

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.1 addresses Additional Engineering. 13.2 addresses Additional Labor (which is comprised of Overtime Installation, Overtime Repair, Standby, Testing and Maintenance with Other Telephone Companies, and Other Labor). 13.3 addresses Miscellaneous Services (which are comprised of Testing Services, Maintenance of Service and Telecommunications Service Restoration Priority). 13.4 addresses Presubscription.

In this section, normally scheduled working hours are an employee's scheduled work period in any given calendar day (e.g., 8:00 a.m. to 5:00 p.m.) for the application of rates based on working hours.

A Miscellaneous Service Order charge as described in 5.4.2 preceding may be applicable to services ordered from this section.

13.1 Additional Engineering

Additional Engineering, including engineering reviews as set forth in 5.4.3 preceding, will be undertaken only after the Telephone Company has notified the customer that additional engineering charges apply as set forth in 17.4.2 following, and the customer agrees to such charges.

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

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in 6.1.5 and 7.1.6 preceding.
- (B) Additional Engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in 7.1.2 preceding.
- (C) A customer requested Design Change requires the expenditure of Additional Engineering time. Such Additional Engineering time is incurred by the Telephone Company for the engineering review as set forth in 5.4.3 preceding. The charge for additional engineering time relating to the engineering review, which is undertaken to determine if a design change is indeed required, will apply whether or not the customer authorizes the Telephone Company to proceed with the Design Change. In this case the Design Change charge, as set forth in 17.4.1(B) following, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change.

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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 Telephone Company as set forth in 13.2.1 through 13.2.5 following. The Telephone Company will notify the customer that Additional Labor charges as set forth in 17.4.3 following will apply before any additional labor is undertaken. A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. When provisioning or restoring Telecommunications Service Priority services, the Telephone Company will, when possible, notify the customer of the applicability of these Additional Labor charges.

13.2.1 Overtime Installation

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

13.2.2 Overtime Repair

Overtime repair is that Telephone Company effort performed outside of normally scheduled working hours.

13.2.3 Standby

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

13.2.4 Testing and Maintenance with Other Telephone Companies

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

13.2.5 Other Labor

Other labor is that additional labor not included in 13.2.1 through 13.2.4 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.

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(Cont'd)13.3 Miscellaneous Services13.3.1 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 17.4.4 following. A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. Other testing services, as described in 6.2.4 and 7.1.7 preceding, are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

Testing Services are normally provided by Telephone Company personnel at Telephone Company locations; however, provisions are made in (B)(2) following for a customer to request Telephone Company personnel to perform Testing Services at the customer designated premises.

The offering of Testing Services 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) and (B) following.

(A) Switched Access Service

Testing Services for Switched Access are comprised of (a) tests which are performed during the installation of a Switched Access Service, (i.e., Acceptance Tests), (b) tests which are performed after customer acceptance of such access services and which are without charge (i.e., routine testing) and (c) additional tests which are performed during or after customer acceptance of such access services and for which additional charges apply, (i.e., Additional Cooperative Acceptance Tests and in-service tests).

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Routine tests are those tests performed by the Telephone Company on a regular basis, as set forth in 6.2.4 preceding which are required to maintain Switched Access Service. Additional in-service tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a manual basis [Telephone Company technician(s) involved at Telephone Company office(s) and Telephone Company or customer technician(s) involved at the customer designated premises].

Testing services are ordered to the Dial Tone Office for FGA, to the access tandem or end office for FGB (wherever the FGB service is ordered) and to the end office for FGs C and D. Testing Services for Directory Assistance Service not routed through an access tandem is ordered to a Directory Assistance Location for each NPA.

(1) Additional Cooperative Acceptance Testing

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

Additional Cooperative Acceptance Tests may, for example, consist of the following tests:

- o Impulse Noise
- o Phase Jitter
- o Signal to C-Notched Noise Ratio
- o Intermodulation (Nonlinear) Distortion
- o Frequency Shift (Offset)
- o Envelope Delay Distortion
- o Dial Pulse Percent Break

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(2) Additional Automatic Testing

Additional Automatic Testing (AAT) of Switched Access Services (Feature Groups B, C and D), is a service where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent. The customer may order, at additional charges, gain-slope and C-notched noise testing and may order the routine tests (1004Hz loss, C-Message Noise and Balance) on an as-needed or more than routine schedule.

