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8. Miscellaneous Services

In this section normally scheduled working hours shall mean the Business. Basic Time is that time during the Business Day. Overtime is that time outside the Business day and all day Saturday. Premium Time is that time all day on Sunday and Telephone Company observed holidays.

A call-out of a Telephone Company employee at a time not consecutive with Business Day is subject to a minimum charge of four hours.

8.1 Additional Engineering

Additional Engineering will be provided by the Telephone Company at the request of the customer or when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer's request.

Additional Engineering is provided when:

- (A) A customer requests additional technical information beyond that normally included by the Telephone Company on the Design Layout Report (DLR) as set forth in 6.4(F) and 7.1.6.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's specific written request for a customized service or additional engineering activities which are not normally performed in the provision of services under this tariff.

The Telephone Company will notify the customer that Additional Engineering charges, as set forth in 8.1.1 following, will apply before any additional engineering is undertaken. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

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8. Miscellaneous Services (Cont'd)8.1 Additional Engineering (Cont'd)8.1.1 Charges for Additional Engineering

The charges for Additional Engineering are as follows:

Per Engineer, Per Half Hour, or Fraction Thereof

<u>Jurisdiction</u>	<u>Basic Time</u>	<u>Overtime</u>	<u>Premium Time</u>
California	\$150.00	\$200.00	\$250.00
Texas	150.00	200.00	250.00

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8. Miscellaneous Services (Cont'd)8.2 Additional Labor

Additional labor is that labor requested and authorized by the customer on a given service and agreed to by the Telephone Company as set forth in 8.2.1 through 8.2.5 following. The Telephone Company will notify the customer that additional labor charges as set forth in 8.2.7 following will apply before any additional labor is undertaken.

8.2.1 Overtime Installation

Overtime installation is that Telephone Company installation effort performed outside the Business Day.

8.2.2 Overtime Repair

Overtime repair is that Telephone Company maintenance effort performed outside the Business Day.

8.2.3 Stand by

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

8.2.4 Maintenance with Other Telephone Companies

Additional labor charges apply to additional maintenance or repair of facilities which connect to facilities of other telephone companies. This is in addition to the normal efforts required to maintain or repair facilities provided solely by the Telephone Company, as set forth in 2.1.1(C).

8.2.5 Other Labor

Other labor is that additional labor not included in 8.2.1 through 8.2.4 preceding. This includes labor incurred to accommodate a specified customer request that involves only labor which is not covered by any other section of this tariff.

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8. Miscellaneous Services (Cont'd)8.2 Additional Labor8.2.6 Charges for Additional Labor

The charges for Additional Labor are as follows:

Per Technician, Per Half Hour, or Fraction Thereof  
Maintenance and Other Labor (See Sections 8.2.4, 8.2.5, and 8.3(C)).

<u>Jurisdiction</u>	<u>Basic Time</u>	<u>Overtime*</u>	<u>Premium Time*</u>
California	\$150.00	\$200.00	\$250.00
Texas	150.00	200.00	250.00

Per Technician, Per Half Hour, or Fraction Thereof  
Installation or Repair (See Sections 8.2.1 through 8.2.2)

<u>Jurisdiction</u>	<u>Basic Time</u>	<u>Overtime*</u>	<u>Premium Time*</u>
California	\$21.87	\$75.00	\$125.00
Texas	20.83	75.00	125.00

Per Technician, Per Half Hour, or Fraction Thereof  
Stand by (See Section 8.2.3)

<u>Jurisdiction</u>	<u>Basic Time</u>	<u>Overtime*</u>	<u>Premium Time*</u>
California	\$60.00	\$70.00	\$80.00
Texas	60.00	70.00	80.00

- \* A call-out of a Telephone Company employee at a time not consecutive with the Business Day is subject to a minimum charge of four hours.

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8. Miscellaneous Services (Cont'd)8.3 Maintenance of Service

- (A) The customer will be responsible for reporting troubles sectionalized to Telephone Company facilities and/or equipment. When trouble cannot be clearly sectionalized to the Telephone Company facilities and/or equipment, the Telephone Company will test cooperatively or independently to assist in trouble sectionalization.

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 for the period of time from when Telephone Company personnel are dispatched to the customer's or customer's end user 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's 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.

- (C) The charge for Maintenance of Service are as follows:

Maintenance  
of Service  
Periods

Per Technician

Per occurrence

The charges for Maintenance of Service are the same as those set for Additional Labor as set forth in 8.2 preceding.

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8. Miscellaneous Services (Cont'd)8.4 Additional Testing

Testing Services provides for the use of a Telephone Company technician in performing specific tests authorized by the customer including additional testing of facilities which connect to facilities of other telephone companies. Testing Services offered under this section of the tariff are optional and are in addition to acceptance tests and in-service tests performed by the Telephone Company as described in 6.4 (G) and 7.1.7 preceding. Testing Services are made subject to the availability of the necessary qualified personnel and test equipment at the requested test locations.

