

## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

In this section normally scheduled working hours are an employee's scheduled work period in any given calendar day (e.g., 7:00 a.m. to 4:00 p.m.) for the application of rates based on working hours.

13.1 Additional Engineering

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

- 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.
- Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in 7.2 preceding.

The Telephone Company will notify the customer that additional engineering charges, as set forth in 31.13 following will apply before any additional engineering is undertaken.

13.1.1 Charges For Additional Engineering

The charges for Additional Engineering are as found in Section 31.13 following.

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 31.13 following will apply before any additional labor is undertaken.

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(Cont'd)13.2 Additional Labor (Cont'd)

For part-time Video and Advanced Video Services, additional labor (C)  
may also include that labor, requested by one or more customers and  
agreed upon by the Telephone Company, for a Telephone Company technician  
to oversee the operation of part-time Video or Advanced Video (C)  
Service during a specific event. The Telephone Company will notify the  
customer(s) that additional labor set forth in 13.2.5 following for  
other labor will apply. The charge for other labor will apply per  
customer. When a single Telephone Company technician oversees the (C)  
operation of part-time Video or Advanced Video Service(s) for more  
than one customer, the total charge to perform other labor will be  
divided equally between the customers involved.

When the customer has authorized additional labor in order for the  
Telephone Company to satisfy its request for an earlier service date as  
set forth in Section 5.2.1 preceding, the charges for additional labor  
shall not exceed twenty five percent of the total nonrecurring charge  
associated with the Access Order.

13.2.1 Overtime Installation

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

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.2 Additional Labor (Cont'd)13.2.2 Overtime Repair

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

13.2.3 Stand by

Stand by includes all time in excess of one-half (1/2) hour during which Telephone Company personnel stand by to make 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 to facilities of other telephone companies is such activity in addition to 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, including, but not limited to labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff. For part-time Video Service, the request for other labor may involve one or more customers for a single event. The charge for other labor to each customer shall be as specified in 13.2 preceding.

13.2.6 Charges for Additional Labor

The charges for Additional Labor are as set forth Section 31.13 following.

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(Cont'd)13.3 Miscellaneous Services13.3.1 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 for the period of time from when Telephone Company personnel are dispatched to the customer's 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 charges for Maintenance of Service are as found in Section 31.13 following.

13.3.2 Reserved for Future Use

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription

- (A) Except as set forth in (B)(10) following, presubscription is a service to customers in an end office equipped with Feature Group D or CST BSA - Option 3 whereby a customer may select and designate to the Telephone Company an IC to access, without dialing an access code, for interLATA interstate calls. When this selection is made, the IC is referred to as the customer's Primary Interexchange Carrier (PIC). Where only one IC has ordered Feature Group D or CST BSA - Option 3, the regulations in (B)(7) following are applicable.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)

## (A) (Cont'd)

A customer may indicate that he does not want to be presubscribed to any IC, or an IC may submit a request to remove their PIC from a customer's line when the IC's service to that customer is terminated for non-payment or other IC tariff violation. When this happens, the customer will be required to dial 101XXXX or other access code (i.e., 950-XXXX) for all calls to all ICs. This line condition, designated PIC NONE, is considered a PIC for purposes of administering the rates contained in this tariff. When a customer line is changed to PIC NONE at the request of an IC, the presubscription charge, as specified in 31.13.4 following, will not apply. In addition, International Direct Dial Blocking Service may be subscribed to under the regulations set forth in 13.3.3(D) following. Further, 900 Pay-Per-Call Blocking Service may be subscribed to under regulations set forth in 13.3.3(E) following.

Each IC will have one or more access codes assigned to it for its various types of service. When a customer selects an IC as its PIC, only one access code of that IC may be incorporated into the switching system of the Telephone Company permitting access to that IC by the customer without dialing an access code. Should the same customer wish to use other services of the same IC it will be necessary for the customer to dial the necessary access code(s) to reach that IC's other service(s).

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(Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(A) (Cont'd)

At the time a customer advises the Telephone Company of its PIC, it will be necessary for the customer to specify to the Telephone Company the IC's service, if the IC has more than one service, to which the customer will presubscribe.

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- (B) Presubscription is furnished in accordance with the detailed provisions of the Federal Communications Commission's Allocation Plan as set forth in Appendix B of its Memorandum Opinion and Order in CC Docket No. 83-1145, Phase I, adopted May 31, 1985 and released June 12, 1985\*, as modified by an order in the same docket adopted August 19, 1985 and released August 20, 1985. Presubscription of public telephone is furnished in accordance with the Opinion and Order of the United States District Court for the District of Columbia, Civil Action No. 82-0192, issued October 14, 1988, the Memorandum issued December 23, 1988, the F.C.C.'s order released February 28, 1989 and the Opinion issued May 8, 1990. Allocation of public telephones is in accordance with F.C.C.'s Allocation Plan, as applicable. Principle provisions of the Allocation Plan and associated Telephone Company provisions as may be appropriate, are as follows.

(1) Customer Notification, Equal Access Balloting Process and Interexchange Carrier Customer Lists

The Telephone Company will notify customers of the availability of presubscription through the mailing of an Equal Access Ballot. The mailing of the initial ballots will occur approximately 90 days, but in no case later than 85 days, prior to the conversion of the end office serving the customers. Customers will be encouraged to return their respective ballot to the Telephone Company or the selected PIC within the time frame specified on the ballot. Only one IC may be selected for each line.

An IC obtaining service commitments from customers directly must provide an IC Customer List, in a format mutually agreed upon with the Telephone Company and accompanied by a document affirming that it does have, or has instituted steps designed to obtain, an authorization to submit a PIC order on the customer's behalf.

\* This Order, with all Appendices is available for inspection at the Federal Communications Commission, 1919 M Street N.W., Washington, D.C., in the Public Reference Room of the Tariff Division and may be obtained from the Commission's commercial contractor.

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(B) (Cont'd)

(1) Customer Notification, Equal Access Balloting Process and Interexchange Carrier Customer Lists (Cont'd)

The ICs are not required to submit letters, confirmation or ballots when submitting IC Customer Lists to the Telephone Company, but should maintain the letters, confirmations or ballots on file for use in dispute resolution. ICs should request written authorizations from their customers no later than the date of submission of their first bill to the customer.

