or earlier
<b>Private Line</b>	New	Add new circuit	Yes	Yes if customer has existing MA on file Version X or earlier
	Existing	Add/Move/Change existing service	Yes	Yes if customer has existing MA on file Version X or earlier
<b>Features</b>				
Calling Card	New Existing	Request new Calling Cards Request Additional Cards	No No	
Advanced Features	New	Request New Advanced Features	Yes	Yes if customer has existing MA on file Version X or earlier
<b>MIS Features</b>	Existing New Existing	Add to existing feature Add new features Change existing features on MIS	No No No	
*There are 2 versions of the MA Addendum, for MA version VIII or earlier and for MA version IX or X				