

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

Section 13 addresses Additional Engineering, Additional Labor and Miscellaneous Services (e.g., Maintenance of Service, Access Service Billing and Information, etc.)

The specific rates and charges for these activities are set forth in Section 13.4 (Rates and Charges).

For the purposes of Section 13 the terms " Basic Time", "Overtime" and "Premium Time" are defined as follows:

Basic Time - Work related efforts of the Company performed during a normal business day, 8:00 a.m. – 5:00 p.m. Monday through Friday.

Overtime - Work related efforts of the Company performed outside of a normal business day (Monday through Friday), and on Saturdays.

Premium Time - Work related efforts of the Company performed on Sundays and/or holidays (i.e., New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day).

13.1 Additional Engineering

Additional Engineering will be provided by the Company at the request of the customer only when:

A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in 6.7.13 and 7.1.8.

Additional engineering time is incurred by the Company to engineer a customer's request for a customized service as set forth in 7.3 (Service Descriptions) preceding.

The Company will notify the customer that Additional Engineering Charges will apply before any additional engineering is undertaken.

Additional Engineering Charges apply on a first and additional basis for each half hour or fraction thereof. If more than one engineer is involved in the same additional engineering project, the total amount of time for all engineers involved will be aggregated prior to the distribution of time between the "First Half Hour or Fraction Thereof" and "Each Additional Half Hour or Fraction Thereof" rate categories.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.2 Additional Labor

Additional Labor is that labor requested by the customer on a given service and agreed to by the Company as set forth in 13.2.1 through 13.2.5, following.

The Company will notify the customer that Additional Labor Charges as set forth in 13.4 (Rates and Charges) will apply before any additional labor is undertaken. Additional Labor Charges apply on a first and additional basis for each half hour or fraction thereof. If more than one technician is involved in the same Additional Labor Project, the total amount of time for all technicians involved will be aggregated prior to the distribution of time between the "First Half Hour or Fraction Thereof" and "Each Additional Half Hour or Fraction Thereof" rate categories.

A call-out of a Company employee for Additional Labor at a time not consecutive with the Company's Business Day is subject to a minimum charge of four hours, i.e., when Overtime and/or Premium Time charges apply.

For Testing and Maintenance Services, if the customer elects not to release a circuit during the Company's Business Day, the Company will work with the customer to reach a mutually agreed upon time.

13.2.1 Overtime Installation

Overtime installation is that Company installation effort outside of normally scheduled working hours.

13.2.2 Reserved for Future Use

13.2.3 Stand By

Stand by includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make installation acceptance tests or cooperative tests with a customer to verify facility repair on a given service.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.2 Additional Labor (cont'd)

13.2.4 Testing and Maintenance with Other Telephone Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, is that which is in addition to the normal effort required to test, maintain or repair facilities provided solely by the Company.

13.2.5 Other Labor

Other Labor is that additional labor not included in 13.2.1 through 13.2.4,uide preceding, including, but not limited to labor incurred to extend the Point of Termination as set forth in 2.1.4 (Provision of Services) preceding, and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this Guidebook.

13.3 Miscellaneous Services

13.3.1 Reserved for Future Use

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.2 Maintenance of Service

- A. If trouble occurs with a customer's service, the customer should first determine whether the trouble is in the customer's own equipment and/or facilities. If the customer determines the trouble is in the Company's equipment and/or facilities, the customer should issue a trouble report to the Company.
- B. When a customer issues a trouble report to the Company for clearance and no trouble is found in the Company's equipment and/or facilities, the customer shall be responsible for payment of a Maintenance of Service Charge for the period of time when Company personnel are dispatched. No charge will apply if Company personnel fail to find trouble in Company equipment and/or facilities and the trouble is actually in the equipment and/or facilities, but not discovered on the initial dispatch.
- C. The customer shall be responsible for payment of a Maintenance of Service Charge when the Company dispatches personnel, and the trouble is in equipment or communications systems provided by other than the Company or in detariffed CPE provided by the Company, unless covered under a separate maintenance agreement.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.2 Maintenance of Service (cont'd)

- D. If the customer issues a trouble report allowing the Company access to the customer's or the customer's end user(s) premises and the Company personnel are dispatched but denied access to the premises, then the Maintenance of Service Charge will apply for the period of time that Company personnel are dispatched. Subsequently, if the Company personnel are allowed access to the premises, provisions in (B) and (C), preceding, will apply.
- E. In either, (B), (C) or (D), preceding, the Maintenance of Service Charge shall include all technicians dispatched, including technicians dispatched to other locations for purposes of testing.
- F. Maintenance of Service Charges apply on a first and additional basis for each half hour or fraction thereof. If more than one technician is dispatched in conjunction with the same trouble report, the total time for all technicians dispatched will be aggregated prior to the distribution of time between the "First Half Hour or Fraction Thereof" and "Each Additional Half Hour or Fraction Thereof" rate categories.

