

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. (N)

13.1 Additional Engineering

Additional Engineering will be provided by the Utility at the request of the customer only when: (T)

(A) A customer requests additional technical information after the Utility 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. (N)

(B) Additional engineering time is incurred by the Utility to engineer a customer's request for a customized service as set forth in 7.1.1 preceding.

The Utility will notify the customer that additional engineering charges, as set forth in 13.1.3 following, will apply before any additional engineering is undertaken. (N)

13.1.1 (D)

13.1.2 (D)

13.1.3 Charges For Additional Engineering

The charges for additional Engineering are as follows: (T)

Continued

ACCESS SERVICE

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

13.1 Additional Engineering (Cont'd)

13.1.3 Charges For Additional Engineering (Cont'd)

<u>Additional Engineering Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(A) <u>Basic Time</u> , normally scheduled working hours, per engineer	AEH++	\$34.43 (R)	\$34.43 (R)
(B) <u>Overtime</u> , outside of normally scheduled working hours, per engineer	AEH++	48.09 (R)	48.09 (R)

13.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Utility as set forth in 13.2.1 through 13.2.5 following. The Utility will notify the customer that additional labor charges as set forth in 13.2.6 following will apply before any additional labor is undertaken.

13.2.1 Overtime Installation

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

13.2.2 Overtime Repair\*

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

\* Excludes Special Access Service.

Continued

ACCESS SERVICE

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

13.2 Additional Labor (Cont'd)

13.2.3 Stand-by

Stand-by includes all time in excess of one-half (1/2) hour during which Utility personnel stand by to make cooperative tests with a customer to verify facility repair on a given service. (T) (T)

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, which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Utility.

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 for the installation of inside wire, used to extend the Point of Termination as set forth in 2.1.5 preceding, and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

Continued

ACCESS SERVICE

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

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor

The charges for additional labor are as follows:

<u>Additional Labor Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(A) <u>Installation or Repair</u> #			
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	ALH++	\$26.10* (R)	\$26.10*(R)
- Premium Time, outside of scheduled work day, per technician	ALH++	34.00*( R)*	33.91*
(B) <u>Stand-by</u>			
- Basic Time, normally scheduled working hours, per technician	ALT++	None	18.16
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	ALT++	None*	26.10*
- Premium Time, outside of scheduled work day, per technician	ALT++	None*	34.00* (R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

# Excludes Special Access Service for repair.

Continued

ACCESS SERVICE

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

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor (Cont'd)

The charges for additional labor are as follows: Cont'd)

<u>Additional Labor Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(C) <u>Testing and Maintenance with other telephone companies or Other Labor</u>			
- Basic Time, normally scheduled working hours, per technician	ALK++	\$18.16 (R)	\$18.16 (R)
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	ALK++	26.10*	26.10*
- Premium Time, outside of scheduled work day, per technician	ALK++	34.00*(R)	34.00*(R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services

13.3.1 Maintenance of Service

- (A) When a customer reports a trouble to the Utility for clearance, and no trouble is found in the Utility's facilities, the customer shall be responsible for payment of a visit charge for the period of time from when Utility (T) personnel are dispatched to the customer's premises to when the work is completed. Failure of Utility personnel to find trouble in Utility 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 visit (T) charge as set forth in Schedule Cal.P.U.C. No. A8.3.1 when (T) the Utility dispatches personnel to the customer's premises, and the trouble is in the equipment of communications systems provided by other than the Utility or in detariffed CPE provided by the Utility.

In either this case or in (A) preceding, no credit allowance will be applicable for the interruption involved (T) if the visit charge applies.

Continued

ACCESS SERVICE

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

13.2 Additional Labor (Cont'd)

13.3.1 Maintenance of Service

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

<u>Additional Labor Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time, normally scheduled working hours, per technician	MVV++	\$18.16 (R)	\$18.16 (R)
Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	MVV++	26.10*	26.10*
Premium Time, outside of scheduled work day, per technician	MVV++	34.00* (R)	34.00* (R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.2 Restoration Priority

Existing Restoration Priority (RP) was superceded by Telecommunications Service Priority (TSP), as specified in Section 10.8.1(C), preceding, on September 10, 1990. Existing RP arrangements for Special Access Services will remain in effect for thirty (30) months until March 10, 1993. If RP Service is converted to TSP, the customer will incur the Priority Restoration Level Implementation Nonrecurring Charge as specified in 10.8.3(D) (2) (a), preceding.