All valid orders on IC Customer Lists(s), received by the Telephone Company prior to 15 days after the end office conversion, except those involved in a conflict as set forth in (3) following, will be included in the allocation process as set forth in (2) following.

Approximately 45 days after a serving end office is converted to equal access, customers who have not made a PIC selection, either through the Equal Access Ballot, direct contact with the Telephone Company or directly with an IC, will be sent a second ballot by the Telephone Company. This ballot will give the customer a second opportunity to make a PIC selection.

The second ballot will state that, if the customer fails to return the ballot by the date specified therein, the customer's line(s) will be assigned to the IC indicated on the ballot.

Residence and business customers may make the selection PIC NONE only by contacting the Telephone Company directly.

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(B) (Cont'd)

(2) Allocation Process

The Telephone Company will tabulate the initial ballots, direct input to the Telephone Company and the IC Customer Lists received and determine the percentage of customer lines that presubscribed to each IC. ICs participating in the allocation process will have nonpresubscribed customer lines assigned to them at random, based on the percentages so determined for a particular serving end office.

Should an IC listed on the initial ballot elect not to participate in the allocation process, then non-responding customer's lines will be allocated to the remaining ICs in relative proportion to their initial results.

Separate allocation processes will be used for residence customer lines and business customer lines.

When an end user purchases a Prepaid Calling Service card and does not select a carrier participating in Prepaid Calling Service Access on the initial interLATA, interstate or international call, a participating Prepaid Calling Service Access carrier will be allocated to the end user based on the proportion of participating carriers voluntarily chosen by end users in the selection process.

(3) Customer Choice Discrepancy

When a discrepancy is determined regarding a customer's designation of a PIC, the following applies:

- (a) When a customer indicates more indicates more than one IC choice per line on a ballot, or returns an illegible ballot, the Telephone Company will contact the customer for clarification.
- (b) When two or more PIC orders are received per line via ballot return, Telephone Company contact, or IC Customer List, the order with the latest customer authorization date will take precedence. The customer authorization date is the date the customer signed the ballot, the date the customer placed the order with the Telephone Company or the date the customer authorized the IC to submit a PIC order on his/her behalf.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)

(B) (Cont'd)

(4) Presubscription Charge Application

- (a) After the implementation of the ongoing Equal Access Balloting Process, existing customers making their initial PIC selection, either by returning the ballot to the address specified by the Telephone Company, by direct contact with the Telephone Company, or by contacting an IC directly during the approximately 90 day period prior to the equal access conversion date or during the 255 days following the conversion date, are not subject to a presubscription charge. After the allocation translation, customers will incur a presubscription charge for any changes in PIC selection, including a change from one service to another service of the same IC. (C)

An Unauthorized Preferred Carrier Change is a change of a customer's preferred interLATA and/or intraLATA IC that the customer denies authorizing. If the customer denies authorizing such a change in interLATA and/or intraLATA presubscription as submitted by an alleged unauthorized IC, the alleged unauthorized IC will be assessed the ILP PIC nonrecurring charge, as specified in 31.13.4(A)(1) following, for: (N)

- The disputed ILP PIC NRC previously billed to the customer, and
- A restoral ILP PIC NRC to restore the customer to its previous IC.

In accordance with the Federal Communications Commission's Slamming Liability Rules in CC Docket 94-129, if an alleged unauthorized IC is ultimately exonerated for liability, the IC is entitled to receive full payment from the customer for all services provided. In such situations, any ILP PIC nonrecurring charge assessed against the IC by the Telephone Company is subject to rebilling to the customer by the alleged unauthorized IC. (N)

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

If an IC discontinues its Feature Group D or CST BSA - Option 3 Switched Access Service, the IC must, in writing, notify the Telephone Company and all customers who are presubscribed to that IC that it is canceling their service and that the customers are to contact the Telephone Company to select a new PIC. Further, the IC must notify the customers that it will pay the presubscription charge, as set forth in 31.13.4 following. The Telephone Company will bill the canceling IC a charge equal to the total number of lines presubscribed to that IC multiplied by the presubscription charge set forth in 31.13.4 following.

If the Telephone Company discontinues the Features Group D or CST BSA - Option 3 Switched Access Service of an IC as set forth in 2.1.8(B), (C) or (D) preceding, the Telephone Company will notify the IC's customers, in writing, that the IC's service no longer will be available. Customers will be instructed to contact the Telephone Company to select a new PIC. The Telephone Company will bill the IC a charge equal to the total number of lines presubscribed to the IC multiplied by the presubscription charge, as set forth in 31.13.4 following.

All notices to the IC's customers will advise those customers that if a new PIC is not selected within ten (10) calendar days, their lines will be changed by the Telephone Company to the selection PIC NONE, as described in 13.3.3(A) preceding, and they will have to dial 101XXXX or another access code (i.e., 950-XXXX) for all interLATA interstate calls.

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

If an IC chooses to terminate service of a customer for nonpayment or other tariff violation and wishes to avoid liability for the PICC charge, the IC must comply with the Federal Communications Commission requirement to notify its customer of the termination and explain to its customer the need to select a new Primary Interexchange Carrier. In addition, the IC must inform the customer that the Telephone Company will assess the PICC directly to the customer until a new Primary Interexchange Carrier is selected. The IC must also provide notice to the Telephone Company, as set forth in 4.6 preceding, that it has discontinued service to that customer.

Upon receipt of notification, the Telephone Company will verify that the customer line is currently presubscribed to the IC. If the customer line is currently presubscribed to the IC, the Telephone Company will change the customer line PIC designation to PIC NONE.

The Telephone Company is not liable for any dispute of the change in PIC selection to PIC NONE resulting from an IC's notification to the Telephone Company. The IC shall furnish the Telephone Company with a copy of its customer notification upon request in order to resolve any customer PIC disputes.

If an IC blocks service to a customer who is presubscribed to the IC, and the customer contacts the Telephone Company with a repair report that the customer can not complete a 1+ interLATA call, the Telephone Company will 1) determine if the customer's line is blocked by the IC, and if so advise the customer that there is no problem with its telephone service; 2) direct the customer to contact the IC for further information and 3) bill an invalid Report Charge as set forth in Section 31.13 following to the IC.

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

Between the mailing of the initial ballot and the allocation translation, no presubscription charge will apply to changes in PIC selection.