Testing Services consist of Additional Cooperative Acceptance Testing (ACAT) which is performed during installation of Access Services and Nonscheduled Testing (NST) which is performed after acceptance of Access Services by the customer. Rates and charges for Testing Service are set forth in 8.4(C) following.

The Telephone Company will provide, upon request, documentation that lists the results of the tests performed. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

(A) Additional Cooperative Acceptance Testing

Rates and charges for Additional Cooperative Acceptance Testing of Switched and Special Access Services apply per technician used.

## (1) Switched Access Service

Additional Cooperative Acceptance Testing (ACAT) of Switched Access Service is performed at the time of installation and involves the Telephone Company provision of a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests. The Telephone Company may, at the request of the customer, supply a technician at the customer's premises to perform the required tests.

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

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

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8. Miscellaneous Services (Cont'd)8.4 Additional Testing (Cont'd)(A) Additional Cooperative Acceptance Testing (Cont'd)(2) Special Access Service

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 may provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services at the time of installation. At the customer's request, the Telephone Company may provide a technician at the customer's premises or at the end user premises: These tests may, e.g., 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

(B) Nonscheduled Testing

Nonscheduled tests are performed by the Telephone Company "on demand." When a customer provides a technician at its premises with suitable test equipment to perform the required tests, the Telephone Company may provide a technician at its office for the purpose of conducting Nonscheduled Testing of Switched or Special Access services. At the customer's request, the Telephone Company may 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. Rates and charges for Nonscheduled Testing apply per technician used.

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8. Miscellaneous Services (Cont'd)8.4 Additional Testing (Cont'd)(C) Rates and Charges

The charges for Additional Testing are as follows:

Per Technician, Per Half Hour, or Fraction Thereof

<u>Jurisdiction</u>	<u>Basic Time</u>	<u>Overtime*</u>	<u>Premium Time*</u>
California	\$150.00	\$200.00	\$250.00
Texas	150.00	200.00	250.00

- \* A call-out of a Telephone Company employee at a time not consecutive with the Business Day is subject to a minimum charge of four hours.



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8. Miscellaneous Services (Cont'd)8.5 Presubscription

Presubscription is an arrangement whereby an end user may select and designate to the Telephone Company an IC to access for 1+ InterLATA calls. It also applies to agents for Pay Telephone service whereby the agent may select an IC for the routing of 0+ calls. This IC is referred to as the end user's or agent's predesignated IC.

The regulations and charges pertaining to Presubscription of residence and business lines and/or trunks are set forth in CC Docket 83-1145, Phase I, Memorandum Opinion and Order, Appendix B, adopted by the Federal Communications Commission on May 31, 1985 and released on June 12, 1985. A copy of the Order with all Appendices is available for inspection at the main building of the Federal Communications Commission and can also be obtained from the FCC's commercial contractor. Regulations and charges for Presubscription set forth in this section are in compliance with the Order. Guidelines established in this Order are used to provide Presubscription of Pay Telephone Service.

Should a customer want to use other services of the same or another IC, it will be necessary for the customer to dial the necessary access code(s) (i.e., 101XXXX) to reach that IC's service(s).

Multi party end users will continue with the same IC service arrangement which existed prior to the end office conversion. However, multi party end users may access the IC of their choice by dialing the appropriate 101XXXX carrier identification code. In certain suitably equipped end offices two party customers may subscribe to the IC of their choice.

(A) Reserved for Future Use(B) Reserved for Future Use(C) IC Customer Lists

The Telephone Company will accept from the IC a list(s) of end users or agents that have made individual arrangements with that IC to become their primary IC. The IC must submit a Telephone Company end user or agent enrollment form listing these end users or agents. The end user or agent enrollment form must be accompanied by a document affirming that the IC does, in fact, have, or has instituted steps designed to obtain, signed letters of agency from the end users or agents designating the IC to act as the end user's or agent's agent for the presubscription process. The IC will accept responsibility for any billing disputes arising from implementation of its end user or agent lists.

(D) Reserved for Future Use

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(E) Presubscription Charge(1) Reserved for Future Use(2) Reserved for Future Use(3) Reserved for Future Use

(4) An IC will be charged the Presubscription Charge if the IC submits a request for a change in an end user's, end user agent's or reseller's primary IC, the end user, end user agent or reseller disputes that request. End users, end user agents or resellers will not be charged the Presubscription Charge for any changes made as a result of an error on the part of the IC or the Telephone Company.

An IC will also be charged the nonrecurring charge when it requests a change in the customer identification code assigned to an existing individual end user's service. This type of change does not require a change in the end user's primary IC, only a change in the type of service provided by the IC.