13.3.3 Presubscription

(T)

(A) Description

(1) Presubscription is a procedure by which an end user, or an authorized agent for public pay telephones, may designate a specific carrier(s) to complete interLATA and/or intraLATA calls without dialing a carrier identification code. The end user's designated interLATA carrier is called its Primary Interexchange Carrier (PIC) and its designated intraLATA carrier is called its Local Primary Interexchange Carrier (PIC).

(T)

The designated PIC may direct the routing of 1+, 0+, and 00- and 011+ sent-paid interLATA, interstate and international calls either to itself or another carrier.

(T)

With the exception of the calls listed below, the designated LPIC may direct the routing of 1+ and/or 0+ and/or 7-digit intraLATA calls either to itself or to another carrier.

(N)

(N)

- FNPA 555-1212
- 411
- 611
- 911
- 0-
- 976

(N)

(N)

Continued



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(A) Description (Cont'd)

(D)

(D)

Continued

Advice Letter No. 20217

Issued by

Date Filed: Apr. 30, 1999

Decision No. 97-04-083, 99-04-071

A.E. Swan

Effective: May 7, 1999

Executive Director

Resolution No.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions

(D)

(D)

(1) End User/Agent Notification

(D)

(D)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions (Cont'd)

(1) End User/Agent Notification (Cont'd)

Material omitted now on Sheet 594-B-1 in a different format.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions (Cont'd)

(1) End User/Agent Notification (Cont'd)

Material omitted now on Sheet 594-B-1 in a different format.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(B) Provisions (Cont'd)

(1) End User/Agent Notification (Cont'd)

A designated carrier that obtains PIC/LPIC commitments directly from the end user/agent and submits them to the Utility on the end user's/agent's behalf must:

- Have separate authorization from the end user/agent that specifically designates the carrier to handle the end user's/agent's interLATA and/or intraLATA calls. Such authorization must comply with applicable state and federal laws and/or regulations;
- Retain the authorization(s) for the length of time required by applicable state and federal laws and/or regulations; and

(D)  
(D)

- For each PIC or LPIC change submitted to the Utility, provide either the CIC or the Utility Number which will identify the carrier who was required to obtain the end user's authorization to change their PIC or LPIC. The Utility Number information will be populated as defined by Pacific Bell to meet industry guidelines.

(N)  
|  
(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions (Cont'd)

(D)

(D)

(2) End User/Agent Choice Discrepancy

(T)

If an end user/agent informs the Utility that it did not authorize a PIC/LPIC change that was submitted to the Utility by the carrier on behalf of the end user/agent, the Utility will:

(C) (L)

- Return the end user's/agent's line to its previous PIC/LPIC;
- Credit the end user's/agent's bill for previously-billed PIC/LPIC change charges; and
- Bill any PIC/LPIC change charges to the carrier that submitted the disputed PIC/LPIC change.

(C) (L)

(L) Formerly on Sheet 594-A-1 in a different format.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd) (T)

(B) Provisions (Cont'd)

- (3) Routing of IntraLATA and InterLATA Sent-Paid Coin Traffic (T)

When a pay telephone end user or agent selects a primary IC for their intraLATA and/or interLATA traffic, the IC selected shall indicate how the sent-paid traffic from the pay phone(s) shall be routed. The option chosen by the IC will apply to all pay telephones provided from a single end office which are presubscribed to that IC. (T)

If the end user or agent does not submit an order for the routing of its interLATA and/or intraLATA sent paid traffic from COPT Coin Access Lines or fails to select a designated subcontractor (secondary service provider) for such traffic, the traffic will be routed to the existing interLATA and/or intraLATA carrier. (C)

- (4) Discontinuance of IntraLATA and/or InterLATA Service (C) (L)

If the end user's or agent's designated carrier plans to discontinue intraLATA and/or interLATA service, the canceling carrier is must inform all presubscribed end users/agents of the discontinue of service, request the end user/agent to designate a new Primary Interexchange Carrier and/or Local Primary Interexchange Carrier, and state that the canceling carrier will pay the PIC/LPIC Change Charges set forth in 13.3.3(C) following. The Utility will bill the canceling carrier based on the total number of end users/agents assigned to the canceling carrier at the time it notifies the Utility of its discontinuance of Feature Group D Service. (C) (L)

(L) Formerly on Sheet 595-A in different format.