(b) Customers establishing new service or adding additional Telephone Exchange Service lines or trunks, Centrex or Centrex-CO lines, Feature Group A or CSL BSA Switched Access Services lines to existing service, who will be served by end offices equipped with equal access, will be asked to select a PIC at the time they place an order with the Telephone Company for service.

Such customers who make a selection at the time they place an order will be sent a notice by the Telephone Company confirming the customer's selection. There will be no charge for this initial selection. If, within 30 days after the mailing of the confirmation notice, the customer advises the Telephone Company that the incorrect selection is shown, the selection will be changed for no charge. For any change in selection thereafter, including a charge from one service to another service of the same IC, a charge, as set forth in 31.13.4 following applies.

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(b) (Cont'd)

Such customers who do not select a PIC at the time they place an order will, upon request, be sent a ballot to aid in their selection of a PIC. There will be no charge for this initial selection. After the customer's initial PIC selection, for any change thereafter, including a change from one service to another service of the same IC, a charge, as set forth in 31.13.4 following applies.

(c) Where a particular IC orders Feature Group D or CST BSA - Option 3 in an end office six months prior to the introduction of Presubscription in that end office, and the Telephone Company is unable to provide interoffice facilities for that IC within 30 days after Presubscription is introduced, when such facilities are subsequently made available, customers may designate that IC as the PIC without charge for a period of three months after the provision of Feature Group D or CST BSA - Option 3 to that IC.

(d) Where a particular IC orders Feature Group D or CST BSA - Option 3 in an end office six months prior to the introduction of Presubscription in that end office and Feature Group D or CST BSA - Option 3 routed via an access tandem switch is not available within 30 days after Presubscription is introduced, if that IC elects not to obtain Feature Group D or CST BSA - Option 3 in that end office until such tandem service becomes available, customers may designate that IC as the PIC. There is no charge for such designation for a period of three months after the provision of Feature Group D or CST BSA - Option 3 routed via an access tandem switch to that IC for that end office.

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(B) (Cont'd)

(5) IC Participation Requirements

In order to be considered eligible to be on an Equal Access Ballot, the IC must place a firm order for Feature Group D or CST BSA - Option 3 Switched Access Service with the Telephone Company in accordance with the ordering procedures of the Telephone Company.

(6) IC Allocation Choice

ICs choosing to be on the Equal Access Ballot must notify the Telephone Company of their intention not to participate in the allocation process no later than 15 days after the end office equal access conversion date or 15 days prior to allocation calculation.

(7) Equal Access Offices Served by One IC

When only one IC has ordered Feature Group D or CST BSA - Option 3 in an end office scheduled to be converted to equal access, Presubscription will not be offered until a second IC orders Feature Group D or CST BSA - Option 3 in that office. The date on which the second IC's service becomes effective will be the date that the Presubscription process will start.

(8) NXX Move

When a central office designation (NXX) or a group of lines is moved from an end office not equipped with Feature Group D or CST BSA - Option 3 to one equipped with Feature Group D or CST BSA - Option 3, affected customers will be afforded the same opportunity to make a PIC selection as that afforded to customers whose end office is converting to Feature Group D or CST BSA - Option 3.

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(B) (Cont'd)

(9) IC Consolidation of Multiple PIC Codes

IC requests for customer PIC changes in order to consolidate multiple 3 digit PIC codes will be subject to a PIC Consolidation Charge provided that all lines or trunks associated with the former 3 digit PIC(s) are changed at the same time to a single existing 3 digit PIC code.

The IC ordering the PIC consolidation will be billed the PIC Consolidation Charge and will be responsible for the notification of all customers affected by the change. The nonrecurring charge for a Change in Presubscription will not apply. The Telephone Company will negotiate a due date for PIC consolidation with the IC.

The nonrecurring charge for a PIC consolidation is found in 31.13.4(B) following.

The nonrecurring charge for a Change in Presubscription is found in 31.13.4(A) following.

(10) Interstate IntraLATA Toll Calls

Interstate intraLATA toll calls between LATA 132 in New York and LATA 132 in Connecticut (Byram and Greenwich) will be carried by the IntraLATA Presubscription Primary Interexchange Carrier (ILP PIC) or the Intrastate Presubscription Primary Interexchange Carrier (ISP PIC) selected by the end user.

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- (1) International Direct Dial Blocking Service (IDDB) is an arrangement that prevents the use of certain line-side exchange services for the completion of international direct dialed calls. This arrangement recognizes and blocks, by routing such calls to a recorded announcement, any attempt to dial international direct dialed sequences of 011+ or 101XXXX 011+.

International Direct Dial Blocking Service is available for use with the following line-side exchange services.

- Centrex
- Private Branch Exchange Service (PBX)
- Public Telephone Service
- Business Exchange
- Business ISDN

In addition, IDDB will be provided with other line-side exchange services on an unbundled basis to all business customers where technically feasible and economically reasonable.

IDDB will be provided from suitably equipped serving wire centers as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., Tariff F.C.C. No. 4.

(2) Rate Regulations

Nonrecurring charges apply to International Direct Dial Blocking Service. No separate nonrecurring charge will apply for the installation of IDDB service when it is installed coincident with the initial installation of an exchange service. A separate nonrecurring charge will apply when IDDB service is installed at anytime subsequent to the initial installation of an exchange service.

Charges for International Direct Dial Blocking Service are set forth in 31.13 following.

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(Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(E) 900 Pay-Per-Call Blocking Service

900 Pay-Per-Call Blocking Service is an arrangement that allows end users to prevent use of their telephone lines for the completion of calls to a customer's interstate or intrastate 900 Access Service. When an end user requests this service, it will be provided using certain blocking options which are provided under the state exchange tariffs. Based on the state in which the end user orders exchange service, the arrangement may also block other services (e.g., vendor-operated, entertainment-related teleconferencing services provided by Group Bridging Service (GBS) in the 550 exchange). The individual blocking options are offered where technically feasible as follows:

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<u>State</u>	<u>Blocking Option</u>	<u>Codes</u>
New York	Option 2	900, 970
	Option 3	900, 700, 394, 540, 550, 910, 920, 970 and 976
	Centrex Line Treatment "A-9"	900, 700, 411, 540, 550, 555, 970 and 976
Massachusetts	Option 1 (Comprehensive Blocking)	900, 920, 940, 976, 550 and 554
	Option 2 (Partial Blocking)	900, 940, 550 and 554
Rhode Island	Selective Blocking	900, 940, 976
Maine	Selective Blocking	900, 940, 976
New Hampshire	Selective Blocking	900
Vermont	Selective Blocking	900

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(Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(E) 900 Pay-Per-Call Blocking Service (Cont'd)

The description and regulations for the individual blocking options are specified in the appropriate state exchange tariffs.