(5) Reserved for Future Use

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(E) Presubscription Charge (Cont'd)

(6) A nonrecurring charge, as set forth in (E)(7) following, to process a change in Presubscription is bifurcated into four (4) separate nonrecurring charges and applies as follows:

- (a) A nonrecurring charge, as set forth in (E)(7)(a)(1) following, applies when the request to change Presubscription is submitted through electronic methods without a request to change the intraLATA primary interexchange carrier (LPIC) on the same line and on the same order.
- (b) A nonrecurring charge, as set forth in (E)(7)(a)(2) following, applies when the request to change Presubscription is submitted through manual methods without a request to change the intraLATA primary interexchange carrier (LPIC) on the same line and on the same order.
- (c) A nonrecurring charge, as set forth in (E)(7)(b)(1) following, applies when the request to change Presubscription is submitted through electronic methods together with a request to change the LPIC on the same line and on the same order.
- (d) A nonrecurring charge, as set forth in (E)(7)(b)(2) following, applies when the request to change Presubscription is submitted through manual methods together with a request to change the LPIC on the same line and on the same order.

As used above, manual methods are (i) personal interaction between a customer, or a person acting on behalf of a customer, and a Telephone Company employee; and (ii) any facsimile or written submissions from a customer, or a person acting on behalf of a customer, to a Telephone Company service center. Electronic methods shall include all other methods. If a request utilizing an electronic method results in manual processing, the electronic nonrecurring charge shall apply upon completion of the request. For orders submitted electronically through customer account record exchange (CARE) transactions, a change to both the PIC and LPIC on the same line will be considered to be on the same order if it is submitted in a single CARE record for that line.

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(E) Presubscription Charge (Cont'd)

## (7) The charge for a change in Presubscription \*

- per Telephone Exchange Service, Line, Trunk, or Pay Telephone

Rate

- (a) When Presubscription change is requested without an LPIC change request on the same line and on the same order:

- (1) Electronically requested Presubscription \$1.25
- (2) -Manually requested Presubscription 5..50

- (b) When Presubscription change is requested together with an LPIC change request on the same line and on the same order:

- 5..50
- (1) Electronically requested Presubscription 0.63
- (2) Manually requested Presubscription 2.75

(F) Reserved for Future Use

\* Where these charges are applicable to a subscriber or end user under this tariff, except as set forth in (I)(1)(b) following, a carrier may make arrangements with the Telephone Company to pay these charges on behalf of the subscriber or end user.

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(G) Unauthorized Presubscription Charge

An Unauthorized Presubscription Change is a change in the preferred interLATA IC that the end user or Pay Telephone Service Provider denies authorizing.

If an end user or Pay Telephone Service Provider denies authorizing a change in interLATA IC as submitted by the alleged unauthorized IC, the alleged unauthorized IC will be assessed the Presubscription Charge as specified in 8.5(E) (6) for:

- Changing the end user or Pay Telephone Service Provider to the disputed IC, and
- Placing the end user or Pay Telephone Service Provider on their previous IC network or the IC network of their choice.

In accordance with the Federal Communications Commission's Slamming Liability Rules in CC Docket 94-129, if an alleged unauthorized carrier is ultimately exonerated of liability, the alleged unauthorized IC is entitled to receive full payment from the end user or Pay Telephone Service Provider for all services provided. In such situations, any Presubscription Charges assessed against the alleged unauthorized IC by the Telephone Company are subject to rebilling to the end user or Pay Telephone Service Provider by the alleged unauthorized IC.

(H) IC CIC Consolidation

- (1) IC requests to consolidate multiple CICs (Carrier Identification Codes) will be subject to a Change in Presubscription Charge as set forth in 8.5(E)(7) preceding. Requests for an IC CIC Consolidation must be provided to the Telephone Company in writing, but no ASR Ordering Charge is applicable for this request. The Telephone Company will negotiate a due date for an IC CIC Consolidation with the IC. It is the sole responsibility of the IC to notify affected end users of the change.

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(I) PIC NONE

When an end user does not want to be presubscribed to any carrier, or when a carrier submits a request to remove their PIC from an end user's line, the end user will be required to dial 101XXXX or other access code (i.e., 950-XXXX) for all calls to all carriers. This line condition, designated PIC NONE, is considered a PIC change for purposes of administering the rates contained in this tariff. PIC NONE changes can only be made by the end user or by the carrier to whom the end user's line is presubscribed.

## (1) End User Presubscription Charges - PIC NONE

Presubscription Charges, as described in (E)(6) preceding, will apply to the end user as follows:

- (a) When an end user submits a request to the Telephone Company to remove the PIC from the end user's line, the applicable nonrecurring charge set forth in (E)(7) preceding applies to the end user.
- (b) When a carrier submits a request to the Telephone Company on behalf of the end user to remove the carrier as the end user's PIC, the carrier must inform the Telephone Company that the end user desires to have no PIC. In such cases, the applicable nonrecurring charge set forth in (E)(7) preceding applies to the end user.
- (c) For (I)(1)(b) preceding, the Telephone Company will verify that the end user's line is currently presubscribed to the carrier submitting the request. If the end user's line is currently presubscribed to the carrier submitting the request, then the Telephone Company will remove such carrier's PIC from the line thereby changing the end user's line PIC designation to PIC NONE.