The Telephone Company will provide an AAT report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

The Additional Tests, (i.e., gain slope, C-notched noise, 1004 Hz loss, C-message noise and balance) may be ordered by the customer at additional charges, 60 days prior to the start of the customer prescribed schedule. The rates for Additional Automatic Tests are as set forth in 17.4.4(B) following.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(3) Additional Manual Testing

Additional Manual Testing (AMT) of Switched Access Services (Feature Groups A, B, C, and D and Directory Access Service not routed through an access tandem), is a service where the Telephone Company provides a technician at its office(s) and the Telephone Company or customer provides a technician at the customer designated premises, with suitable test equipment to perform the required tests. Such additional tests will normally consist of gain-slope and C-notched noise testing. However, the Telephone Company will conduct any additional tests which the IC may request.

The Telephone Company will provide an AMT report listing the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on a per occurrence basis.

The Additional Manual Tests may be ordered by the customer at additional charges, 60 days prior to the start of the testing schedule as mutually agreed to by the customer and the Telephone Company.

The rates for Additional Manual Testing are as set forth in 17.4.4(C) following.

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

13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(4) Obligations of the Customer

(A) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support routine testing as set forth in 6.2.4(B) preceding or AAT as set forth in 13.3.1(A)(2) 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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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Testing Services (Cont'd)(B) Special Access Service

The Telephone Company will provide assistance in performing specific tests requested by the customer.

(1) Additional Cooperative Acceptance Testing

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 Telephone Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services. At the customer's request, the Telephone 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:

- Attenuation Distortion (i.e., frequency response)
- Intermodulation Distortion (i.e., harmonic distortion)
- Phase Jitter
- Impulse Noise
- Envelope Delay Distortion
- Echo Control
- Frequency Shift

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Testing Services (Cont'd)(B) Special Access Service (Cont'd)(2) Additional Manual Testing

The Telephone Company will provide a technician at its premises, and the Telephone Company or customer will provide a technician at the customer's designated premises with suitable test equipment to perform the requested tests.

(3) Obligation of the Customer

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

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.2 Maintenance of Service

(A) When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge as set forth in 17.4.4(F) following for the period of time from when Telephone Company personnel are dispatched, at the request of the customer, to the customer designated premises to when the work is completed. 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.

(B) The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer designated premises, 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.

In either (A) or (B) preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service Charge applies.

13.3.3 Telecommunications Service Priority - TSP

(A) Priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCSH 3-1-2) dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual" (NCSM 3-1-1).

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Telecommunications Service Priority - TSP (Cont'd)

(A) (Cont'd)

The TSP System is a service, developed to meet the requirements of the Federal Government, as specified in the Service Vendor's Handbook and Service User's Manual which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of NSEP telecommunications services. These include both Switched and Special Access Services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services.

For Switched Access Service, the TSP System's applicability is limited to those services which the Telephone Company can discreetly identify for priority provisioning and/or restoration.

(B) A Telecommunications Service Priority charge applies as set forth in 17.4.4 when a request to provide or change a Telecommunications Service Priority is received subsequent to the issuance of an Access Order to install the service.

Additionally, a Miscellaneous Service Order Charge as set forth in 17.4.1 will apply to Telecommunications Service Priority requests that are ordered subsequent to the initial installation of the associated access service.

A Telecommunications Service Priority charge does not apply when a Telecommunications Service Priority is discontinued or when ordered coincident with an Access Order to install or change service.

In addition, Additional Labor rates as set forth in 17.4.3 may be applicable when provisioning or restoring Switched or Special Access Services with Telecommunications Service Priority.

When the customer requests an audit or a reconciliation of the Telephone Company's Telecommunications Service Priority records, a Miscellaneous Service Order Charge as set forth in 17.4.1(D) and Additional Labor rates as set forth in 17.4.3 are applicable.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Miscellaneous Equipment(A) Controller Arrangement

This arrangement enables the customer to control up to 48 transfer functions at a Telephone Company central office via a remote keyboard terminal capable of either 300 or 1200 bps operation. Included as part of the Controller Arrangement is a dial-up data station located at the Telephone Company Central Office to provide access to the Controller Arrangement. This dial-up data station consists of a 212A DATAPHONE data set and an appropriate Telephone Company provided channel.