Material formerly on this sheet now on Sheet 594-E in different format.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(B) Provisions (Cont'd)

(5) Presubscription Change Charge Application

(a) New End Users/Agents

(i) New end users/agents who request services will be asked to select a Primary Interexchange Carrier (PIC) to complete their interLATA calls and a Local Primary Interexchange Carrier (LPIC) to complete their intraLATA calls. There is no charge for this initial selection if made within six months of the new end user's/agent's service date.

(ii) New end users/agents who designate a PIC/LPIC may place interLATA and intraLATA calls with other interexchange carriers by using the carrier's identification code (e.g., 101XXXX dial around). For public pay telephones this option is only available on operator-assisted calls.

(iii) New end users/agents who do not designate a PIC/LPIC will need to use carrier identification codes to place their interLATA and/or intraLATA calls.

(iv) New end users/agents may expressly state that they do not want to presubscribe to any interexchange carrier, i.e., no PIC/LPIC. Except as set forth in (b)(ii) following, end users/agents will incur the charges set forth 13.3.3(C) following for all subsequent PIC/LPIC changes.

(N)  
(T)  
(T)

Continued



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(B) Provisions (Cont'd)

(5) Presubscription Change Charge Application

(b) Existing End Users/Agents

(i) Existing end users/agents who change their LPIC will incur the Presubscription Change Charge set forth in 13.3.3(C) following.

(ii) Access Customer Billing Option

(T)  
(D)  
|  
(D)

The Interexchange Carrier (IXC) Billing Option is an agreement between the Utility and an Interexchange Carrier (IXC) under which the Local Presubscription change charge (LPIC) is assessed to the IXC instead of being charged to the end user customer when the Telephone Company changes an end user's LPIC IXC assignment.

(N)

The LPIC change may be requested either via an IXC-provided end user or agent list submitted in the Customer Account Record Exchange (CARE) format (AC Billing Option - Carrier Initiated) or the LPIC change may be requested by the end user customer directly to the Telephone Company (AC Billing Option - Customer Initiated).

IXCs that subscribe to IXC Pays Billing Option - Carrier Initiated, must populate position 405 of the LPIC change order with a "Y" to redirect billing of the LPIC change charge.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(B) Provisions (Cont'd)

(5) Presubscription Change Charge Application

(b) Existing End Users/Agents (Cont'd)

(ii) Access Customer Billing Option (Cont'd)

(N)

For IXCs that subscribe to IXC Pays Billing Option - Customer Initiated, all end user LPIC changes to the IXC's CIC initiated through the Telephone Company will be redirected to the IXC.

The IXC submitting the LPIC change must sign an IXC Pays Billing Option agreement with the Telco for either of the IXC Pays Billing Options to apply.

When these conditions have been met, the end user customer will not be assessed the Presubscription change charge for the LPIC change. The IXC participating in the IXC Pays Billing Option will be charged the Presubscription change charge per line or trunk as set forth in Section 13.3.3 (C) following.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription and Preselection (Cont'd)

(B) Provisions (Cont'd)

(5) Presubscription Charge Application (Cont'd)

(D)

(D)

Material omitted now on Sheet 594-D in different format.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd) (T)

(B) Provisions (Cont'd)

(5) Presubscription Change Charge Application (Cont'd) (T)

Material previously on this sheet now on Sheet 594-D in different format.  
Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions (Cont'd)

(5) Presubscription Change Charge Application (Cont'd)

(T)

(c) Changes in Carrier Identity

(T)

For an IC change in identity, as defined in (T)  
Section 2.6 preceding, which results in a change  
in the IC's carrier identification code (CIC)  
assigned to the end user, the IC will bear the  
Presubscription Change Charges for the existing (T).  
PIC/LPIC processing flow of such changes (e.g. (T)  
via IC and/or end user initiation of individual  
line input, etc.) for each affected Utility line (T)  
or trunk. If the IC wishes to arrange for special  
processing of the change in the IC's carrier  
identification code (CIC) assigned to the end  
user, such arrangements may be provided on an  
individual case basis (ICB) mutually agreed upon  
by the IC and the Utility for each affected  
Utility exchange line or trunk.