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(I) PIC NONE (Cont'd)

## (2) Carrier Presubscription Charges - PIC NONE

Presubscription Charges, as described in (E)(6) preceding, will apply to the carrier as follows:

- (a) When a carrier submits a request to the Telephone Company on its own behalf to remove its PIC from an end user's line, the applicable nonrecurring charge set forth in (E)(7) preceding applies to the carrier.
- (b) For (I)(2)(a) preceding, the Telephone Company will verify that the end user's line is currently presubscribed to the carrier submitting the request. If the end user's line is currently presubscribed to the carrier submitting the request, then the Telephone Company will remove such carrier's PIC from the line thereby changing the end user's line PIC designation to PIC NONE.
- (3) The Telephone Company is not liable for any dispute of the change in PIC selection to PIC NONE resulting from a carrier's notification to the Telephone Company.

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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)8.5.1 End User/Agent Lists(A) Reserved for Future Use(B) Reserved for Future Use(C) Snapshot List

The Snapshot List is a summary of selected end user and agent information for specific ICs which reside in the Telephone Company customer data base. The Snapshot List will be provided by electronic transmission at rates provided in 8.5.2(B). Foreign listings, PBX stations, CU centrex stations and numbers not in service will not be provided.

The Snapshot List will be provided to the IC no later than 30 days after receipt of the order. The nonrecurring charge for the Snapshot List applies per state, per order.

The purpose, liability and objectives associated with the provision of the Snapshot List are as follows:

- (1) The IC agrees to use the Snapshot List for the purpose of either contacting potential customers/agents, or existing customers/agents, regarding interexchange telecommunications services available through equal access to be obtained from the Telephone Company or for the purpose of updating IC customer/agent account information. The IC agrees not to sell, or reproduce in any manner, in whole or in part, the lists or permit such to be done.
- (2) The IC shall indemnify, protect and save harmless the Telephone Company from and against any and all loss, liability, damages and expense arising out of any demand, claim, suit or judgment for damages which may arise out of the Telephone Company's supplying of listing information, services or records.



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8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)8.5.1 End User/Agent Lists(C) Snapshot List (Cont'd)

(3) The Telephone Company and the IC agree that the mutual objective of the parties is to conduct their respective businesses to avoid confusion by the end users and agents as to the separate and independent identity of the respective companies and their services. Neither the Telephone Company nor the IC shall make any representation to end users, the public, prospective advertisers, expressed or implied, written or oral, which would imply that the IC is the same as, a part of, or associated with the Telephone Company.

(4) This service may be terminated by either the Telephone Company or the IC upon 30 days' written notice. The Telephone Company reserves the right to terminate this service immediately upon written notice if the IC misuses the list information. Performance by the Telephone Company shall be excused in the event of strike, riot, act of God or any other cause beyond the reasonable control of the Telephone Company.

8.5.2 End User/Agent Lists-Rates and Charges(A) Reserved for Future Use(B) Snapshot List

<u>Jurisdiction</u>	<u>Nonrecurring Charge, Per State, Per Order</u>	<u>Snapshot List Per Listing*</u>
California	\$75.00	\$.05
Texas	75.00	.05

\* For the purpose of the Snapshot List, a listing is defined as an end user or agent record eligible for a Primary Interexchange Carrier Selection.

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8. Miscellaneous Services (Cont'd)8.6 Billing Name and Address Services

The Telephone Company will, upon request, provide Billing Name and Address Service (BNAS) to a Telecommunications Service Provider (customer), or its authorized billing and collection agent. Telecommunications Service Providers include interexchange carriers, operator service providers, enhanced service providers, and any other provider of interstate telecommunications services. There are two BNAS offerings available pursuant to this tariff: Per Call/Periodic BNA and Data Gathering Service (DGS).

8.6.1 Per Call/Periodic BNA and Data Gathering Service

Per Call/Periodic BNA is the billing name and address and Data Gathering is the billing telephone number, name, address and associated working telephone number information for customer provided ten digit end user telephone numbers required by the Telecommunications Service Provider customer to bill for calls placed within a specific time period. Per Call/Periodic BNA and DGS are offered subject to the following conditions:

A standard format for the receipt and provision of telephone number and billing name and address information will be established by the Telephone Company. Charges for each Per Call/Periodic BNA searched for and found or searched for and not found will be billed at rates in 8.6.3(A). Charges for each record accessed for DGS are set forth under 8.6.3(B). Per Call/Periodic BNA and DGS will be provided via electronic transmission or paper format, at the option of the customer, at rates in 8.6.3(A) or 8.6.3(B) respectively. The processing fee will be applied on a per state basis, once per calendar year for BNAS processing done within that calendar year.

The customer must order Per Call/Periodic BNA or DGS and provide test data tape at least 30 days prior to delivery of the first customer order.

The frequency for receipt of the customer provided orders for Per Call/Periodic BNA or DGS will be no more than twice monthly and at intervals mutually agreed upon between the Telephone Company and the customer. The customer provided end user telephone numbers will be programmed by the Telephone Company with the proper end user's billing name and address contained in the Telephone Company's file at that time.