The Controller Arrangement must be located in the same Telephone Company central office as the transfer functions which it controls.

Charges for the Controller Arrangement are set forth in 17.4.4(H) following.

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(Cont'd)13.4 Presubscription

Pursuant to the Federal Communications Commission's Memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985, the Allocation Plan, outlined in the Appendix B of this Order, and subsequent orders related to presubscription obligations will be available for inspection in the Reference Information Center at the Federal Communications Commission's Washington D.C. location or may be obtained from the Commission's commercial contractor. (C) (C) (T)

(A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA calls. This IC is referred to as the end user's presubscribed interexchange carrier (PIC). (T)

(B) On the effective date of this tariff, all existing end users have access to interstate MTS/WATS. No later than 85 days prior to conversion to Feature Group D in a serving end office, the Telephone Company will notify end users of the availability of equal access in their particular area. The notification will include the names of all ICs wishing to participate in the presubscription process. This notification will be sent via U.S. Mail to each end user of record served by the end office to be converted.

(C) End users may select one of the following options at no charge:

- indicate a PIC or No-PIC for all of its lines, (C)
- indicate a different PIC or No-PIC for each of its lines. (C)

Only one PIC may be selected for each line or lines terminating in the same hunt group. (T)

End users may designate that they do not want to presubscribe to any IC (No-PIC). The end user must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (101XXXX) for all interLATA calls. (T)

After the end user's initial selection of a PIC or the designation that it does not want to presubscribe to any IC (No-PIC), for any change in selection after conversion to Equal Access in the serving end office, a nonrecurring charge, as set forth in Section 13.4(J), following, applies. (T) | (T)

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(Cont'd)13.4 Presubscription (Cont'd)

- (D) End users not responding to the initial notification will be sent a second notification for the selection of a PIC no earlier than 40 days prior to or no later than 90 days after the conversion to Equal Access in a serving end office. This second notification will indicate the default option of No-PIC will be assigned to them if they fail to respond to the second notification. (T)
(C)
(C)

End users assigned to a No-PIC by default may change their No-PIC one time within six months after conversion to Equal Access in the serving end office at no charge. Following the six month period after conversion to Equal Access for any change in selection, a nonrecurring charge as set forth in Section 13.4(J), following, applies. (C)
(C)
(T)

- (E) When an end user indicates more than one IC selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates an IC selection on the return notification that does not match with information provided by an IC and both notifications indicate the same authorization date, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more ICs provide to the Telephone Company notifications with the same authorization date and neither notification has been processed, the Telephone Company will contact the end user for clarification. A list of these end users in conflict must be sent to the affected IC by the Telephone Company.

In the event that two or more ICs have provided to the Telephone Company notifications with the same authorization date(s), and one IC notification has already been processed by the Telephone Company, those IC notifications not yet processed would be returned to the ICs.

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(Cont'd)13.4 Presubscription (Cont'd)

(F) New end users who are served by end offices equipped with Feature Group D will be asked to select a PIC or designate that they do not want to presubscribe to any IC (No-PIC) at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options. There will be no charge for this initial selection. (C)

- indicate a PIC or No-PIC for all of its lines, (C)
- indicate a different PIC or No-PIC for each of its lines. (C)

Only one PIC or No-PIC may be selected for each individual line, or lines terminating in the same hunt group. End users that select No-PIC must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (101XXXX) for all interLATA calls. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a PIC or No-PIC, for any change in selection, a nonrecurring charge, as set forth in Section 13.4(J), following, applies. (C)

(G) If the new end user fails to make a PIC or No-PIC selection prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) default the customer's line to No-PIC, which will require the end user to dial an access code (101XXXX) for all interLATA calls or (2) block the end user from interLATA calling if unable to default customer's line to No-PIC. The end user will be notified which option will be applied if it fails to make a PIC or No-PIC selection. The end user will be allowed a six month period from installation of their service to select a PIC one time at no charge. (C)

For any change in selection after 6 months from the installation of Telephone Exchange Service, a nonrecurring charge, as set forth in Section 13.4(J), following, applies.

