

Effective: August 1, 1991

## ACCESS SERVICE

### 8. 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. Basic Time is that time during normally scheduled working hours. Overtime is that time outside of normally scheduled working hours on scheduled working days. Premium Time is that time outside of normally scheduled working days.

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. Work subject to Premium Time is always subject to a minimum charge of four hours.

#### 8.1 Additional Engineering

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

Additional Engineering is provided when:

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

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after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply.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

**GTE SYSTEM TELEPHONE COMPANIES**

Director-Tariffs  
600 Hidden Ridge  
Irving, Texas 75038  
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**ACCESS SERVICE****8. Miscellaneous Services (Cont'd)****8.1 Additional Engineering (Cont'd)****8.1.1 Charges for Additional Engineering**

The charges for Additional Engineering are as follows:

Per Engineer, Per Hour, or Fraction Thereof

<u>Jurisdiction</u>	<u>Basic Time</u> <u>USOC: AEH</u>	<u>Overtime</u> <u>USOC: AEH</u>	<u>Premium Time*</u> <u>USOC: AEH</u>
Alabama	\$68.85	\$103.28	\$137.70
Arizona - Western	72.24	108.36	144.48
California	111.19	166.79	222.38
Illinois	63.35	95.03	126.70
Indiana	62.58	93.87	125.16
Kentucky	68.85	103.28	137.70
Missouri	74.72	112.08	149.44
Nevada	72.24	108.36	144.48
N Carolina	68.85	103.28	137.70
Pennsylvania	57.72	86.58	115.44
Texas	75.63	113.45	151.26
Virginia	68.85	103.28	137.70
Washington	84.17	126.26	168.34

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Effective: August 1, 1991

**ACCESS SERVICE**

**8. Miscellaneous Services (Cont'd)**

**8.2 Additional Labor**

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

**8.2.1 Overtime Installation USOC: ALH**

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

**8.2.2 Overtime Repair USOC: ALH**

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

**8.2.3 Stand by USOC: ALT**

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

**8.2.4 Maintenance with Other Telephone Companies USOC: ALK**

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

**8.2.5 Other Labor USOC: ALK**

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

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**ACCESS SERVICE****8. Miscellaneous Services (Cont'd)****8.2 Additional Labor (Cont'd)****8.2.6 Charges for Additional Labor**

The charges for additional labor are as follows:

Per Technician, Per Hour, or Fraction Thereof

USOC: See Sections 8.2.1 through 8.2.5.

<u>Jurisdiction</u>	<u>Basic Time</u>	<u>Overtime*</u>	<u>Premium Time**</u>	
Alabama	\$65.82	\$150.00	\$200.00	
Arizona - Western	68.86	150.00	250.00	
California	43.75	150.00	250.00	
Illinois	37.67	150.00	250.00	
Indiana	39.57	150.00	250.00	
Kentucky	48.56	150.00	250.00	
Missouri	58.44	150.00	250.00	
Nevada	68.86	150.00	250.00	
				(D)(Z)
N Carolina	48.66	150.00	250.00	
Pennsylvania	39.77	150.00	250.00	
Texas	41.67	150.00	250.00	
				(D)(Z)
Virginia	48.83	150.00	250.00	
Washington	45.53	150.00	250.00	

\* 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.

\*\* Subject to a minimum charge of four hours.

Effective: August 1, 1991

## ACCESS SERVICE

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

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

When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Telephone Company personnel are dispatched to the customer's or customer's end user premises to when the work is completed. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

- (B) The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer's premises, and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.

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

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

## Maintenance of Service

<u>Periods</u>	<u>USOC</u>	<u>Per Technician</u>
Per occurrence	MVV	The charges for Maintenance of Service are the same as those set for Additional Labor as set forth in 8.2 preceding.

Effective: August 1, 1991

## ACCESS SERVICE

### 8. Miscellaneous Services (Cont'd)

#### 8.4 Additional Testing

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

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

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

#### (A) Additional Cooperative Acceptance Testing

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

##### (1) Switched Access Service

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

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

- C-Notched Noise
- Impulse Noise
- Phase Jitter

Effective: August 1, 1991

## ACCESS SERVICE

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

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

(2) Special Access Service

When a customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested tests, the Telephone Company may provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services at the time of installation. At the customer's request, the Telephone Company may provide a technician at the customer's premises or at the end user premises: These tests may, e.g., consist of the following:

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

(B) Nonscheduled Testing

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

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

The charges for Additional Testing are as follows:

Per Technician, Per Hour, or Fraction Thereof

<u>Jurisdiction</u>	<u>Basic Time</u> <u>USOC: ALK</u>	<u>Overtime*</u> <u>USOC: ALK</u>	<u>Premium Time**</u> <u>USOC: ALK</u>
Alabama	\$65.82	\$98.73	\$131.64
Arizona - Western	68.86	103.29	137.72
California	43.75	65.63	87.50
Illinois	37.67	56.51	75.34
Indiana	39.57	59.36	79.14
Kentucky	48.56	72.84	97.12
Missouri	58.44	87.66	116.88
Nevada	68.86	103.29	137.72
N Carolina	48.66	72.99	97.32
Pennsylvania	39.77	59.66	79.54
Texas	41.67	62.51	83.34
Virginia	48.83	73.25	97.66
Washington	45.53	68.30	91.06

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\* 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.