900 Pay-Per-Call Blocking Service is available where facilities permit.

Except for New York Telephone, 900 Pay-Per-Call Blocking Service is available as a nonchargeable option. In New York Telephone, 900 Pay-Per-Call Blocking Service is provided at no charge on a one-time basis to end users who subscribe to a new telephone number for a period of 90 days after the new number is effective. For 900 Pay-Per-Call Blocking Service requests not within this time frame, the rates and charges are set forth in Section 31.13 following.

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## (1) Service Description

On Line Transfer Service enables a participating IC to receive transferred customer calls from the Telephone Company in order to complete processing of the customer's interexchange service requirements.

Upon completion of telephone contact with an ordering customer as set forth in (A) preceding, the Telephone Company will offer to transfer the customer to the IC of its choice provided that IC subscribes to On Line Transfer Service.

If the customer accepts the offer to have the call transferred, the Telephone Company will dial the IC's toll free number, transfer the customer call to the IC and disconnect from the call after verifying the connection is established.

If the IC selected by the end user has not obtained On Line Transfer Service from the Telephone Company or if the end user chooses not to have its call transferred, the Telephone Company will offer to provide the end user with the IC's telephone number.

## (2) Obligations of the IC

In addition to the obligations of the IC set forth in Section 2. preceding, the IC has other obligations pertaining only to the provision of On Line Transfer Service. These obligations are as follows:

The IC must provide a toll free number within each of the operating territories of the Telephone Company that is exclusively dedicated by the IC for the purpose of establishing an account. The IC must establish Automatic Call Distribution on the toll free numbers and assign the highest call priority to all calls transferred by the Telephone Company. This will allow Telephone Company transferred calls to route to the first available IC representative regardless of other calls waiting in queue.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(F) On Line Transfer Service (Cont'd)

## (3) Rate Regulations

A monthly recurring rate will apply to each IC for every month or fraction thereof that On Line Transfer Service is provided. No charges apply to the IC customers for On Line Transfer Service. Rates and charges for On Line Transfer Service are set forth in 31.13 following.

(G) Long Distance Trouble Management Services (LDTMS)

## (1) Service Description

LDTMS enables a participating Interexchange Carrier (IC) to receive, from the Telephone Company, specific trouble ticket information. This is accomplished by having information delivered electronically to a designated directory within a server owned and maintained by the Telephone Company. Each subscribing IC will have its own dedicated directory from which it can download its customers' trouble reports. The customer reporting the trouble must have as his/her Primary Interexchange Carrier (PIC) the IC that ordered LDTMS. ILP PICs (IntraLATA Presubscription Primary Interexchange Carriers) and/or ISP PICs (Intrastate Presubscription Primary Interexchange Carriers) are ineligible for LDTMS.

LDTMS supports the delivery of trouble reports related to certain switched access, special access, toll free, ATM, Frame Relay, calling card and operator-assisted services. For certain special access services, at least one end of the circuit must originate or terminate within the Telephone Company's operating region. For certain switched access or toll free services, the customer may or may not be presubscribed to the Telephone Company for local retail services, but must have as his/her Primary Interexchange Carrier (PIC) the IC that ordered LDTMS.

(C)

(C)

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(G) Long Distance Trouble Management Services (LDTMS) (Cont'd)

## (1) Service Description (Cont'd)

If, during a telephone contact between the Telephone Company's repair personnel and an IC's customer, it is determined that a trouble resides in the IC's network, the customer is informed that the ticket will be electronically delivered to his/her IC for full resolution. At that time, the IC's customer is also informed that his/her IC will contact him/her within one hour and provide a status report on the trouble. Telephone Company personnel will answer all repair calls using the Telephone Company brand name.

(C)

LDTMS will be provided on a negotiated interval basis, which will include joint-acceptance testing. LDTMS will be offered to all states covered by this tariff. The Telephone Company reserves the right to determine geographic availability, terms and conditions of the service. If the PIC for the customer has not subscribed to LDTMS, that customer will be treated in accordance with current operating procedures.

(C)

## (2) Undertaking of the Telephone Company

Before delivering the ticket, the Telephone Company will inform the customer that he/she will be called back by his/her IC within one hour. On a subsequent call, the Telephone Company will inform the customer that he/she will be called back within thirty minutes. Also, if requested by the customer, the Telephone Company will obtain a status or provide the telephone number of the IC.

(T)

(C)

(C)

The Telephone Company will be responsible for providing the IC all the information needed to establish an LDTMS account and to access its directory within the Telephone Company server. The Telephone Company will also control the format of the information, access to the network components up to and including the server, and the information that will be available to the IC within its directory.

Certain regulations previously found on this page can now be found on 1<sup>st</sup> Revised Page 13-23.2.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(G) Long Distance Trouble Management Services (LDTMS) (Cont'd)

## (3) Obligations of the IC

Each IC is obligated to call their customer within one hour of receiving the trouble and to provide the customer with a status report. On a subsequent call, the IC is obligated to contact their customer within thirty minutes. Each IC will be solely responsible for the development of its own operation support systems that interface with the Telephone Company's server. Each IC will also be solely responsible for meeting the interface standards and requirements as set by the Telephone Company.

(T) (M)  
(T)  
(T)  
(M)

## (4) Rate Regulations

A monthly recurring rate will apply to each participating IC for every month or fraction thereof that LDTMS is provided. No charges will apply to an IC's customer. Rates and charges for LDTMS are set forth in sections 31.13 following.

(C)  
(C)

Certain regulations on this page formally appeared on Original Page 13-23.1.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(H) Presubscription Change Charge Billing Options (C)

At the option of the IC, the nonrecurring charge for a change in presubscription, as set forth in Section 31.13.4(A) following, may be billed to the IC, instead of the End User.

(T)

## (1) Direct Billing

The direct billing option is available when an IC initiates a PIC change order through the Customer Account Record Exchange (CARE) interface by either paper, magnetic tape, Network Data Mover or by on-line electronic interface using system specifications determined by the Telephone Company.

(T)

(C)

The IC can designate direct billing on any PIC change orders it chooses by specifying the PIC Change Charge Indicator in position 405. The nonrecurring charge for a change in presubscription will then be assessed to the IC, instead of the End User.