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(Cont'd)13.4 Presubscription (Cont'd)

- (H) If an IC elects to discontinue its Feature Group D service offering prior to or within 2 years of the conversion, the IC will notify the Telephone Company of the cancellation. The IC will also notify all end users which selected them that they are canceling their service and that they should contact the Telephone Company to select a new PIC. The IC will also inform the end user that it will pay the PIC Change Charge. The canceling IC will then be billed by the Telephone Company the nonrecurring charge set forth in Section 13.4(J), following, for each end user for a period of two years from the discontinuance of Feature Group D service. (T)
(T)
(T)
- (I) If an IC elects to change or discontinue use of a Carrier Identification Code (CIC) for any reasons other than those set forth in (H) above, the IC will identify to the Telephone Company any affected end users and advise the Telephone Company of the new CIC to be assigned to these end users. If the CIC change involves a change of carrier for any end users, the IC will notify the affected end users of the change. The Telephone Company will change the PIC of each end user identified by the IC to the new CIC and bill the IC the nonrecurring charge set forth in Section 13.4(J), following, for each end user line or trunk that is changed. (T)

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(Cont'd)13.4 Presubscription (Cont'd)

(J) As specified above, a nonrecurring charge will apply for subsequent changes to the end user's selection of a PIC, including the establishment or removal of a PIC or No-PIC selection. The non-recurring charge to process a PIC change request is bifurcated into four (4) separate nonrecurring charges and applies as follows: (T)
(C)

(1) A nonrecurring charge, as set forth in Section 17.4.4(I)(1), following, applies when the PIC change request is submitted to the Telephone Company through manual methods.

(2) A nonrecurring charge, as set forth in Section 17.4.4(I)(2), following, applies when the PIC change request is submitted to the Telephone Company through electronic methods.

(3) A nonrecurring charge, as set forth in Section 17.4.4(I)(3), following, applies to the PIC change when a request submitted to the Telephone Company through manual methods requests a simultaneous change to both the interLATA PIC and intraLATA PIC selections.

(4) A nonrecurring charge, as set forth in Section 17.4.4(I)(4), following, applies to the PIC change when a request submitted to the Telephone Company through electronic methods requests a simultaneous change to both the interLATA PIC and intraLATA PIC selections.

As used above, manual methods are (i) all personal interaction between an end user, or a person acting on behalf of the end user, and a Telephone Company employee and (ii) any facsimile or written submissions from an end user, or a person acting on behalf of the end user, to a Telephone Company service center. Electronic methods shall include all other methods. If a PIC change request utilizing an electronic method results in manual processing, the electronic nonrecurring charge shall apply upon completion of the request.

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(Cont'd)13.6 Unauthorized Presubscribed Interexchange Carrier (PIC) Change (T)

For purposes of this section, a subscriber is defined as:

- the party identified in the account records of the Telephone Company as responsible for payment of the telephone bill, or
- any adult person authorized by such party to change telecommunications services or to charge services to the account, or
- any person contractually or otherwise lawfully authorized to represent such party.

If an IC requests a PIC change on behalf of a subscriber and the subscriber subsequently denies requesting the change; the Telephone Company will:

- Notify both carriers involved in the unauthorized change allegation made by the subscriber. This notification must include the identity of both carriers.
- Direct the subscriber to the appropriate state regulatory agency or the Federal Communications Commission to file a complaint.
- Inform the subscriber that if he or she has not already paid charges to the unauthorized carrier, he or she is not required to pay for any charges incurred for the first 30 days after the unauthorized change.

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(Cont'd)

(D)

(D)

13.8 Blocking Service13.8.1 International Blocking Service

The Telephone Company will provide International Blocking Service to customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs and to customers who obtain Feature Group A Switched Access service under this tariff. This service is only provided at appropriately equipped Telephone Company end offices. Those offices providing International Blocking Service are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

On each line or trunk for which International Blocking Service is ordered, the Telephone Company will block all direct dialed international calls that use the call sequence of 011+ or 101XXXX-011+. When capable, the Telephone Company will route the blocked calls to a recorded message.