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8. Miscellaneous Services (Cont'd)8.6 Billing Name and Address Services (Cont'd)8.6.1 Per Call/Periodic BNA and Data Gathering Service (Cont'd)

Per Call/Periodic BNA and DGS information for nonlisted/nonpublished end user telephone numbers will be provided unless the nonlisted/nonpublished end user provides written notice to the Telephone Company of nonconsent to the release of the BNA/DGS data. Within 30 days of receipt of such notice, the Telephone Company will discontinue disclosure of the end user's nonlisted/nonpublished BNA/DGS data.

For other than electronic transmission, the output records will be sent to the customer via first class U. S. Mail. The output records will normally be made available for mailing ten workdays after receipt of the customer order or at an interval mutually agreed upon. Availability may be delayed in case of input errors in the customer provided order.

The customer may request data be transmitted. Data transmission charges will be determined on an ICB. Data transmission hardware and software specifications will be mutually agreed upon by the Telephone Company and the customer.

Per Call/Periodic BNA and DGS detail will not be retained by the Telephone Company longer than 45 days. If the customer requests that the output be made available on a second occasion, such request must occur within 30 days from the date the first was made.

Any customer, provided Per Call/Periodic BNA or DGS pursuant to this tariff, agrees to abide by all applicable rules, decisions, orders, statutes and laws concerning the disclosure of published and nonpublished telephone numbers, and further agrees to use the information contained therein only for the purpose of billing for services provided to their end users.

In no case shall any customer or authorized billing and collection agent of a customer disclose the billing name and address information of any subscriber to any third party, except that a customer may disclose BNA/DGS information to its authorized billing and collection agent or to governmental law enforcement agencies.

8.6.2 Reserved for Future Use

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8. Miscellaneous Services (Cont'd)8.6 Billing Name and Address Services (Cont'd)8.6.3 Rates and Charges(A) Per Call/Periodic BNA

<u>Jurisdiction</u>	<u>Billing Name and Address Found/Each</u>	<u>Billing Name and Address Not Found/Each</u>	<u>Processing Fee Paper Report or Electronic Transmission for Each State</u>
California	\$.14	\$.14	\$50.00
Texas	.14	.14	50.00

(B) Data Gathering Service

<u>Jurisdiction</u>	<u>Per Record Accessed</u>	<u>Processing Fee** Paper Report or Electronic Transmission for Each State</u>
California	\$.26	\$75.00
Texas	.18	75.00

\* Applies once per calendar year for BNA processing done within that calendar year.

\*\* Applies once per calendar year for DGS processing done within that calendar year.

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8. Miscellaneous Services (Cont'd)8.7 Denial/Restoral Service

The Telephone Company will, upon request, provide Denial/Restoral service to ICs for those end users that have designated the IC as their primary interexchange carrier.

- (A) Denial/Restoral service provides for Telephone Company notification to an IC that an end user's local exchange service has been temporarily suspended due to non-payment of the end user's local exchange service. Subsequently, the Telephone Company will provide notification to the IC if the end user's service has been restored from temporary suspension.
- (B) Notification shall be provided via the Customer Account Record Exchange electronic interface.
- (C) The IC agrees to abide by all applicable rules, decisions, orders, statutes and laws concerning the disclosure of published and nonpublished telephone numbers, and further agrees to use the information provided by Denial/Restoral service only for the purposes of billing services provided to their end users.
- (D) A charge in (E) will apply to the IC for each notification per end user local telephone exchange service number provided to the IC.
- (E) Denial/Restoral Service  
per telephone number provided                      \$.10

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8. Miscellaneous Services (Cont'd)8.8 Telecommunications Service Priority8.8.1 General

The Telephone Company will arrange a Telecommunications Service Priority (TSP) installation and service restoration classification on receipt of certification in conformance with Part 64, Subpart D, Appendix A of the Federal Communications Commission's Rules and Regulations.

The TSP System is a service, developed to meet the requirements of the Federal Government, 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.

The TSP System shall be provided in accordance with the guidelines set forth in Technical References Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook (NCS) H 3-1-2 and Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual (NCS) M 3-1-1.

8.8.2 Priority Installation

Expedited order charges, as set forth in Section 5.3.1.(D), are applicable to access orders submitted with a TSP installation priority. Access orders requiring the special construction of facilities will be subject to special construction regulations, rates and charges as set forth in Section 5.1.12 preceding.

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8. Miscellaneous Services (Cont'd)8.8 Telecommunications Service Priority (Cont'd)8.8.3 Priority Restoration

- (A) New orders with priority level assignments will be provisioned in accordance with the guidelines established for TSP. The Telephone Company will not accept orders for new Restoration Priority System (RP) circuits after September 10, 1990. Applications for circuits previously provisioned under RP must be resubmitted for provisioning in accordance with the guidelines established for TSP during the 30-month transition period between September 10, 1990 through March 10, 1993. The Nonrecurring Charge as set forth in 8.8.4(B) will apply to RP orders resubmitted for provisioning under the TSP System. After the transition period, the Telephone Company will discontinue any RP assignments remaining on record.
- (B) Under certain conditions it may be necessary to preempt one or more customer services with a lower or no restoration priority in order to install or restore NSEP telecommunications service(s) of a higher priority. If such preemption is necessary, and if circumstances permit, the Telephone Company will make reasonable effort to notify the preempted service customer of the action to be taken.
- (C) No additional charge applies to the implementation of a Priority Restoration level submitted concurrent with the initial order to install the Switched or Special Access Service. The nonrecurring charge set forth in 8.8.4(B) following will apply to any request to change or add a Priority Restoration level on an existing Switched or Special Access Service.