A call-out of a Company employee at a time not consecutive with the Company's Business Day is subject to Overtime and/or Premium Time.

- G. No credit allowance will be applicable for the interruption involved if the Maintenance of Service charge applies.

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## 13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

## 13.3 Miscellaneous Services (cont'd)

## 13.3.3 Access Services Billing

## A. Access Services Billing Information

Billing for access services is done monthly according to the bill periods set forth in (C), following. Bills for access service are rendered for each Access Customer Name Abbreviation (ACNA) by Revenue Accounting Office (RAO). Both a primary bill and a secondary bill are available to the customer as set forth in (1) and (2), following.

Primary and secondary bills are transmitted to the customer's designated billing address according to the type of media selected by the customer.

Charges for Access Services Billing are located in Section 13.4 (Rates and Charges). If charges for Access Services Billing exist in the Company's Intrastate Access Service Guidebooks and its Interstate Access Service Tariff, the total charge to the customer will be calculated based on one half of the intrastate charge and one half of the interstate charge. If charges for Access Services Billing exist only in the Company's Interstate Access Services , Tariff, full interstate charges will apply.

## 1. Primary Bill

For access billing, the customer's primary bill may be provided by one of the following media:

- Electronic Data Interchange (EDI)
- electronic data transmission
- magnetic tape
- CD-ROM
- DVD
- paper

Electronic Data Interchange (EDI) is available with detail billing for Switched Access FGA/BSA-A and Special Access billing. For all other feature groups, EDI is available with summary level billing only.

Once billing has begun, the customer may request to change the medium on which the primary bill is provided. The Access Billing Change charge set forth in 13.4 (Rates and Charges) will apply for each request to change the medium on a per billing period per Revenue Accounting Office (RAO) basis.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.3 Access Services Billing (cont'd)

A. Access Services Billing Information (cont'd)

2. Secondary Bill

At the customer's request, a secondary bill, in addition to the customer's primary bill, will be provided. Secondary bills will be broken down as described in Section 13.3.3 (A), preceding. Charges for the provision of a secondary bill are set forth in 13.4 (Rates and Charges), following.

The secondary bill will contain detail billing data as a primary bill and may be requested in one of the following media formats:

- electronic data transmission
- magnetic tape
- paper format
- CD-ROM
- DVD

Up to 19 (nineteen) additional copies of the secondary bill may be requested and each copy may utilize a different billing medium and a different billing address. The medium and billing address selected by the customer for secondary bills may be different from, or the same as, the medium and billing address selected for the customer's primary bill.

B. Alternate Bill Media Specifications

1. CD-ROM, DVD, Electronic Data Interchange (EDI), Electronic Data Transmission and Magnetic Tape

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## 13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

## 13.3 Miscellaneous Services (cont'd)

## 13.3.3 Access Services Billing (cont'd)

## B. Alternate Bill Media Specifications (cont'd)

1. Electronic Data Interchange (EDI), Electronic Data Transmission and Magnetic Tape (cont'd)

The customer must also specify if the billing data is to be formatted in Bill Page Format (billing data is formatted exactly as it is formatted on a paper bill) or in Bill Data Tape Format (billing data is formatted exactly as it is formatted on magnetic tape or electronic data transmission media).

