

ILLUSTRATIVE

13. MISCELLANEOUS SERVICES

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(Filed under Transmittal No. @.)

Issued: {

Effective: }

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13.4 MAINTENANCE OF SERVICE

13.4.1 GENERAL

- A. Business Hours (C-x)
- Normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Hours before 8:00 a.m. and after 5:00 p.m., Monday through Friday, and all day Saturday, are considered overtime. Sundays and Holidays are premium time. (M-x)
|
(M-x)
(D-x)
- B. Regulations (C-M-x)
1. When a customer reports trouble to the Company for clearance and no trouble is found in the Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge. Maintenance of Service charges apply, per technician, for the period of time from when Company personnel is dispatched to an unattended Company building or the customer's premises, until the work is completed or as set forth in C., following. (M-x)
(M-x)
(C-x)
|
(C-x)
 2. The customer shall be responsible for payment of a Maintenance of Service charge when the trouble is in equipment or communications systems provided by other than the Company, or in detariffed CPE provided by the Company. No charge will apply when the trouble is found in the Company's facilities or equipment. (M-x)
(M-x)
(C-x)
|
(C-x)
 3. When a customer reports trouble within a quantity of services and circuits, but fails to identify the specific service and circuit which is experiencing trouble, a Maintenance of Service charge applies for the time spent by Company personnel to isolate the trouble. (T-M-x)
(M-x)
|
(M-x)

(D-x)

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(M) Certain material found on this page formerly appeared on Page 13-26.

(Filed under Transmittal No. @.)

Issued: {

Effective: }

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13.4 MAINTENANCE OF SERVICE

13.4.1 GENERAL

- B. Regulations (Cont'd) (T-x)
4. A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. (T-M-x)
(M-x)
5. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time. Maintenance of Service charges are applicable per technician. No credit allowance will be applicable for the interruptions involved if the Maintenance of Service charge applies. In addition, the conditions as set forth in C., following, may apply. (T-M-x)
(M-x)
(T-M-x)
(M-x)
(C-M-x)
(C-M-x)
6. A Dispatch Charge, as set forth in 13.5, may apply. (C-M-x)
- C. Trouble Isolation for Interconnection Services (T-M-x)
- When an interconnector requests that the Company cooperatively test for trouble isolation in conjunction with EIC Service and no trouble is found in the Company's facilities, the interconnector shall be responsible for payment of a Maintenance of Service charge. The charge also applies if trouble is found in equipment, communications systems, and/or facilities provided by other than the Company. The charge is applicable per technician from the beginning of the Company's test work to when the Company's test work is completed. (M-x)
|
(M-x)

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(M) Certain material found on this page formerly appeared on Page 13-26.1.

(Filed under Transmittal No. @.)

Issued: {

Effective: }

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13.4 MAINTENANCE OF SERVICE

13.4.1 GENERAL (Cont'd)

(T-x)
(D-x)

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13.4 MAINTENANCE OF SERVICE (Cont'd)

13.4.2 RATES AND CHARGES

	USOC	NONRECURRING CHARGE
• Basic Time, per technician		
- First 1/2 hour or fraction thereof	MVWXX	\$35.00
- Each additional 1/2 hour or fraction thereof	MVW1X	35.00
• Overtime, per technician		
- First 1/2 hour or fraction thereof	MVWOX	43.00
- Each additional 1/2 hour or fraction thereof	MVW2X	43.00
• Premium Time, per technician		
- First 1/2 hour or fraction thereof	MVWPX	50.00
- Each additional 1/2 hour or fraction thereof	MVW3X	50.00

(D-x)

(D-x)

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