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8. Reserved for Future Use

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9. Reserved for Future Use

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**10     Special Federal Government Access Services****10.1     General**

This section covers Special Access Services that are provided to a customer for use only by agencies or branches of the Federal Government and other users authorized by the Federal Government. Services provided to state emergency operations centers are included. These services provide for command and control communications, including communications for national security, emergency preparedness and presidential requirements. They are required to assure continuity of Government in emergency and crisis situations and to provide for national security.

Services for command and control communications and for national security and emergency preparedness sometimes require short notice and short duration service provisions. These provisions are especially needed to meet presidential requirements or in response to natural, man-made, or declared emergencies. Requirements of this type cannot be forecasted and are usually needed for a relatively short period. The provision of service under these conditions may require the availability of facilities, such as portable microwave equipment, which are provided on a temporary basis by the Telephone Company or customer.

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**10     Special Federal Government Access Services (Cont'd.)****10.2     Emergency Conditions**

These services will be provided on the date requested or as soon as possible thereafter when the emergency falls into one of the following categories:

- State of crisis declared by the National Command Authorities (includes commitments made to the National Communications System in the "National Plan for Emergencies and Major Disasters").
- Efforts to protect endangered U.S. personnel or property both in the U.S. and abroad. (Includes space vehicle recovery and protection efforts.)
- Communications requirements resulting from hostile action, a major disaster or a major civil disturbance.
- The Director (Cabinet level) of a Federal department, Commander of a Unified/Specified Command, or head of a military department has certified that a communications requirement is so critical to the protection of life and property or to the National Defense that it must be processed immediately.
- Political unrest in foreign countries which affect the national interest.
- Presidential service.

**10.3     Facility Availability**

In order to ensure communications during periods of emergency, the Telephone Company will, within the limits of good management, make available the necessary facilities to restore service in the event of damage or to provide temporary emergency service.

In order to meet the requirements of agencies or branches of the Federal Government, the Telephone Company may utilize Government-owned facilities, when necessary to provide service.

**10.4     Federal Government Regulations**

In accordance with Federal Government Regulations, all service provided to the Federal Government will be billed in arrears. However, this provision does not apply to other customers that obtain services under the provisions of this tariff to provide their services to the Federal Government.

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**10     Special Federal Government Access Services (Cont'd.)****10.5   Service Offerings to the Federal Government**

The following unique services are provided to a customer for use only by agencies or branches of the Federal Government, other authorized users and state emergency operations centers. The rates and charges for these services shall be developed on an individual case basis and shall be consistent with the rates and charges for services offered in other sections of this tariff.

**10.5.1   Type and Description****(A)     Voice Grade Special Access Services****(1)     Voice Grade Secure Communications Type I**

Approximate bandwidth of 10-50,000 Hz. Furnished for two-point secure communications on two-wire or four-wire metallic facilities between a customer designated premises and an end user's premises. Services are conditioned as follows:

T-3 Conditioning - The absolute loss (referenced to 1 milliwatt) with respect to frequency shall not exceed:

15 dB at 10 Hz  
13 dB at 100 Hz  
9 dB at 1,000 Hz  
20 dB at 10,000 Hz  
30 dB at 50,000 Hz

Additional conditioning (available in one or two directions on four-wire facilities only) to provide the following characteristics:

The absolute loss (referenced to one milliwatt) with respect to frequency shall not exceed:

0 dB at 1,000 Hz  
± 1 dB between 1,000 Hz and 40,000 Hz  
± 2 dB between 10 Hz and 50,000 Hz  
(+ means more loss)

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10     Special Federal Government Access Services (Cont'd.)

10.5   Service Offerings to the Federal Government (Cont'd.)

10.5.1 Type and Description (Cont'd.)

(A)    Voice Grade Special Access Services (Cont'd.)

(1)    Voice Grade Secure Communications Type I (Cont'd.)

The net loss of the conditioned service (with or without additional conditioning) shall not vary by more than four dB at 1,000 Hz from the levels specified preceding.

Voice frequency signaling or supervisory tones can be transmitted.

(2)    Voice Grade Secure Communications Type II

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communications between a customer designated premises and an end user's premises. Services are conditioned as follows:

G-1 Conditioning - The absolute loss with respect to frequency and the net loss variation shall be the same as Voice Grade Secure Communications Type I services without additional conditioning. Voice frequency signaling or supervisory tones can be transmitted.

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10     Special Federal Government Access Services (Cont'd.)

10.5   Service Offerings to the Federal Government (Cont'd.)

10.5.1 Type and Description (Cont'd.)

(A)    Voice Grade Special Access Services (Cont'd.)

- (3)    Voice Grade Secure Communications Type III Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communications between a customer designated premises and an end user's premises. Services are conditioned as follows:

G-2 Conditioning - The absolute loss with respect to frequency and the net loss variation from the customer designated premises to the end user's premises shall be the same as Voice Grade Secure Communications Type I services without additional conditioning; from the end user's premises to the customer designated premises shall be the same as Voice Grade Secure Communications Type I services with additional conditioning. Voice frequency signaling or supervisory tones can be transmitted.

- (4)    Voice Grade Secure Communications Type IV

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communication between two customer designated premises. Services are conditioned as follows:

G-3 Conditioning - The absolute loss with respect to frequency and the net loss variation shall be the same in both directions of transmission as Voice Grade Secure Communications Type I services with additional conditioning. Voice frequency signaling or supervisory tones can be transmitted.

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10     Special Federal Government Access Services (Cont'd.)

10.5   Service Offerings to the Federal Government (Cont'd.)

10.5.1 Type and Description (Cont'd.)

(B)     Wideband Digital Special Access Service

Service arrangements for secured communications to accommodate the transmission of binary digital baseband signals in a random polar format.