\*\* Subject to a minimum charge of four hours.



Effective: July 1, 1998

## ACCESS SERVICE

### 8. Miscellaneous Services (Cont'd)

#### 8.5 Presubscription

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

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

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

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

Effective: January 28, 1996

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(A) End User Notification and Balloting Procedure

(M)

Approximately 90 days prior to the introduction of equal access (Feature Group D and BSA-D) in a serving end office, the Telephone Company will notify all affected end users and agents of the availability of equal access. The end user or agent will be directed to designate a primary IC by the use of an equal access ballot to be returned to the Telephone Company within approximately 45 days after the mailing date. An end user or agent has the option of independently contacting the IC to make arrangements for presubscription to the IC's service.

The equal access ballot will include all the names of ICs participating in the presubscription process. The IC listed on a pay telephone ballot will be the 0+ carrier. ICs are required to place an order for Feature Group D or BSA-D in accordance with the regulations set forth in 6.4 (J) preceding.

An agent may designate an IC for the 0+ traffic from a pay telephone. The 1+ traffic from the pay telephone may be handled by the selected 0+ carrier if the carrier handles 1+ traffic, by a secondary service provider designated by the 0+ carrier, or by the default carrier if the 0+ carrier has made no arrangements with the Telephone Company to receive 1+ pay telephone traffic.

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Certain material appearing on this page formerly appeared on Page 389.

(This page filed under Transmittal No. 172.)

## ACCESS SERVICE

8. Miscellaneous Services (Cont'd)8.5 Presubscription (Cont'd)(A) End User Notification and Balloting Procedure (Cont'd)

Customers may select only one primary IC for each access line or multiline hunt group through the ballot progress. Multiline hunt group end users will be given the opportunity to select more than one primary IC by contacting the Telephone Company. Customers may designate that they do not want a primary IC by notifying the Telephone Company. This choice is considered a valid selection and the nonrecurring charge as set forth in (E)(1) following will apply to any subsequent change made after the equal access conversion date.

New end users or agents who are served by end offices equipped with Feature Group D and BSA-D will be required to presubscribe to an IC, at no charge, at the time they place an order with the Telephone Company for Telephone Exchange Service. A confirmation notice will be sent to end users or agents who verbally place an order for service identifying the IC selected. New end users or agents will have ninety days from the date the initial selection is made to change their choice of an IC without charge, on a one-time basis.

If through the fault of the Telephone Company, the end user or agent is not subscribed to its chosen PIC, the nonrecurring charge in 8.5(E)(6) do not apply to reassign the end user or agent to his chosen PIC. (T)

Allocation Process

## (B)

End users or agents who do not return their initial ballot will receive a second ballot indicating that they have been pre-assigned to a specific IC. The Telephone Company will assign non-presubscribed end users or agents randomly to the participating ICs in the same proportion as the presubscribed end users or agents based on the results of the initial balloting process as set forth in (A) preceding. Separate allocation processes will be used for residence, business lines and Pay Telephones.

End users or agents who do not return the second ballot by the specified due date will be presubscribed to the IC indicated on that ballot. Allocated customers will have six months after the equal access conversion date to change to an IC of their choice without charge.

Effective: August 1, 1991

**ACCESS SERVICE**

**8. Miscellaneous Services (Cont'd)**

**8.5 Presubscription (Cont'd)**

**(C) IC Customer Lists**

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

**(D) End User or Agent Choice Discrepancies**

In the event of discrepancy between an end user's or agent's ballot and an IC's end user or agent enrollment form, the Telephone Company will notify, within 10 days, all affected ICs via a conflict report. If the IC certifies to the Telephone Company that it has a signed letter of agency from the end user or agent with a date subsequent to that on the ballot, that IC becomes the primary IC for that end user or agent. If the IC is unable to obtain a letter of agency signed by the end user or agent, the IC selected on the end user's or agent's ballot will be used.

When two or more enrollment forms are received from different ICs, and no ballot is returned, the end user or agent in question will be included in the allocation process and will be notified, via the second ballot, that a conflict exists. In addition, the ICs will be notified in this instance. If the conflict is discovered after allocation has taken place, the subscriber in question will be contacted by the Telephone Company to obtain a valid selection.