An International Blocking Service charge as set forth in 17.4.4(K) following is applicable for each new or existing exchange line or trunk or Feature Group A Switched Access line to which International Blocking Service is added or removed. This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time that it is disconnected.

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(Cont'd)13.8 Blocking Service (Cont'd)13.8.1 International Blocking Service (Cont'd)

A Miscellaneous Service Order Charge as set forth in 17.4.1(D) will apply to orders adding or removing International Blocking Service that are placed subsequent to the initial installation of the associated exchange line(s) or trunk(s) or Feature Group A Switched Access line(s). This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time that it is disconnected.

13.8.2 900 Blocking Service

The Telephone Company will provide 900 Blocking Service to customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs and to customers who obtain Feature Group A Switched Access service under this tariff. This service is only provided at appropriately equipped end offices. Those offices providing 900 Blocking Service are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

On each line or trunk for which 900 Blocking Service is ordered, the Telephone Company will block all direct dialed calls placed to a 900 number. When capable, the Telephone Company will route the blocked calls to a recorded message.

A Blocking Service charge as set forth in 17.4.4(K) following is applicable when ordered by the end user customer with the following exceptions:

- Blocking access to 900 Service is offered to all subscribers at no charge from November 1, 1993 through December 31, 1993.
- Blocking access to 900 Service is offered to all subscribers at no charge at the time telephone service is established at a new number and for 60 days thereafter.

The Blocking Service charge is applied for each line, trunk or Feature Group A Switched Access service to which 900 Blocking Service is added or removed. Requests by subscribers to remove 900 Blocking Service must be in writing. This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time that it is disconnected.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.9 Billing Name and Address Service13.9.1 General Description

(A) Billing Name and Address (BNA) Service is the provision by the Telephone Company to an interstate service provider who is a customer of the Telephone Company of the complete billing name, street address, city or town, state and zip code for a telephone number or calling card account number assigned by the Telephone Company. An interstate service provider is defined as an interexchange carrier, an operator service provider, an enhanced service provider or any other provider of interstate telecommunications services.

(B) BNA Service is provided only for the purposes of allowing customers to bill their end users for telephone services provided by the customer, order entry and customer service information, fraud prevention identification of end users who have moved to a new address, any purpose associated with equal access requirement, and information associated with Local Exchange Carrier (LEC) calling calls card calls, collect and third party calls.

BNA information may not be resold or used for any other purpose including, but not limited to, marketing or merchandising activities.

(C) BNA information associated with listed/published telephone numbers will be provided. Requests for BNA information associated with nonpublished and unlisted telephone numbers will be provided, unless the subscriber to a nonpublished or unlisted telephone number has affirmatively requested that its BNA not be disclosed.

(T)

13.9.2 Undertaking of the Telephone Company

(A) A standard format for the receipt of BNA requests and the provision of BNA information will be established by the Telephone Company.

(B) Standard response to BNA requests will be by First Class Mail. Standard format will be on paper. Optional Magnetic Tape formatting will be offered where available.

(C) Where facilities are available, the customer may request an optional specialized output format required to meet a specific customer need.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.9 Billing Name and Address Service (Cont'd)13.9.2 Undertaking of the Telephone Company (Cont'd)

- (D) The Telephone Company will make every effort to provide accurate and complete BNA data. The Telephone Company makes no warranties, expressed or implied, as to the accuracy or completeness of this information.
- (E) The Telephone Company will not disclose BNA information to parties other than interstate service providers and their authorized billing agents as defined in 13.9.1(A) preceding. BNA disclosure is limited to those purposes as defined in 13.9.1(B) preceding.
- (F) The Telephone Company reserves the right to request from an interstate service provider who has placed an order for BNA service, the source data upon which the interexchange carrier has based the order. This request is made to ensure that the BNA information is to be used only for purposes as described in 13.9.1(B) preceding. The Telephone Company will not process the order until such time as the interstate service provider supplies the requested data.