Information previously on this sheet now on Sheet 594-C in different form.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd) (T)

(B) Provisions (Cont'd)

(5) Presubscription Change Charge Application (Cont'd) (T)

(d) IC Retractions (T)

If an IC contacts the Utility to advise they have (T)  
made an error in submitting an Easy Access Request  
(EAR) and request retraction of the EAR, the  
Utility will accept the IC's retraction only if (T)  
the affected end user or agent participates in the (T).  
telephone conversation. (T).

(D)

(D)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(B) Provisions (Cont'd)

(5) Presubscription Charge Application (Cont'd)

(D)

(D)

(e) When the Utility notifies a carrier, via the industry CARE process, of an alleged unauthorized LPIC change, the carrier will be assessed two LPIC Change Charges: one to restore the end user to the carrier of choice and the other to credit the end user for the alleged unauthorized LPIC change.

(T)

(T)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions (Cont'd)

(6) Obligations of the IC

(D)

(D)

Continued



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(T)

(B) Provisions (Cont'd)

(D)

(D)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(C) Presubscription Change Charges

	<u>USOC</u>	Nonrecurring Charge <u>Per Line or Trunks</u>	
(1) LPIC Change Charge <sup>3</sup>			
- billed to end user or agent	7ZP	\$ 4.97	(T)
- billed to Interexchange Carrier		4.97	(T)
(2) LPIC Change Charge for Simultaneous PIC <sup>1</sup> /LPIC Change to Same Carrier			
- billed to end user or agent	5ZP	2.49 <sup>2</sup>	(T)
- billed to Interexchange Carrier		2.49 <sup>2</sup>	(T)

NOTE 1: Information regarding the interstate PIC Change Charge (9ZP) can be found in FCC Tariff No. 1.

NOTE 2: This rate is in addition to the full FCC PIC Change Charge.

NOTE 3: When the Utility notifies a carrier, via the industry CARE process, of an alleged unauthorized LPIC change, the carrier will be assessed two LPIC Change Charges: one to restore the end user to the carrier of choice and the other to credit the end user for the alleged unauthorized LPIC change.

(T)  
|  
(T)  
|  
(D)  
|  
(D)

Continued

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 may be provided by the Utility to connect Registered Equipment to those services that are subject to the Registration Program as set forth in 2.5 preceding. The use and conformance 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 F.C.C. entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the F.C.C.'s Rules and Regulations."

These jacks are used to terminate services provided by the Utility. Other services or facilities provided by the Utility 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.

(D)

(D)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services

Testing services are provided by Utility personnel at the Utility's local loop demarcation point. However, provisions are made in (A)(4), (A)(5) and (B)(2) following for Utility personnel to perform testing services on the customer's side of the local loop demarcation point at the customer's request and expense. (T) (T) (N) (N)

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 13.3.5(C) following. Other testing services provided by the Utility in association with Access Services are furnished at no additional charge. These other testing services are described in 6.1.6 and 7.1.8 preceding.

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 Utility 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 Utility

Continued

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)

or customer technicians involved), on a cooperative basis (Utility technician(s) involved at Utility office(s) and customer technician(s) involved at customer premises(s)), or on a manual basis (Utility technician(s) involved at Utility office(s) and at customer premises(s) or end user's premises). (T)  
(T)

Nonscheduled tests are performed by the Utility "on demand", which result in the measurement of Switched Access Services. Nonscheduled tests may involve Utility technicians at Utility offices and at the customer's premises. (T)

(1) Additional Cooperative Acceptance Testing (ACAT)

Additional Cooperative Acceptance Testing of Switched Access Service involves the Utility 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. (T)

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

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

Continued

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)

(2) Reserved

(T)

(D)

(D)

Continued

Advice Letter No. 21284

Issued by

Date Filed: July 26, 2000

Decision No.

Daniel O. Jacobsen

Effective: **SEP 4 2000**

General Manager

Resolution No. **T 1 6 4 4 8**

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 (CST)

Cooperative Scheduled Testing of Switched Access Services (Feature Groups B, C and D and Directory Access Service not routed through an access tandem), where the Utility provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the (T) 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 at an appropriately adjusted monthly rate. In addition to the loss/noise/balance measurements, the customer may also order, at additional charges, 3-tone-slope, C-notched noise testing.

The Utility will provide, on a quarterly basis, a CST 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.