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8. Miscellaneous Services (Cont'd)8.8 Telecommunications Service Priority (Cont'd)8.8.4 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for other services that may be furnished the provisions of this tariff which operate in conjunction with the TSP System.

## (A) Priority Installation of an Access Service.

- |  |   |
|--|---|
| (1) Expedited Orders                                 | Regulations, rates and charges are the same as those set forth in 5.3.1(D) preceding for Switched and Special Access Service. |
| (2) Utilization of Specially Constructed Facilities. | Regulations, rates and charges as set forth in Section 5.1.12 preceding.  |

## (B) Priority Restoration (PR) Level Implementation on an Access Service.

	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
(1) When the PR level\$4.90 is implemented concurrent with the initial ASR.	None	
(2) When the PR level is added or changed on an existing Access Service.	\$4.90	\$14.50



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8. Miscellaneous Services (Cont'd)8.9 International Blocking Service

The Telephone Company, upon request, will provide end office blocking of only end user direct dialed 011+ and 101XXXX+011+ calls from an end user's location. This optional service is offered on a per line basis where facilities permit and is available for use with local business exchange service offered in the Telephone Company's general or local exchange tariff.

	Nonrecurring Charge
International Blocking Service, per line or trunk (all jurisdictions)	\$19.95

8.10 Service Access Code 900 Blocking

Service Access Code 900 Blocking provides for the blocking of all calls originated to the 900 service access code. The service is provided upon request where facilities permit and is provided free of charge to customers for the first blocking request. For 900 blocking requests after the first request a nonrecurring charge is applicable per telephone number blocked. Customer requests to remove 900 blocking, i.e., to unblock the service must be in writing. There is no charge for unblocking.

	Nonrecurring Charge
Service Access Code 900 Blocking (per number blocked after the first request)	\$ 5.00

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8. Miscellaneous Services (Cont'd)8.11 Selective Class of Call Screening (SCOCS)

- (A) Selective Class of Call Screening is an optional service available, where facilities permit, in Telephone Company electronic end offices. This service restricts outgoing 1+, 0+ and 0- calls placed over the Telephone Company's network, to only those calls which are charged to a number other than the originating number, i.e., collect, third number billed or Calling Card. Selective Class of Call Screening is available for use with line side General Exchange Tariff services that are provided for the provision of telecommunication services to transient members of the public.

The customer will specify, at the time of the order, the restriction or restrictions desired. The customer may specify any combination of the following to restrict the billing of outgoing toll calls to:

- A Credit Card
- A Third Number
- Collect to the Called Number

## Option 1

An outgoing 1+ call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect), a third number or a Calling Card account.

## Option 2

An outgoing 0+ or 0- call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect), a third number or a Calling Card account.

(B) Rates and Charges

<u>Jurisdiction</u>	<u>Monthly Rate Per Option</u>
California	\$.31
Texas	.31

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8. Miscellaneous Services (Cont'd)8.12 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 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.

	<u>Monthly Charge</u>
- Per arrangement	\$100.00

8.13 Integrated Services Digital Network (ISDN) Line Port

End users subscribing to Integrated Services Digital Network-Basic Rate Interface (ISDN BRI) and Integrated Services Digital Network-Primary Rate Interface (ISDN PRI) will be assessed an ISDN Line Port Charge.

When end user ISDN BRI or ISDN PRI is provided by a local service provider that resells local service (reseller), the reseller will be assessed the ISDN Line Port charge.

(1) Rates and Charges

<u>Jurisdiction</u>	<u>Monthly Rates Per ISDN BRI Arrangement</u>	<u>Monthly Rates Per ISDN PRI Arrangement</u>
California	\$1.00	\$10.00
Texas	2.03	10.00

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8. Miscellaneous Services (Cont'd)8.14 Service Provider Number Portability(A) Reserved for Future Use(B) Reserved for Future Use(C) Service Provider Number Portability (SPNP) General Description

SPNP allows, where facilities permit: (1) a local exchange telephone service customer to maintain the same Directory Number (DN) when changing from one telecommunications service provider to another while remaining at the same location; and (2) callers to complete calls to numbers that have been ported.

(D) SPNP Query Service Description

SPNP is an advanced intelligent network capability which utilizes the common channel signaling network to query a database to secure network routing instructions before completion of a call. This database contains the Location Routing Number (LRN) that identifies the switch of the Local Service Provider (LSP) that serves a customer with a ported DN. The LRN is used to direct the call to the correct network switching element for completion to the end user customer. Where more than one network is involved in completing the call, the network prior to the termination (i.e., the N-1 Network) is normally responsible for querying a SPNP database to secure the LRN which is then used in routing the call.