(C)

The direct billing option is not available for orders placed via the Telephone Company's Residence, Business or Equal Access Service Centers. Lines equipped with selective access blocking are not eligible for this option.

(T)

The direct billing option should not be specified on a PIC change order which is normally provided at no charge to the End User. If the IC specifies the direct billing option on a PIC change that would normally be provided at no charge to the End User and the nonrecurring charge for a change in presubscription is applied to the IC, the Telephone Company will adjust the IC's bill to remove that charge.

(T)

(T)

## (2) Reverse Billing

(N)

The Reverse Billing Option is available to ICs for End User-initiated PIC change orders placed at the Telephone Company's Residence, Business or Equal Access Service Centers. The nonrecurring charge for all of the IC's end-user initiated PIC change orders placed at the Telephone Company's Residence, Business or Equal Access Service Centers will then be assessed to the IC, instead of the End User.

The IC must notify the Telephone Company in writing of its election to establish and/or cancel the Reverse Billing Option. Establishment and/or cancellation will be effective within ten (10) business days from the date the Telephone Company receives written notification and must be in effect for a minimum of six months.

(N)

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(H) Primary Interexchange Carrier (PIC) Verification Service

## (1) Service Description

PIC Verification Service enables an IC to obtain verification of their end user's PIC selection in a Telephone company switch. The IC must provide the telephone number via telephone call or on-line electronic interface with the NYNEX Subscription System (NSS). The on-line electronic interface requires a specific hardware and software configuration including an IBM compatible 386 (preferably 486) personal computer with 8 to 16 megabytes of RAM running with Windows version 3.1 or OS/2 version 2.1 software, a modem (preferably 9.6 kbps), and a dial-up or private line. (Z)

PIC Verification Service will be provided from suitably equipped wire centers as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., Tariff F.C.C. No. 4.

## (2) PIC Verification Service Restrictions

The verification information:

- Shall not be resold or otherwise provided to any other person, corporation, partnership or entity.
- Shall be used only for establishing and maintaining IC service for end users who have requested service.
- Shall not be used for marketing purposes.

## (3) Rate Regulations

Nonrecurring Charges will apply for PIC Verification Service. An IC will be billed for each successful PIC verification. A separate rate will apply per telephone request or on-line electronic interface request.

Nonrecurring Charges for PIC Verification Service are set forth in Section 31.13.5(G) following.

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2980 Fairview Park Drive, Falls Church, VA 22042

## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Standard Jacks - Registration Program

Standard jacks are provided by the Telephone Company to connect Registered Equipment to those services that are subject to the Registration Program as set forth in Technical Reference Publication AS No. 1. The use of jacks is covered in part 68 of the F.C.C.'s Rules and Regulations.

Specific jacks are described in the document on file with the FCC entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the FCC's Rules and Regulations."

These jacks are used to terminate services provided by the Telephone Company. Other services or facilities provided by the Telephone Company or by others may also be terminated in any spare capacity of the jacks remaining after installation without additional charge for the use of such capacity.

The nonrecurring charges, which include installation, for standard jacks and their typical uses are found in 31.13 following.

13.3.5 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 31.13 following. Other testing services provided by the Telephone Company in association with Access Services are furnished at no additional charge. These other testing services are described in 6.1.6 and 7.1.7 preceding.

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (A)(5) and (B)(1) and (2) following for a customer to request Telephone Company personnel to perform testing services at the customer's premises.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)

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), (B) and (C) 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, and (b) tests which are performed after acceptance of such access services by a customer, i.e., in-service tests. These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled.

Scheduled tests are those tests performed by the Telephone Company on a regular basis, e.g., monthly, which result in the measurement of Switched Access Service. Scheduled tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a cooperative basis (Telephone Company technician(s) involved at Telephone Company office(s) and customer technician(s) involved at customer's premises), or a manual basis (Telephone Company technician(s) involved at Telephone Company office(s) and at customer's premises).

Nonscheduled tests are performed by the Telephone Company "on demand", which result in the measurement of Switched Access Services. Nonscheduled tests may involve Telephone Company technicians at Telephone Company offices and at the customer's premises.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)

## (A) Switched Access Service (Cont'd)

(1) Additional Cooperative Acceptance Testing

Additional Cooperative Acceptance Testing (ACAT) 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:

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

(2) Reserved for Future Use

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

(S)(x)

- (x) Issued on not less than 1 day's notice under authority of Special Permission No. 99-56 to include material filed by the NYNEX Telephone Companies under Transmittal No. 546 and which became effective in the NYNEX Telephone Companies Tariff F.C.C. No. 1 on April 16, 1999.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(3) Cooperative Scheduled Testing

Cooperative Scheduled Testing of Switched Access Services (Feature Groups B, C, D or CST BSA - Option 1, 2 and 3 and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance measurements, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The Telephone Company will provide, on a quarterly basis, a Cooperative Scheduled Testing 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.

(4) Manual Scheduled Testing

Manual Scheduled Testing (MST) of Switched Access Services (Feature Groups B, D, CST BSA - Option 1 and 3, and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and at the customer's premises, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The Telephone Company will provide, on a quarterly basis, an MST 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.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)

## (A) Switched Access Service (Cont'd)

(5) Nonscheduled Testing

Nonscheduled Testing (NST) of Switched Access Services is where:

- The customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent ("automatic testing"); or
- The Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests ("cooperative testing"); or
- The Telephone Company provides a technician at its office(s), and/or at the customer's premises with suitable test equipment to perform the required tests ("manual testing").
- Nonscheduled Tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

(6) Obligations of the Customer

The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support NST as set forth in 13.3.5(A)(5) preceding.

(S)(x)

The customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(B) Special Access Service

The Telephone Company will, at the request of a customer, provide assistance in performing specific tests requested by the customer.

(1) Additional Cooperative Acceptance Testing (ACAT)

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 test may, e.g., consist of the following:

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

(2) Nonscheduled Testing (NST)

When a customer provides a technician at its premises, with suitable test equipment to perform the required tests, the Telephone Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the customer's request, the Telephone Company will 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.

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(B) Special Access Service (Cont'd)(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 Customer at times mutually agreed upon.

(C) Rates and Charges

The rates and charges for Testing Services are found in 31.13 following.

