

COMPETITIVE INTERSTATE ACCESS

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6. MISCELLANEOUS SERVICES

6.1 General

Miscellaneous Services available to the customer include the following:

- (A) Additional Labor (i.e., Overtime Installation, Overtime Repair, Additional Installation Testing, Standby, Testing and Maintenance with Other Telephone Companies)
- (B) Maintenance of Service
- (C) Reserved for Future Use
- (D) Reserved for Future Use
- (E) Additional Testing

These services are described in detail as set forth in 6.2 through 6.6 following.

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6. MISCELLANEOUS SERVICES (Cont'd)6.2 Additional Labor

Additional Labor is that labor requested by the customer on a given CIA and agreed to the Telephone Company as set forth in (A) through (F) following. The Telephone Company will notify the customer that Additional Labor charges as set forth in (G) following will apply before any Additional Labor is undertaken. Additional Labor charges will also apply if the requirement for the Additional Labor is the fault of the customer or parties on whose behalf it acts.

(A) Overtime Installation (USOC - ALH)

Overtime installation is that Telephone Company installation effort outside the business day. Overtime rates will apply anytime outside the business day and all day Saturday. Premium time rates will apply all day Sunday and on all Telephone Company approved holidays. For applicable holidays contact Issuing Carrier identified on Title Page 1.

(B) Overtime Repair (USOC - ALH)

Overtime repair is Telephone Company repair which could have been performed during the normal business day, but that is delayed at the specific request of the customer to a later time period which is outside the normal business day or to a weekend day or holiday. The request will result in the application of overtime rates anytime outside the business day and all day Saturday. Premium time rates will apply on Sunday and Telephone Company approved holidays. These rates, as set forth in Section 6.2 of Verizon Telephone Companies Tariff FCC No. 14 will only apply when there is a delay of repair at the request of the customer to the time periods stated above.

(C) Additional Installation Testing (USOC - ALH)

Additional installation testing is that testing performed by the Telephone Company at the time of installation, which is in addition to normal pre-service and acceptance testing.

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6. MISCELLANEOUS SERVICES (Cont'd)6.2 Additional Labor (Cont'd)(D) Standby (USOC - ALT)

Standby includes all time in excess of one-half (1/2) hour during which Telephone Company personnel are available to make coordinated tests on a given CIA. The standby charge applies only when Telephone Company personnel must wait more than 30 minutes beyond a prearranged, mutually agreed appointment time. Standby charges will cease when testing begins, or when Telephone Company personnel are released from the standby requirement, or when testing is rescheduled for a later date or time. Charges will not be applicable if Telephone Company personnel cause the delay.

(E) Testing and Maintenance with Other Telephone Companies (USOC – ALK)

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

(F) Other Labor (USOC - ALK)

Other labor is that additional labor not included in (A) through (E) preceding, and labor incurred to accommodate a specific customer request that involves only labor, which is not covered by any other section of this Tariff.

(G) Charges for Additional Labor are as shown in 6.2(G) of Verizon Telephone Companies Tariff FCC No. 14.

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6. MISCELLANEOUS SERVICES (Cont'd)6.3 Maintenance of Service Charge (USOC - MVV)

- (A) When a customer reports trouble to the Telephone Company for clearance, the customer shall be responsible for payment of a Maintenance of Service Charge when Telephone Company personnel are dispatched to the customer's location and no trouble is found in the Telephone Company's facilities. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

In this case, or in (B) following, no credit allowance will be applicable for the interruption involved, unless the trouble is found in the Telephone Company's facilities.

- (B) The customer shall be responsible for payment of a Maintenance of Service Charge when the Telephone Company dispatches personnel to the customer's location and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.
- (C) The Maintenance of Service Charge time period will begin when Telephone Company personnel are dispatched. This will only include the actual time required to reach the customer's location and perform an investigation. The time period will end when the investigation is finished. The labor charge as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.2(G), will apply to Maintenance of Service at the appropriate Basic, Overtime or Premium rate. These charges apply whether the trouble is in the equipment of communications systems provided by other than the Telephone Company, or in detariffed CPE provided by the Telephone Company.

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6. MISCELLANEOUS SERVICES (Cont'd)

6.4 Reserved for Future Use

6.5 Reserved for Future Use

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6. MISCELLANEOUS SERVICES (Cont'd)6.6 Additional Testing

The Telephone Company will perform acceptance testing as specified in 4.2.7 preceding to insure that CIA ordered by the customer are functioning properly, prior to turning over such CIA to the customer. In addition, the Telephone Company will perform ongoing tests as specified in 4.2.1 and 4.2.2 preceding to assure the continued satisfactory performance of Switched Access Services ordered by the customer.

Testing offered under this section of the tariff is in addition to those tests described above and will be provided, when requested by the customer, at an additional charge.

Testing is provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in 6.6(A)(5) and 6.6(B)(2) following, to allow a customer to request Telephone Company personnel to perform testing at the customer designated location or the end user premises.

Additional testing is provided on a scheduled or nonscheduled basis. Scheduled testing shall be performed on a predetermined time basis to allow for cost efficient utilization of Telephone Company and customer resources. Scheduled testing should be based on a one year period. Nonscheduled tests are performed by the Telephone Company on a request-by-request basis, not in conjunction with any fixed schedule.

The offering of testing under this section of the tariff is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (A), (B), and (C) following.

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6. MISCELLANEOUS SERVICES (Cont'd)6.6 Additional Testing (Cont'd)(A) Switched Access Testing

Testing for Switched Access is comprised of (a) tests which are performed during the installation of Switched Access (i.e., acceptance tests) and (b) tests which are performed after acceptance of such Switched Access by a customer (i.e., in-service tests).