Where the N-1 carrier does not perform a database query, and forwards a call to a switch in the Telephone Company's network for a NXX designated as a number portable code in the National Exchange Carrier Association Inc. FCC No. 4, the Telephone Company will perform a query for the N-1 carrier and bill that N-1 carrier a SPNP Query charge, as shown in Section 8.14(D) following.

When the Telephone Company is the first point of switching for terminating traffic to another local exchange carrier (e.g., a Telephone Company tandem switch), the Telephone Company will perform the query on behalf of the N-1 carrier and bill the N-1 carrier a SPNP Query charge, as shown in Section 8.14(D) following.

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8. Miscellaneous Services (Cont'd)8.14 Service Provider Number Portability (Cont'd)(D) SPNP Query Service Description (Cont'd)

The SPNP Query is available through the telephone companies network at a tandem or end office.

When a Telephone Company tandem switch performs the query on behalf of the N-1 carrier, an SPNP Query-Tandem charge is applied whenever the call is to an NXX from which a DN has been ported.

When a Telephone Company end office switch performs the query on behalf of the N-1 carrier, an SPNP Query-End Office charge will apply when the called DN has ported out of the Telephone Company switch.

(E) Rate Regulations

The rates and charges associated with SPNP which are "query" based will be billed monthly, based on recorded usage. For billing purposes, each month is considered to have thirty (30) days.

The SPNP Query rate element provides for the identification of the LRN information associated with the directory number including transport of the query to and from the database. This charge is assessed at either a Tandem or End Office rate depending on where the query was launched.

- SPNP Query - Tandem Query Charges are assessed to each non-queried call delivered at the Telephone Company Tandem to numbers in NXXs from which a DN has ported. This charge is also assessed when the N-1 carrier delivers calls to other LECs through a Telephone Company Tandem.
- SPNP Query - End Office Query Charges are assessed to each non-queried call to a directory number that has been ported out of a Telephone Company end office switch, and the end office switch performs the query.

(F) Rates and Charges

	<u>Rate Per Query</u>
SPNP Query:	
(1) Tandem Query Charge	\$.000926
(2) End Office Query Charge	.000926

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8. Miscellaneous Services (Cont'd)8.15 Payphone-Specific Coding Digits

The Telephone Company will equip local exchange telephone lines ordered by Payphone Service Providers (PSPs) from the Telephone Company's general and/or local exchange tariff with the capability to transmit three (3) payphone specific coding digits. The digits which will be transmitted to the Interexchange Carrier are: 27 for pay telephones requiring central office supervision, 29 for prison/inmate pay telephones, and 70 for pay telephones not requiring central office supervision. These digits will be transmitted via Flexible Automatic Number Identification (Flex ANI) to Interexchange Carriers who have trunks equipped with the Flex ANI optional feature as described in Section 4. The Interexchange Carriers will use this information to compensate the PSPs for subscriber 800 series calls, dial-around access code calls (e.g., 101XXXX) and any other calls placed from pay telephones and deemed compensable by the FCC.

The Telephone Company will apply a monthly Payphone-Specific Coding Digits Service charge to each pay telephone service line. This charge recovers the initial costs of deploying the Flex ANI capability and will be assessed for a thirty-six month period beginning in September 1, 1999.

	<u>Monthly Rate</u>
Payphone-Specific Coding Digits Service Charge	\$2.23

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8. Miscellaneous Services (Cont'd)

8.16 Federal Universal Service Fund Surcharge

The Federal Universal Service Fund (FUSF) Surcharge recovers the Telephone Company's contributions to the Universal Service Support Mechanisms. Customers may certify exemption from FUSF Surcharges at the ACNA level or at the BAN level. Certification at the ACNA level will exempt all BANs under that ACNA. Certification at the BAN level will exempt only the specified BANs. FUSF Surcharge exemption certification can be completed and submitted on the Telephone Company's web site at:

<http://wholesale.frontier.com/>

(A) Application of FUSF Surcharge to End User Common Line Residence Charges

Customers assessed an End User Common Line Charge specified in Sections 4.7.1 through 4.7.3 preceding will be assessed an FUSF Surcharge as set forth following. The FUSF Surcharge will be determined by multiplying the FUSF Surcharge Factor by the End User Common Line Charge plus the Access Recovery Charge (ARC), if any. FUSF Surcharges will be billed to the associated end user or reseller of the local exchange services, with the exception of those customers who participate in the Lifeline Assistance Program.

(B) Application of FUSF Surcharge to Other Charges

Customers assessed Presubscribed Interexchange Carrier Charges, ISDN Line Port Charges, Charge for Changing Primary Interexchange Carrier, charges for interstate Special Access Service, and any interstate charges not listed above which give rise to the Telephone Company's obligation to contribute to the Universal Support Mechanisms will be assessed the FUSF Surcharge on such charges as set forth following. Customers who participate in the Lifeline Assistance Program are not exempt from this Surcharge on services other than the End User Common Line Charge and the ARC. The FUSF Surcharge will be determined by multiplying the FUSF Surcharge Factor by the applicable charges.