2. Characteristics of the data provided on CD-ROM and DVD are as follows:

- Use with Windows 3.1 or better
- Formatted using industry standards for access services billing
- ASCII

In addition to the above for CD-ROM and DVD, the following options are available and must be specified by the customer when requesting this media:

- Format
  - Bill Page format (billing data formatted exactly as it is formatted on a paper bill)
  - Bill Data Tape Format (billing data formatted exactly as it is formatted on magnetic tape or electronic transmission media).
- Mail
  - Overnight delivery
  - US Mail

Primary bills with the EDI medium must have an ACNA and all Billing Account Numbers (BANs) under that ACNA will be provided in EDI format. Detail level billing will be provided for the customer's Special Access Services accounts. For all EDI BANs that are not Special Access accounts, billing will be provided at summary level. The Company will deliver the EDI data to an electronic mailbox that is mutually agreed upon by the Company and the customer. The customer is responsible for retrieving the data and providing the software to access and manipulate the data.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.3 Access Services Billing (cont'd)

B. Alternate Bill Media Specifications (cont'd)

3. Paper

There are no formatting specifications available for paper.

C. Change of Access Services Bill Period

Standard Bill Periods for Special Access Services are as follows:

Special Access	25th of the Month
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The customer has the option to select a bill period other than the standard bill periods listed above for each specific service. The bill period available for Special Access Services is the 25th of the month.

To the extent the Company can accommodate the customer's request to change an existing bill period; a nonrecurring charge will apply as set forth in (1), (2) and (3), following. The nonrecurring charges are set forth in 13.4 (Rates and Charges). The Billing Account Number (BAN) Administrative Change Charge as set forth in 6.9.5, and 7.4.E does not apply when a customer requests a change of an existing bill period.

1. Special Access Services and MegaLink Custom Service - Manual Entry

The nonrecurring charge for Special Access Services and MegaLink Custom Service is applied on a per circuit basis.

## ACCESS SERVICE

## 13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

## 13.3 Miscellaneous Services (cont'd)

## 13.3.3 Access Services Billing (cont'd)

## C. Change of Access Services Bill Period (cont'd)

## 2. Special Access Services, and MegaLink Custom Service - Mechanical Entry

A mechanical access services bill period reorganization process is available and may be used for special access services accounts including MegaLink Custom Service.

The nonrecurring charge for a mechanical bill period reorganization is applied on a per BAN basis for all service types.

## 13.3.4 Reserved for Future Use

## 13.3.5 Registered Jacks - Registration Program

Registered jacks are provided by the Company to connect Registered Equipment to those services that are subject to the Registration Program as set forth in Technical Reference Publication As No. 1. Registered jacks are used to terminate services provided by the Company. For each service provided by the Company, a specific registered jack has been selected as the standard for the service. This jack will be provided and installed at no additional charge. Other services or facilities provided either by the Company or by others may also be terminated in any spare capacity of the standard jack. There is no charge for the use of spare capacity of the jack.

The customer may procure an additional jack (or jacks) from either the Company or another vendor for installation on the customer's side of the demarcation point.

The use of jacks is covered in Part 68 of the F.C.C.'s Rules and Regulations. Specific jacks are described in the document on file with the F.C.C. entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the F.C.C.'s Rules and Regulations".

## 13.3.6 Testing Services for Switched Access Services

Testing Services offered under this section of the Guidebook are optional and subject to rates and charges as set forth in 13.4 (Rates and Charges).

Testing services are normally provided by Company personnel at Company locations. However, a customer may request Company personnel to perform testing services at the customer premises, as set forth in (E), following.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.6 Reserved for Future Use

13.3.7 Testing Services for Special Access Service

Testing Services offered under this section of the Guidebook are optional and subject to rates and charges as set forth in 13.4 (Rates and Charges). Other testing services (i.e., Acceptance Testing) are described in 7.1.7, and are provided by the Company in association with Special Access Service are furnished at no additional charge.

Testing services are normally provided by Company personnel at Company locations. However, a customer may request Company personnel to perform testing services at the customer premises, as set forth in (A) and (B), following.

The Testing Services offered under this section of the Guidebook are made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (A) and (B), following.

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## 13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

## 13.3 Miscellaneous Services (cont'd)

## 13.3.7 Testing Services for Special Access Service (cont'd)

Rates and Charges for Testing Services for Special Access Service apply on a first and additional basis for each half hour or fraction thereof.

In addition, a call-out of a Company employee will be charged a minimum of four (4) hours on an overtime and/or Premium Time basis when the trouble is attributed to a customer request/problem. However, at no time will the customer be charged if trouble is found to be on the Company side of the demarcation point.

## A. Additional Cooperative Acceptance Testing (ACAT)

When a customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested tests, the Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services or Special Access digital services. At the customer's request, the Company will provide a technician at the customer's premises or at the end user premises.