13.9.3 Obligations of the Customer

- (A) The customer shall order BNA Service on a separate BNA Order. The order must identify both the customer's authorized representative and the address to which the information is to be sent.
- (B) The customer shall treat all BNA information as confidential. The customer shall insure that BNA information is used only for the purposes as described in 13.9.1(B) preceding.
- (C) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records it assembles through the use of BNA Service.
- (D) Upon request, the customer will provide to the Telephone Company the source data upon which the customer has based an order for BNA service. The Telephone Company will not process the order until such time as the customer provides the requested data.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.9 Billing Name and Address Service (Cont'd)13.9.4 Rate Regulations

- (A) For each order for BNA information received by the Telephone Company, a BNA Order Charge applies. In addition, a charge applies for each customer specific record provided. The BNA Order Charge and the Per Record Charge are specified in 17.4.4 following.
- (B) Where available, the customer may order the response formatted on Magnetic Tape. The Optional Magnetic Tape Charge is specified in 17.4.4 following and is in addition to the BNA Order Charge and the BNA Record Charge.
- (C) Where available, the customer may order an output format other than a standard paper format in order to meet a customer's specific requirement. This option is subject to an hourly programming charge as specified in 17.4.4 following and is in addition to the BNA Order Charge and the BNA Record Charge.

13.10 Originating Line Screening (OLS) Service

The Telephone Company will provide OLS Service to aggregators and other customers who obtain local exchange service from the Telephone Company under its general and/or local exchange tariff. OLS service enables customers to determine whether there are billing restrictions on exchange service lines from which a call originates. OLS service delivers codes on operator assisted calls made from aggregator locations to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc.

OLS Service is provided at no charge when ordered with the installation of new local exchange service. However, when an OLS code is added to an existing exchange service line, a charge is applied as set forth in 17.4.4(M). This charge is applied for each exchange service line to which an OLS code is assigned. The customer must specify the number of exchange service lines and each individual telephone number equipped.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.10 Originating Line Screening (OLS) Service (Cont'd)

A Miscellaneous Service Order Charge as set forth in 17.4.1(D) will apply to orders adding OLS codes that are placed subsequent to the initial installation of the associated exchange service line. This charge does not apply when OLS codes are removed from an exchange service line at the same time that the exchange service line is disconnected.

OLS codes may be delivered using Line Information Database (LIDB) or Flexible Automatic Number Identification (Flex ANI) technology. Those telephone companies delivering OLS codes using LIDB are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO.4, as are those companies delivering OLS codes using Flex ANI.

13.11 Nonchargeable Confirmation Services13.11.1 Billed Number Screening (BNS)

At the request of the customer, the Telephone Company business office will confirm BNS codes associated with a line to which a call is to be billed.

13.11.2 Originating Line Screening (OLS)

At the request of the customer, the Telephone Company business office will confirm OLS codes associated with an exchange service line from which a call originates.

13.12 Coin Supervision Additive Service

The Telephone Company will provide Coin Supervision Additive Service to Payphone Service Providers (PSPs) who order local exchange service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchange service lines requires central office coin supervision capability. The local exchange service lines used for the provision of pay telephone service are obtained from and subject to the terms and conditions under the Telephone Company's general and/or local tariffs.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.12 Coin Supervision Additive Service (Cont'd)

Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from a local exchange service line to a trunk terminating at the PSP's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay telephone user. Coin Supervision Additive Service also permits a suitably equipped operator service provider to automatically ring back the originating local exchange service line upon completion of a call.

A Coin Supervision Additive Service charge as set forth in 17.4.4(N) following is assessed monthly to the PSP for each local exchange service line for which Coin Supervision Additive Service is provided.

(D)

(D)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.14 Local Number Portability (T)

Where facilities permit, Local Number Portability (LNP) (C)
provides an end user of local exchange telecommunications
service the ability to retain its existing local exchange
service telephone number (TN) when changing from one
telecommunications service provider to another provided the (C)
end user remains at the same location. LNP also allows an end
user the ability to complete calls to numbers that have been
ported from one telecommunications service provider to
another. LNP capability will be activated in Telephone
Company end office or tandem switches. The Telephone Company (C)
will identify its LNP capable serving wire centers in the
NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF
F.C.C. No. 4. The technical specifications for Local Number
Portability are contained in Telcordia Technologies Technical
Reference GR-2936-CORE.