(C) FUSF Surcharge

Surcharge applied to interstate charges	19.5%	(I)
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8. Miscellaneous Services (Cont'd)

8.16 Federal Universal Service Fund Surcharge (Cont'd)

(D)

(D)



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8. Miscellaneous Services (Cont'd)8.17 Incidental InterLATA Call Management Signaling Service8.17.1 General

- (A) Call Management Signaling Service ("Service" or "CMSS") provides a customer with terminating detail information and with the capability to provide instructions back to the Telephone Company regarding the forwarding or other disposition of calls terminating or attempting to terminate at the customer's end user's telephone number. The Telephone Company will deliver this service over a secure IP (Internet Protocol) network connection using standard XML-based formatted data.
- (B) In every instance that a call attempts to terminate at a Telephone Company end office to a customer's end user's telephone line provisioned with the Service, The Telephone Company will provide the customer with signaling information describing the attempted call termination and terminating detail for the call (collectively "Terminating Detail"). All Terminating Detail will be provided to a Telephone Company interface server and then made available to customers through a secure IP network connection using an XML-based data format.
- (C) In every instance that a customer is provided with Terminating Detail for a call, the customer will be required to respond with a valid response ("Response") within 18 seconds, as further described in the Technical Reference Technical Memorandum for Incidental InterLATA Call Management Signaling Service associated with the Verizon FCC Short Term Notice of Network Change dated March 2007. Valid Responses include an instruction for The Telephone Company to forward the call to a different domestic telephone number, to block the call or to permit the call to terminate to the customer's end user's line.
- (D) In the event no Response is received within 18 seconds, the Telephone Company will proceed with terminating the call to the customer's end user's line. Responses to the Telephone Company from the customer are received through a secure IP network connection and in an XML-based data format.

8.17.2 Service Availability

Call Management Signaling Service will be provided where technical capability exists on the customer's end-user lines that originate from Telephone Company end offices equipped with Advanced Intelligent Network (AIN) capability. The AIN capability information can be found in the NATIONAL EXCHANGE CARRIER, INC., TARIFF FCC NO. 4.

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8. Miscellaneous Services (Cont'd)8.17 Incidental InterLATA Call Management Signaling Service (Cont'd)8.17.3 Responsibilities of the Customer

- (A) The customer must notify its end users to provide the Telephone Company with authorization for each line, on a per-line basis, for which the customer is seeking to receive an end-user customer's Terminating Detail information. Customer's end users must provide authorization by accessing a Telephone Company Internet web site. The Telephone Company will reject a customer's request for Call Management Signaling Service if authorization from customer's end-user has not been provided prior to receipt of an order.
- (B) In order to use the Call Management Signaling Service, the customer will be required to have computer server equipment to exchange data in XML format over a secure IP network connection, to obtain a secure IP network connection from the customer's location and to comply with the Telephone Company's security/network integrity and data exchange requirements. Detailed information about the XML-based data interchange, such as data fields and valid values can be found in Technical Reference Technical Memorandum for Incidental InterLATA Call Management Signaling Service associated with the Verizon FCC Short Term Notice of Network Change dated March 2007. To use this Service, the Customer must procure either a secure IP network connection using the Internet or a secure dedicated IP network connection. Either option selected must support Secure Socket Layer (SSL) communication, using 128-bit encryption, and the customer's server must be equipped with a valid SSL certificate for authentication. Customers will be required to complete interoperability/network integrity testing, and to submit to a security review by the Telephone Company, prior to turn up. The Telephone Company may implement transaction management procedures when experiencing excessive volume traffic or other adverse conditions. Additional details about the Telephone Company's security/network integrity requirements can be found in Technical Reference Technical Memorandum for Incidental InterLATA Call Management Signaling Service associated with the Verizon FCC Short Term Notice of Network Change dated March 2007.

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8. Miscellaneous Services (Cont'd)8.17 Incidental InterLATA Call Management Signaling Service (Cont'd)8.17.4 Rate Regulations

- (A) Charges for Call Management Signaling Service are applied on a per call signal basis which describes the Terminating Detail for calls terminating or attempting to terminate at the customer's end user's telephone number.
- (B) A customer must attain a minimum volume of at least one (1) million call signals per month on a combined basis from all of its end-user customers located in Telephone Company operating territories as set forth in this tariff and in Tariff FCC No. 14. For any month that the minimum monthly usage is not attained, a customer will be billed for a minimum of one (1) million call signals. The minimum signal volume requirements will be waived during a ramp-up period beginning with the earliest subscription date from this tariff or FCC 14, and ending at the close of the twelfth monthly billing period following the earliest subscription date.

8.17.5 Rates and Charges

Per Call Signal	\$ .004
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