These tests may, for example, consist of the following:

1. Voice Grade Services
  - VG1 through VG5: Attenuation Distortion, C-Message Noise and Echo Control, or
  - VG6 through VG12: Attenuation Distortion, C-Message Noise, Echo Control, Impulse Noise, Phase Jitter, Intermodulation Distortion, Envelope Delay Distortion and Frequency Shift.
2. Special Access digital services
  - Additional testing time, e.g. 24 hours, or
  - Additional test patterns not defined in Technical Reference Publication 76625, or
  - Phase Jitter.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.7 Testing Services for Special Access Service (cont'd)

(B) Nonscheduled Testing (NST)

When a customer provides a technician at its premises with suitable test equipment to perform the required tests, the Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the customer's request, the Company will provide a technician at the customer's premises. Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

C. Obligation of the Customer

When the customer subscribes to the Testing Service as set forth in this section, the customer shall make the facilities to be tested available to the Company at times mutually agreed upon.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.4 Rates and Charges

Rates and charges are contained in this section. The applicable FID or USOC is included where appropriate.

13.4.1 Additional Engineering

<u>Additional Engineering Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time.....	AEH	\$34.59	\$24.97
Overtime.....	AEH	41.37	31.75

13.4.2 Additional Labor

<u>Additional Labor Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
A. Installation			
Overtime .....	ALH	\$250.00	\$100.00
Premium Time.....	ALH	300.00	250.00
B. Standby			
Basic Time .....	ALT	0.00	115.00
Overtime .....	ALT	0.00	140.00
Premium Time.....	ALT	0.00	170.00
C. Testing and Maintenance with other Telephone Companies or Other Labor			
Basic Time .....	ALK	85.00	55.00
Overtime .....	ALK	100.00	80.00
Premium Time.....	ALK	110.00	90.00

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.4 Rates and Charges (cont'd)

13.4.5 Access Services Billing

A. Access Services Billing Information

	<u>USOC</u>	<u>Nonrecurring Charge</u>
1. Access Billing Change Charge per billing period per RAO .....		\$ 7.25
2. Secondary Bill		
Electronic Data Transmission per record .....	WCP4X	.0004
Magnetic Tape per tape .....	WCP2X	82.76
Paper per page.....	WCP1X	.0325
CD-ROM per disk .....	WCP6X	10.00
DVD per disk .....	WCP7X	10.00
B. Change of Access Service		
Bill Period.....	NRBCH	
1. Manual Entry		
a. Special Access, MegaLink Custom per circuit .....		44.00
2. Mechanical Entry		
Special Access and MegaLink Custom Service per BAN .....		65.00
13.4.6 Restoration Priority		
Restoration priority per service arranged .....		---
13.4.7 Reserved for Future Use		

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.4 Rates and Charges (cont'd)

13.4.8 Reserved for Future Use

13.4.9 Testing Services for Special Access Service and MegaLink Custom Service

A. Additional Cooperative Acceptance Testing (ACAT)

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time .....	SNTX+	\$ 85.00	\$55.00
Overtime .....	SNTX+	100.00	80.00
Premium Time.....	SNTX+	110.00	90.00

B. Nonscheduled Testing (NST)

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time .....	SNOX+	\$85.00	\$55.00
Overtime .....	SNOX+	100.00	80.00
Premium Time.....	SNOX+	110.00	90.00

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13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.4 Rates and Charges (cont'd)

13.4.10 Protective Connecting Arrangements

The following Protective Connecting Arrangements (PCAs) are grandfathered and are offered subject to on-the-shelf availability:

<u>Description</u>	<u>USOC</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charge</u>
Automatic PCA with a contact type signaling interface for 2 or 4-wire voice-grade connections of CPE communications systems to Company Special Access Services .....	CDQ	\$34.71	None
Automatic PCA for connection of a customer, authorized user or joint user provided communications system arranged for CPE dial or automatic channel signaling, to a Company Special Access Service.....	C234W	10.57	\$163.08
PCA which provides for connection of CPE automatic telephone answering devices to Company Access Services by means of a 2-wire interface .....	PA6++	ICB rates and charges apply	
PCA for connections of CPE answering or recording equipment to Company Access Services, for one-way voice transmission in each direction but not simultaneously. Recording of two-way conversations is prevented, by the PCA .....	RDL	5.32	82.44