13.14.1 LNP End User Charge (T)(A) Description (N)

The LNP End User Charge applies to local (C)
exchange service end users, resellers of the (C)
Telephone Company's local exchange service, line
side access customers, and purchasers of
unbundled switch ports that are served by
either: (C)

- an LNP capable serving wire center or (C)
- a non-LNP capable serving wire center that (N)
provides local exchange service through an
Extended Area Service arrangement with
either:
- one of the 100 largest metropolitan
statistical areas, or
- an adjacent LNP capable local exchange
carrier. (N)

The LNP End User Charge recovers the Telephone (T)
Company's costs directly related to providing LNP. (C)

Certain material formerly found on this page now appears on 2nd Revised
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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services (N)
(Cont'd)
- 13.14 Local Number Portability (Cont'd)
- 13.14.1 LNP End User Charge (Cont'd) (N)
- (B) Rate Regulations (N)
- The Telephone Company will bill a monthly LNP End User Charge as set forth in Section 17.4.4(P), following, with the following exceptions: (T)(M)
(C)
- Each PBX trunk shall be assessed the equivalent of nine monthly LNP End User Charges as specified in Section 17.4.4(P), following. (T)
(T)
 - Each ISDN PRI arrangement shall be assessed the equivalent of five monthly LNP End User Charges as specified in Section 17.4.4(P), following. (T)
(T)
 - Lifeline end user customers shall not be assessed the LNP End User Charge.
- The Telephone Companies listed in Section 17.4.4(P)(1), following, will recover the LNP End User Charge for the remainder of a 60-month period already in progress beginning with the effective date of the rate and ending with the termination date of the rate as specified in Section 17.4.4(P)(1), following. (T)
(C)
- The Telephone Companies listed in Section 17.4.4(P)(2), following, will recover the LNP End User Charge for a 60-month period beginning with the effective date of each rate as specified therein. (T)
(T)
(C)
(C)(M)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.14 Local Number Portability (Cont'd) (T)13.14.2 LNP Query Service (T)(A) Description

LNP Query Service uses Advanced Intelligent Network (AIN) technology and the Common Channel Signaling (CCS) network to query an LNP database to obtain network routing instructions before completion of a call. The LNP database contains all of the TNs within an NXX and the location routing number (LRN) of the switch serving each of those TNs when at least one of the TNs within the NXX has been transferred from one telecommunications service provider to another. The LRN associates a unique NPA-NXX-XXXX routing number with each central office switch that has subscribers who have transferred their TNs. (C)

Where more than one carrier is involved in completing the call, the carrier prior to the terminating carrier (i.e., the N-1 carrier) is responsible for querying an LNP database to obtain the LRN used in routing the call for a number portable NXX code. When the N-1 carrier forwards a non-queried call to a Telephone Company end office or tandem switch and the NXX code has one or more transferred TNs, the Telephone Company's end office or tandem switch will suspend call processing and formulate and launch a query to an LNP database to secure the LRN of the transferred TN. When the LRN has been returned from an LNP database to the Telephone Company end office or tandem switch originating the query, call processing is resumed and the call is either processed in the Telephone Company's network or routed to the correct telecommunications service provider's network for completion to the called party. The Telephone Company will perform the query on behalf of the N-1 carrier (i.e., the LNP query service customer) that forwarded the call. The Telephone Company will bill the N-1 wireline or wireless telecommunications carrier a charge per query as specified in Section 17.4.4 (Q), following, regardless of whether the call is completed. (C)

An LNP Order Charge will apply on a per order basis for those customers that have ordered LNP Query Service as specified in Section 17.4.4 (Q), following. N-1 carriers who terminate non-queried traffic into the Telephone Company's network and have not placed an order for LNP Query Service will be assessed on a per account basis an LNP Billing Charge as specified in Section 17.4.4 (Q), following. (T)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.14 Local Number Portability (Cont'd) (T)13.14.2 LNP Query Service (Cont'd) (T)(B) Limitations

LNP Query Service is to be used only on a call-by-call basis for routing calls to number portable NXX codes and cannot be used for purposes other than those functions described herein.

(C) Network Management

The Telephone Company will administer its network to ensure the provision of acceptable service levels to all customers of the LNP Query Service.