13.3.6 Provision of Access Service Billing(A) Primary Bill

- (1) The customer will receive its primary monthly access bill in standard format on paper at no charge.
- (2) At the customer's option, at no additional charge, the customer may receive its primary monthly access bill on magnetic tape in lieu of paper. A negotiated service date interval will apply as set forth in 5.2.1(B) preceding.
- (3) At the customer's option, at no additional charge, the customer may receive its primary monthly access bill on CD-ROM in lieu of paper if the bill(s) for the requested bill period has a data capacity of at least one (1) megabyte. To the extent the Telephone Company can, with reasonable effort, comply with the customer's request, changes to existing bill period(s) will be made to either (a) meet the minimum requirement or (b) maximize available CD-ROM capacity. Data on the CD-ROM will be formatted using standards determined by the Telephone Company. A negotiated service date interval will apply as set forth in 5.2.1(B) preceding.
- (4) At the customer's option, at no additional charge, the customer may receive its primary monthly access bill electronically by subscribing to the Direct Customer Access - Access Billing option. Direct Customer Access provides a customer with on-line access to a gateway which enables the customer to electronically communicate with Telephone Company operations support systems. A negotiated service date interval will apply as set forth in 5.2.1(B) preceding.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Provision of Access Service Billing (Cont'd)(A) Primary Bill (Cont'd)

- (5) At the customer's option, at no additional charge, the customer may receive its primary monthly access bill by electronic data transmission in lieu of paper. The customer is responsible for expenses incurred in providing a data transmission system compatible with the Telephone Company billing data output specifications. A negotiated service date interval will apply as set forth in 5.2.1(B) preceding.

- (6) Unless otherwise specified, the customer will receive an abbreviated bill in paper format for remittance when the magnetic tape, CD-ROM, NYNEX Direct Customer Access or electronic data transmission options are chosen as the primary billing media. The abbreviated bill will conform with industry standard billing data output and will be provided at no charge to the customer. The abbreviated bill is optional for those customers electing to remit their payment to the Telephone Company electronically.

(B) Changes in Billing Media

The Telephone Company will accept requests for changes from one form of primary billing media to another at no charge to the customer. Where a customer requests combinations of more than one type of billing media, and the Telephone Company can, with reasonable effort, comply with that request, such combinations will be provided to the customer.

(C) Additional Copies

(Z)

At the request of the customer, an additional copy of the access bill will be provided in either standard paper format, magnetic tape format, CD-ROM, via NYNEX Direct Customer Access or via electronic data transmission.

Charges for the provision of an additional copy of the access bill are set forth in 31.13 following.

(D) Electronic Data Transmission

Regulations regarding electronic data transmission failure will apply as follows:

- (1) In the event of transmission failure resulting from Telephone Company error, the Telephone Company will re-send a bill by electronic data transmission at no charge to the customer.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Provision of Access Service Billing Information (Cont'd)(D) Electronic Data Transmission (Cont'd)

- (2) In the event of transmission failure resulting from failure of the customer's transmission line or other customer error, the Telephone Company will re-send a bill by electronic data transmission at the same rates and charges as a request for an additional copy of the access bill as set forth in 31.13 following.
- (3) In the event that there are problems or disputes regarding receipt of the data transmission other than those outlined in (1) and (2) preceding, the Telephone Company will forward a duplicate access bill on magnetic tape via overnight delivery. The same rates and charges as a request for an additional copy of the access bill will apply as set forth in 31.13 following.

(E) Rates and Charges

The rates and charges for the Provision of Access Service Billing Information are found in 31.13 following.

13.3.7 Protective Connecting Arrangements

Protective Connecting Arrangements (PCA) are grandfathered and are offered subject to on-the-shelf availability to New York Telephone customers only. Rates and charges for PCAs are found in 31.13 following.

13.3.8 Controller Arrangement

This arrangement enables the customer to control up to 48 transfer functions at a Telephone Company central office via a CPE 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. The 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.

Transfer Arrangements, as set forth in 31.7 following are required in addition to the Controller Arrangement in order to obtain a complete operational service.

Rates and charges for the Controller Arrangement are found in Section 31.13 following.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.9 Wiring/Line Investigation \*

- (A) Customers may request a wiring or line investigation of their end user's line. An investigation includes preliminary examination of the end user's billing history and recent service order activity, central office testing to verify that the line is wired correctly, and, when necessary, dispatch of a company technician to inspect the line.
- (B) If in the course of the investigation a trouble is located in New England Telephone's billing, wiring or line equipment, the trouble will be corrected as soon as possible and no charge will apply to the customer for the investigation.
- (C) When a customer requests a wiring or line investigation, the customer shall be responsible for payment of a Wiring/Line Investigation charge when:
  - (1) Trouble is determined to be in equipment or communications systems provided by other than New England Telephone, or
  - (2) No trouble is found in New England Telephone's billing or facilities. In either case, no credit allowance will be applicable for any service interruption.
- (D) The charge for Wiring/Line Investigation is found in 31.13. following.

\* New England Telephone only

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.10 Fire Retardant Cable \*

Fire Retardant Cable is low smoke, flame resistant sheathed cable for use in air return plenums or other air handling areas. It is furnished by the Company, upon customer request, as an alternative to exposed wiring or customer-provided conduit for cable when authorized by local building codes.

The nonrecurring charge for Fire Retardant Cable is in addition to all other applicable tariff rates and charges.

The nonrecurring charge for Fire Retardant Cable will not apply when the cable is reused in place.

Fire Retardant Cable is measured by the running foot.

The nonrecurring charges for Fire Retardant Cable are set forth in 31.13 following.

13.3.11 Public Access Line Optional Features

Public Access Line (PAL) optional features are supervisory and screening features for use with Public Access Line Service as provided under the general and/or local exchange service tariffs of the Telephone Company.

PAL optional features are provided at the rates specified in Section 31.13.12 following. The Local Switching Installation Nonrecurring Charge as set forth in Section 31.6.2(C) following applies when a PAL optional feature is ordered subsequent to the initial installation of the associated Public Access Line Service. When more than one PAL optional feature is ordered at the same time on the same Access Order, for the same due date and on the same Public Access Line Service, only one Local Switching Installation Nonrecurring Charge is applicable. Nonrecurring charge(s) are not applicable for any other optional feature(s) which are installed on the same Access Order, for the same due date and on the same Public Access Line Service. (Z)

PAL optional features are as specified in (A) through (D) following.