These tests are performed on a scheduled or nonscheduled basis, and may be conducted on an automatic, cooperative, or manual basis, as defined in (1), (2), (3), (4), and (5) following.

(1) Additional Cooperative Acceptance Testing
(USOC - UBCXT; UBCOT; UBCPT)

Additional Cooperative Acceptance Testing (ACAT) of Switched Access involves the Telephone Company provision of a technician at its office(s) and the customer provision of a technician at its CDL, with suitable test equipment to perform the required tests.

Additional Cooperative Acceptance Testing may apply when the customer requests additional tests not specified in 4.2.7. The labor charges, as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.2(G), will apply to Additional Cooperative Acceptance Testing at the appropriate Basic, Overtime, or Premium rate.

(2) Automatic Scheduled Testing (USOC - UBGXT)

Automatic Scheduled Testing (AST) of FGB, FGC, FGD and SAC Access Service, is provided, as specified in 4.2.1 and 4.2.2, where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent. AST charges will apply when such testing is requested on a more frequent basis than is provided for in accordance with the Telephone Company's Central Office Maintenance Planning System (COMPS). The customer may specify a more frequent schedule of tests at least sixty days prior to the start of the prescribed schedule. Trunks from a Telephone Company digital switch, to a customer digital switch, utilizing digital facilities, are excluded from mandatory routine testing. The rates, as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.6(C)(1), will apply to additional AST.

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6. MISCELLANEOUS SERVICES (Cont'd)6.6 Additional Testing (Cont'd)(A) Switched Access Testing (Cont'd)(2) Automatic Scheduled Testing (Cont'd)

The Telephone Company will provide a monthly AST report that lists the trunks within each Central Office access group that failed to meet established requirements. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis. A monthly report that lists the test results will be provided to the customer.

(3) Additional Cooperative Scheduled Testing (USOC - UBSXT; UBSXD)

Additional Cooperative Scheduled Testing (ACST) of FGA, FGB, FGC, FGD and SAC Access Service occurs when the Telephone Company provides a technician at its office(s) and the customer provides a technician at its customer designated location, with suitable test equipment to perform the required tests. ACST charges will apply when loss/noise/balance testing or gain-slope testing is requested on a more frequent basis than is provided for in accordance with the Telephone Company's Central Office Maintenance Planning System (COMPS). ACST charges also apply when additional tests are requested for FGA, FGB, FGC, FGD and SAC Access Service that are not specified in 4.2.1 and 4.2.2, respectively. The customer may specify a more frequent schedule of tests sixty days prior to the start of the prescribed schedule. The rates, as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.6(C)(2), will apply for additional ACST.

The Telephone Company will provide, on a quarterly basis, an ACST report that lists the test results and the number of trunks that passed or failed. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

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6. MISCELLANEOUS SERVICES (Cont'd)6.6 Additional Testing (Cont'd)(A) Switched Access Testing (Cont'd)(4) Additional Manual Scheduled Testing (USOC - UBMXT; UBMXD)

Additional Manual Scheduled Testing (AMST) of FGA, FGB, FGC, FGD or SAC Access Service occurs when the Telephone Company provides a technician at its office(s) and at the customer designated location. AMST charges will apply when loss/noise/balance testing or gain-slope testing is requested on a more frequent basis than is provided for in accordance with the Telephone Company's Central Office Maintenance Planning System (COMPS). AMST charges also apply when additional tests are requested for FGA, FGB, FGC, FGD or SAC Access Service that are not specified in 4.2.1 and 4.2.2, respectively. The customer may specify a more frequent schedule of tests sixty days prior to the start of the prescribed schedule. The rates as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.6(C)(3) will apply to additional AMST.

The Telephone Company will provide, on a quarterly basis, an AMST report that lists the test results and the number of trunks that passed or failed. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

(5) Nonscheduled Testing

Nonscheduled Testing (NST) will be performed "on demand" which results in the measurement of Switched Access. NST charges will apply only when testing is requested more frequently than is provided for in accordance with COMPS, or when a specific test is requested that is not normally performed. Tests for Switched Access, which are normally performed, are contained in 4.2.1 and 4.2.2. Nonscheduled Testing (NST) of Switched Access may consist of the following testing arrangements:

- the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent (automatic testing), or (USOC - USCXT)

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6. MISCELLANEOUS SERVICES (Cont'd)6.6 Additional Testing (Cont'd)(A) Switched Access Testing (Cont'd)(5) Nonscheduled Testing (Cont'd)

- the Telephone Company provides a technician at its office(s) and the customer provides a technician at its customer designated location with suitable test equipment to perform the required tests (cooperative testing), or (USOC - USSXT; USSOT; USSPT)
- the Telephone Company provides a technician at its office(s), and at the customer designated location or end user premises with suitable test equipment to perform the required tests (manual testing). (USOC - USMXT; USMOT; USMPT)

Nonscheduled Tests may consist of any tests which the customer may require. The rates as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.6(C)(1), will apply to Nonscheduled Automatic Testing. The labor charges as set forth in 6.2(G) preceding will apply to Nonscheduled Cooperative and Manual CIA Testing at the appropriate Basic, Overtime, or Premium rate.

If nonscheduled tests are required and trouble is found in the Telephone Company facilities, charges for testing the Telephone Company facilities will not apply. If, however, trouble is found in the customer equipment, charges as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.6(C)(1), and labor charges, as set forth in Verizon Telephone Companies Tariff FCC No. 14, 6.2(G), are applicable.

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6. MISCELLANEOUS SERVICES (Cont'd)

6.6 Additional Testing (Cont'd)

(A) Switched Access Testing (Cont'd)

(6) Obligations of the Customer

- (a) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support AST as set forth in 6.6(A)(2) preceding or NST as set forth in 6.6(A)(5) preceding.
- (b) The customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

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