The Telephone Company reserves the right to block any LNP query traffic in a nondiscriminatory manner, where the processing of the LNP queries threatens to disrupt operation of its network and impair network reliability.

(D) Rate Regulations

The LNP charge per query recovers the cost to query an LNP database on behalf of the N-1 carrier. The rate associated with an LNP query will be billed monthly, per query as set forth in Section 17.4.4(Q), following, based on the recorded number of queries. The Telephone Company will develop monthly charges based on an average number of queries per month if actual query recordings are not available. For billing purposes, each month is considered to have thirty (30) days. (T)

The LNP Order Charge and LNP Billing Charge recover the cost to establish the customer's LNP query account. The LNP Order Charge will be billed per order as set forth in Section 17.4.4(Q), following, to those customers that have ordered LNP Query Service. (T)
The LNP Billing Charge will be applied per account as set forth in Section 17.4.4(Q), following, to the N-1 carrier who terminates non-queried traffic into the Telephone Company's network and has not placed an order for LNP Query Service. (T)

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(N)

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.15 Access Recovery Charge

The Access Recovery Charge (ARC) recovers a portion of the Telephone Company's Eligible Recovery as defined in the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking in CC Docket Nos. 96-45 and 01-92; GN Docket No. 09-51; WC Docket Nos. 03-109, 05-337, 07-135 and 10-90; and WT Docket No. 10-208 (76 FR 78384, 76 FR 76623).

ARC will be billed by only those Telephone Companies listed in Section 17.8, following.

13.15.1 Rate Regulations

Except as specified below, the Telephone Company will bill an ARC each month as follows:

- (A) For each line or trunk assessed a Residence End User Common Line (EUCL), as specified in Section 4.6.7(A), preceding, one (1) Residential ARC charge as set forth in Section 17.8, following, will apply.
- (B) For each line or trunk assessed a Single Line Business EUCL, as specified in Section 4.6.4(A), preceding, one (1) Single Line Business ARC charge as set forth in Section 17.8, following, will apply.
- (C) For each line or trunk assessed a Multiline Business (MLB) EUCL, as specified in Section 4.6.4(B), preceding, one (1) Multiline Business ARC charge as set forth in Section 17.8, following, will apply.

The Telephone Company's Residential (Res ARC), Single Line Business ARC (SLB ARC) and Multiline Business ARC (MLB ARC) rates are set forth in Sections 17.8, following.

The minimum period for which an ARC is applicable to an end user is the same as that in the general and/or local exchange tariffs for the associated local exchange service line or trunk.

(N)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.15 Access Recovery Charge (Cont'd)13.15.1 Rate Regulations (Cont'd)

When an end user temporarily suspends its local exchange service that is associated with an ARC, one-half of the monthly ARC charge will be temporarily suspended for the time period the associated local exchange service is suspended.

13.15.2 Exceptions(A) Lifeline Customers

Pursuant to Part 51.917(e)(6)(v) of the FCC's rules, the Residential ARC charge as set forth in Section 17.8, following, will not apply on lines of Lifeline Customers.

(B) Integrated Services Digital Network (ISDN) Services(1) ISDN Basic Rate Interface (BRI)

When an end user is provided local exchange service under any general and/or local exchange service tariff(s) using an Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) arrangement, one (1) Residential or one (1) Single Line Business ARC charge as set forth in Section 17.8, following, applies to each ISDN BRI arrangement.

(2) ISDN Primary Rate Interface (PRI)

When an end user is provided local exchange service under any general and/or local exchange service tariff(s) using an Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) arrangement, five (5) Multiline Business ARC charges as set forth in Section 17.8, following, apply to each ISDN PRI arrangement.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.15 Access Recovery Charge (Cont'd)13.15.2 Exceptions (Cont'd)(C) DS1 Channel Service

When an end user is provided local exchange service under any general and/or local exchange tariff(s) using a DS1 (1.544 Mbps) channel service where the customer provides the terminating channelization equipment, five (5) Multiline Business ARC charges as set forth in Section 17.8, following, apply to each DS1 channel service.

(D) Remote Call Forwarding

For each local exchange service provided as Remote Call Forwarding (RCF) residential or business service, under the general and/or local exchange service tariffs, the monthly ARC charge does not apply.

(N)

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