\* New York Telephone only

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.11 Public Access Line Optional Features (Cont'd)

## (A) PAL Line Side Answer Supervision

Line Side Answer Supervision provides "off-hook" supervisory signals to the customer premises equipment of a Public Access Line Service when the called party answers the call. When a called party on-hook at the end of a call is detected, the reverse battery is returned to normal indicating that the called party has disconnected from the call. Line Side Answer Supervision is available in 5ESS and DMS-100 central offices where facilities permit.

## (B) PAL Direct Dial Screening

PAL Direct Dial Screening blocks directly dialed toll calls made from a Public Access Line Service, except when the directly dialed call is placed to 800 numbers. With this service, toll calls may be placed on an operator handled basis. Direct Dial Screening is available from suitably equipped electronic end office switches where facilities permit. With the exception of the State of Maine, Direct Dial Screening is not available when the Public Access Line Service is provided with municipal calling service.

## (C) PAL Operator Screening

PAL Operator Screening alerts the operator that operator handled calls and operator handled directory assistance calls which originate from a Public Access Line Service may not be billed to the originating number. With the assistance of an operator, calls may be placed on a calling card, collect or charge to a third number basis. PAL Operator Screening is available where facilities permit.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.11 Public Access Line Optional Features

## (D) PAL Terminating (Billed) Number Screening

PAL Terminating (Billed) Number Screening provides screening of terminating calls to a Public Access Line Service as follows:

- (1) Option A alerts operators throughout the country that collect and third number calls cannot be billed to a particular number.
- (2) Option B alerts operators throughout the country that third number calls cannot be billed to a particular number.
- (3) Option C alerts operators throughout the country that collect calls cannot be billed to a particular number.

PAL Terminating (Billed) Number Screening is available where facilities permit.

13.3.12 Service Provider Number Portability(A) 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. This capability has been activated in the Telephone Company's nine (9) largest Metropolitan Statistical Areas (MSAs) on a switch specific basis as specified in the National Exchange Carrier Association Inc. Tariff, F.C.C. No. 4. This capability will be activated in the remaining Telephone Company switches by the end of 1999.

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(B) SPNP and SPNP Database Service (SPNPDS) 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. F.C.C. 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 13.3.12(E) 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 13.3.12(E) following.

Where the N-1 Network queries the Telephone Company SPNP database, the Telephone Company will bill that N-1 carrier a SPNP database query charge.

SPNP Database Service procedures will be applied uniformly to all users of the Telephone Company's SPNP Database Network. The Telephone Company SPNP Database will receive and respond to all queries, including the Telephone Company's queries as defined in the Technical Reference filed with this service.

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(C) Service Provider Number Portability Database Service (SPNPDS)  
Service Application

There are two service arrangements of SPNPDS available through the Telephone Company's network:

- SPNP Query
  - Tandem
  - End Office
- SPNP Database Query

Following are detailed descriptions of each of the available service applications.

(1) SPNP Query

When the Telephone Company performs a query on behalf of the N-1 carrier, the Telephone Company's end office or access tandem switch will suspend call processing, formulate and launch a query via the common channel signaling network to a SPNP database to obtain information necessary to route calls to numbers in portable NXX codes. When the necessary routing information has been returned from the SPNP database to the switch originating the query, call processing is resumed and the call is routed to the correct network switching element for completion to the called party.

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.

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(C) Service Provider Number Portability Database Service (SPNPDS)  
Service Application (Cont'd)(2) SPNP Database Query

N-1 carriers may query the Telephone Company's SPNP database interconnecting with the Telephone Company's common channel signaling network as provided in Section 6 preceding (Common Channel Signaling Access/Signaling System 7 (CCSA/SS7) Service). This is an optional service.

N-1 carriers may arrange in advance to query, via the common channel signaling network, the Telephone Company's SPNP database which contains information necessary to route calls to number portable NXX codes. When the necessary routing information has been returned from the SPNP database to the switch originating the query, call processing is resumed by the originating N-1 carrier, and the call is routed to the correct network switching element for completion to the called party. The N-1 carrier will be assessed a SPNP Database Query Charge on all queries to the SPNP Database.

(D) SPNPDS Service Provisioning(1) SPNPDS Provisioning

SPNP Database access is available in the New York Metropolitan and Eastern Massachusetts LATAs. The database in the New York Metropolitan LATA provides LRN information on ported telephone numbers in the state of New York and the cities of Greenwich and Byram, Connecticut. The database in the Eastern Massachusetts LATA provides LRN information on ported telephone numbers in the states of Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont. Customer requests for SPNP Database Query Service will be treated as projects.

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(D) SPNPDS Service Provisioning (Cont'd)(2) Limitations

SPNP Database 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.

Information residing in the Telephone Company's SPNP database is protected from unauthorized access and may not be stored in a customer's database or elsewhere for any reason.

(3) Network Management

The Telephone Company will administer its network to ensure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services.

The Telephone Company maintains the right to apply automated or manual protective controls which would generally be applied as a result of occurrences such as failure or overload of Telephone Company facilities, customer facilities, or other networks, natural disasters, mass calling, or national security demands.

(E) Rate Regulations

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

(1) Rate Elements

The following provides a list of the various SPNP rate elements.

- SPNP Query
  - Tandem
  - End Office
- SPNP Database Query
- SPNP Database Service Activation and/or Rearrangement
- SPNP Surcharge

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(E) Rate Regulations (Cont'd)(1) Rate Elements (Cont'd)(a) SPNP Query

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.

(1) 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.

(2) 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.

(3) The SPNP Database Query rate element provides for the identification of the LRN associated with the directory number being queried including transport from the Telephone Company STP to the SPNP database (this service is provided in connection with CCSA/SS7 Service described in Section 6 preceding). This charge will be assessed to each query made to the SPNP Database.

(b) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity. These nonrecurring charges are applicable for the installation of the service and for rearrangements of the service. In addition, an Access Order Charge will apply to the SPNP Database Query Service, as shown in Section 5 preceding.

(1) SPNPDS Activation and/or Rearrangement Charge: A nonrecurring charge applies for the translation of the signaling point code as applicable to the SPNP Database Query.