(1)     Wideband Secure Communications Type I For transmission at the rate of 18,750 bits per second.

(2)     Wideband Secure Communications Type II For transmission at the rate of 50,000 bits per second.

(3)     Wideband Secure Communications Type III To accommodate the transmission of restored polar two-level facsimile signals with a minimum signal element width of twenty micro-seconds at a rate of 50,000 bits per second.

To accommodate the transmission of binary digital baseband signals in a random polar format at the rate of 50,000 bits per second.

(C)     Government Emergency Telecommunications Service (GETS)

Terms and conditions associated with the Government Emergency Telecommunications Service are set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 5.

10.5.2 Mileage Application

Mileage, when used for rate application between the serving wire centers of two customer designated premises, shall be determined by the V and H Coordinates Method as set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF F.C.C. NO. 4 and administered as set forth in 7.2.5 preceding.



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**10     Special Federal Government Access Services (Cont'd.)****10.6     Rates and Charges****10.6.1   General**

The rates and charges for special offerings to the Federal Government, such as those set forth in 10.5.1(A) and (B) preceding, are developed on an individual case basis and are set forth in 17.4.5 following.

**10.6.2   Voice Grade Special Access**

The provision of T-3 and G conditioned services contemplates station and tandem switching operations, using customer provided equipment, as well as Special Access Service. Separate narrowband or voice grade services, where required by the customer provided equipment or switching operation, are furnished in accordance with the applicable sections of this tariff and NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 5.

**10.6.3   Move Charges**

- (A)     When a service without a termination charge associated with that service, as set forth in 17.4.5 following, is moved to a different building, the nonrecurring charge applies; when moved to a new location in the same building, a charge of one-half of the nonrecurring charge applies.
- (B)     When service with a termination charge associated with that service, as set forth in 17.4.5 following, is moved and reinstalled at a new location, the customer may elect:
- to pay the unexpired portion of the termination charge for the service, if any, with the application of a nonrecurring charge and the establishment of a new termination charge for such service at the new location, or
  - to continue service subject to the unexpired portion of the termination charge, if any, and pay the estimated costs of moving such service, provided that the customer requests these charges be quoted prior to ordering the service move.
  - Charges for moving such service will be based on estimated costs attributable to the move.

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**10     Special Federal Government Access Services (Cont'd.)****10.6     Rates and Charges (Cont'd.)****10.6.3     Move Charges (Cont'd.)****(B)     (Cont'd.)**

Move charges include the estimated costs of removal, restoration of services or facilities necessitated by the move, transportation, storage, reinstallation, engineering, labor, supervision, materials, administration, and any other specific items of cost directly attributable to the move.

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Vice President, Regulatory and Public Policy  
350 South Loop 336 West  
Conroe, TX 77304-3308

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**11 Special Facilities Routing of Access Services****11.1 Description**

The services provided under this tariff are provided over such routes and facilities as the Telephone Company may elect. Special Facilities Routing is involved when, in order to comply with requirements specified by the customer, the Telephone Company provides Special Access Service or Special Federal Government Access Service in a manner which includes one or more of the following conditions:

**11.1.1 Diversity**

Two or more circuits must be provided over not more than two different physical routes.

**11.1.2 Avoidance**

A circuit(s) must be provided on a route which avoids specified geographical locations.

**11.1.3 Diversity and Avoidance Combined****11.1.4 Cable-Only Facilities**

Certain Voice Grade services are provided on Cable- Only Facilities to meet the particular needs of a customer.

Service is provided subject to the availability of Cable-Only facilities. In the event of service failure, restoration will be made through the use of any available facilities as selected by the Telephone Company.

Avoidance and Diversity are available on Metallic, Telegraph Grade and Voice Grade Special Access Services as set forth respectively in 7.4, 7.5 and 7.6 preceding and Special Federal Government Access Services as set forth in 10.5 preceding. Cable-Only Facilities are available for Voice Grade Special Access Services as set forth in 7.6 preceding and Special Federal Government Access Services as set forth in 10.5 preceding.

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11 Special Facilities Routing of Access Services (Cont'd.)11.1 Description (Cont'd.)

In order to avoid the compromise of special routing information, the Telephone Company will provide the required routing information for each specially routed service to only the ordering customer. If requested by the customer, this information will be provided when service is installed and prior to any subsequent changes in routing.

The rates and charges for Special Facilities Routing of Access Services are developed on an individual case basis. Such rates and charges for Special Facilities Routing of Access Services are as set forth in 17.4.6 following and are in addition to all other rates and charges that may be applicable for services provided under other sections of this tariff.

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12     Specialized Service or Arrangements12.1   General

Specialized Service or Arrangements may be provided by the Telephone Company, at the request of a customer, on an Individual Case Basis if such service or arrangements meet the following criteria:

- The requested service or arrangements are not offered under other sections of this tariff.
- The facilities utilized to provide the requested service or arrangements are of a type normally used by the Telephone Company in furnishing its other services.
- The requested service or arrangements are provided within a LATA.
- The requested service or arrangements are compatible with other Telephone Company services, facilities, and its engineering and maintenance practices.
- This offering is subject to the availability of the necessary Telephone Company personnel and capital resources.

Rates and charges and additional regulations if applicable, for Specialized Service or Arrangements are provided on an Individual Case Basis and are as set forth in 17.4.7 following.

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

13.3 Miscellaneous Services

13.3.1 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) 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) 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

(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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13. Additional Engineering, Additional Labor and Miscellaneous Services (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 "Office of Emergency Communications Telecommunications Service Priority Operations Guide" dated December 2016.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (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 “Office of Emergency Communications Telecommunications Service Priority Operations Guide”, 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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13. Additional Engineering, Additional Labor and Miscellaneous Services (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(E) following.

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