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

13.3 Miscellaneous Services (Cont'd)

13.3.12 Service Provider Number Portability (Cont'd)

(E) Rate Regulations (Cont'd)

(1) Rate Elements (Cont'd)

(c) SPNP Surcharge

The SPNP Surcharge recovers Telephone Company costs directly related to providing long term number portability. It is billed on a monthly basis to all Telephone Company and users, line side access customers, unbundled switch port customers, and resale customers, except for those customers who participate in the Lifeline Assistance Program. This surcharge will be recovered over 60 months commencing March 17, 1999, and ending March 16, 2004.

The SPNP Surcharge applies per line with the following exceptions:

- PBX trunks will be assessed 9 monthly rates; and
- ISDN PRI will be assessed 5 monthly rates.

Certain regulations previously found on this page can now be found on Original Page 13-39.1.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.13 ISP Traffic Origination Service

(N)

(A) General

ISP Traffic Origination Service applies to all telecommunications delivered by the Company to another telecommunications service provider (the "interconnecting carrier") for which the interconnecting carrier imposes on the Company an interstate charge pursuant to federal tariff for delivery of telecommunications to an Internet Service Provider (the "delivery charge"). ISP Traffic Origination Service reimburses the Company for the interstate cost of handing off traffic that is bound for the Internet to the interconnecting carrier and is not intended to cover the cost of any subscriber or common line facilities.

(B) Rates

For each call for which the interconnecting carrier attempts to assess a delivery charge of \$0.008 per minute to the Company, the Company will assess to the interconnecting carrier an ISP Traffic Origination rate per minute which is the Interconnection Charge set forth in Section 31.13.15 following. For each call for which the interconnecting carrier attempts to assess a delivery charge of other than \$0.008 per minute to the Company, the Company will assess to the interconnecting carrier an ISP Traffic Origination rate per minute which is the Alternative Interconnection Charge set forth in Section 31.13.15 following. The Alternative Interconnection Charge is the actual delivery charge, per minute, that the interconnecting carrier assesses on the Company.

The Interconnection Charge set forth in Section 31.13.15 following will apply to the same calls, and for the same duration, as the interconnecting carrier attempts to assess on the Company through its delivery charge.

(N)

13.4 Reserved for Future Use

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.5 Billing Name and Address (BNA) Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for an end user's telephone number assigned by the Telephone Company.

BNA is offered to telecommunications service providers for the following limited purposes and may not be resold or used for any other purpose:

- Billing customers for using telecommunications services of that service provider and collecting amounts due.
- Any purpose associated with the "equal access" requirement of the United States v. AT&T, 552 F.Supp. 131 (D.D.C. 1982).
- Verification of service orders of new customers, identification of customers who have moved to a new address, fraud prevention, and similar nonmarketing purposes.

13.5.1 General Description

At the option of the customer, BNA Service may be provided on either a manual or a mechanized basis. On a manual basis, BNA information will be provided by voice telecommunications or by mail, as set forth in 13.5.2 following. BNA information for messages originated from data terminal numbers (DTNs) of data communications services is provided on a manual basis only. On a mechanized basis, BNA information will be provided on magnetic tape containing recorded customer messages.

13.5.2 Undertaking of the Telephone Company

BNA information is furnished for sent-paid, collect, bill to third party, 700 and 900 service calls and calls made with a calling card bearing an account number assigned by the Telephone Company and validated by access to data maintained by the Telephone Company.

- (A) Upon verbal or written request from an authorized individual of the customer who furnishes the Personal Identification Number (PIN) assigned by the Telephone Company, the Telephone Company will provide BNA information on a manual basis.

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## ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.5 Billing Name and Address (BNA) Service13.5.2 Undertaking of the Telephone Company (Cont'd)

## (A) (Cont'd)

Telephone requests of BNA information for up to 16 telephone numbers will be responded to on line. Telephone requests for BNA information for over 16 and up to 100 telephone numbers will be responded to by a call back by the next business day.

A request for BNA information for over 100 and up to 500 telephone numbers must be mailed to the Telephone Company. The Telephone Company will provide the response by first class U.S. mail within ten business days.

(B) The Telephone Company will, at the request of the customer, provide BNA service on a mechanized basis. The tape of recorded messages must be provided by the customer. The Telephone Company will enter the BNA information on the tape and send it to the customer by first class U.S. mail within 6 business days of receipt. If an additional tape is required in order to provide the customer with requested BNA information, an Additional Tape Charge as set forth in 31.13 following will apply.

In the event that the BNA information cannot be provided as set forth in (D) following, the message processing charge will still apply.

(C) When the customer places an order for BNA Service, the Telephone Company will specify the format in which requests and tapes are to be submitted.

(D) The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Telephone Company data base.

In addition, the Telephone Company will not provide BNA information for those end users with unlisted or nonpublished telephone numbers who have requested that their BNA not be disclosed for collect, bill to third party and calling card calls.

(E) The Telephone Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.

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

13.5 Billing Name and Address (BNA) Service (Cont'd)

13.5.3 Obligations of the Customer

- (A) With each order for BNA Service, the customer shall provide the name of the authorized individual(s) to whom the BNA information should be sent and the address to which the BNA information should be sent. In addition, when BNA Service is ordered on a manual basis, the customer must identify in writing all authorized individuals who will contact the Telephone Company and include the PIN assigned by the Telephone Company.
- (B) A customer which orders BNA Service on a mechanized basis must provide the Telephone Company with an acceptable test tape which includes all call types for which BNA information may be requested.

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13. Additional Engineering, Additional Labor and Miscellaneous Services  
(Cont'd)13.5 Billing Name and Address (BNA) Service (Cont'd)13.5.4 Rate Regulations

- (A) Service Establishment Charges apply for the initial establishment of BNA Service on either a manual or mechanized basis.
- (B) A charge applies for each request for BNA information for a telephone number or DTN number on a manual basis. A charge applies for each message processed to supply BNA information on a mechanized basis.

The Telephone Company will keep a count of the requests and of the messages processed. The Telephone Company will bill the customer in accordance with these counts whether or not the Telephone Company was able to provide BNA information for all requests and messages.

- (C) Where the recorded message detail is sufficient to determine a message is an interstate message, the rates set forth in 31.13 following will apply to each such message.

Service Establishment Charges and usage for which the recorded message detail is insufficient to determine jurisdiction will be prorated by the Telephone Company between interstate and intrastate. The percentages provided in the reports as set forth in 2.3.10 preceding will serve as the basis for prorating charges.

13.5.5 Rates and Charges

Rates and charges for BNA Service are found in Section 31.13 following.

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