Continued

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)

(4) Manual Scheduled Testing (MST)

Manual Scheduled Testing of Switched Access Services (Feature Groups B, D and Directory Access Service not routed through an access tandem), where the Utility provides a technician at its office(s) and at the customer or end user premises, will consist of (T) 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, 3-tone slope and C-notched noise testing.

The Utility will provide, on a quarterly basis, a 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.

Continued



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 (NST)

Nonscheduled Testing of Switched Access Services is where:

(D)  
|  
(D)

- the Utility 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 Utility provides a technician at its office(s), at customer or End User 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

- (a) The customer shall provide the Remote Office Test Line priming data to the Utility, as appropriate, to support NST as set forth in 13.3.5(A) (5) preceding. (T)
- (b) The customer shall make the facilities to be tested available to the Utility at times mutually agreed upon.

Continued

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 Utility 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 premise(s) or at an end user premises, with suitable test equipment to perform the required tests, the Utility 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 Utility will provide a technician at the customer's premises or at an End User's premises. These tests may, e.g., consist of the following:

- VG1 through VG5: Attenuation Distortion, C-Message Noise and Echo Control
- VG6 through VG12: Attenuation Distortion, C-Message Noise, Echo Control, Impulse Noise, Phase Jitter, Intermodulation Distortion, Envelope Delay Distortion and Frequency Shift.

(2) Nonscheduled Testing (NST)

When a customer provides a technician at its premises (T) or at the end user premises, with suitable test (T) equipment to perform the required tests, the Utility will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the customer's request, the Utility will provide a technician at the customer's premises or at the end user premises. (T) Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

Continued

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 (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 Utility at times mutually agreed upon.

(C) Rates and Charges

(1) Switched Access

(a) Additional Cooperative Acceptance Testing (ACAT)

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time, normally scheduled working hours, per technician	UBC++	\$18.92 (R)	\$18.92 (R)
Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	UBC++	27.14*	27.14*
Premium Time, outside scheduled work day, per technician	UBC++	35.37*(R)	35.37*(R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

Continued

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(b) Reserved

(T)

(D)

(D)

Continued

Advice Letter No. 21284

Issued by

Date Filed: July 26, 2000

Decision No.

Daniel O. Jacobsen

Effective: **SEP 4 2000**

General Manager

Resolution No. **T 1 6 4 4 8**

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(b) Reserved

(T)

(D)

(D)

Continued

Advice Letter No. 21284

Issued by

Date Filed: July 26, 2000

Decision No.

Daniel O. Jacobsen

Effective: **SEP 4 2000**

General Manager

Resolution No. **T 1 6 4 4 8**

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(c) Cooperative Scheduled Testing (CST)

These three tests as set forth in (I) following represent the minimum offering, i.e., an order for testing must, at a minimum, consists of four 1004 Hz Loss Tests per transmission path, four C-Message Noise Tests per transmission path and one Return Loss (Balance) Test per transmission path, per year. The Additional Tests as set forth in (II) following may be ordered by the customer, at additional charges, 60 days prior to the start of the customer-prescribed schedule. The customer may specify a more frequent schedule of tests, 60 days prior to the start of the customer-prescribed schedule.

<u>To First Point of Switching</u>	<u>USOC</u>	<u>Monthly Rates</u>
--	-------------	--------------------------

(i) Basic Offering:\*

1004 Hz Loss Tests performed within a one-year period, per test ordered, per transmission path	UBSX+	\$0.42 (R)
--	-------	------------

C-Message Noise Tests performed within a one-year period, per test ordered, per transmission path	UBSX+	0.26 (R)
---	-------	----------

\* Subject to a one year minimum contract period, and annually thereafter.

Continued

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(c) Cooperative Scheduled Testing (CST) (Cont'd)

<u>To First Point of Switching</u>	<u>USOC</u>	<u>Monthly Rates</u>
(I) Basic Offering:*		
Return Loss (Balance) Tests performed within a one-year period, per test ordered, per transmission path	UBSX+	\$0.58 (R)
(II) Additional Tests:**		
3-Tone-Slope Tests performed within a one-year period, per test ordered, per transmission path	UBSX+	0.04
C-Notched Noise Tests performed within a one-year period, per test ordered, per transmission path	UBSX+	0.26 (R)

\* Subject to a one year minimum contract period, and annually thereafter.

\*\* These rates are based on one test per year. For a different quantity of tests per year, the monthly rates will be adjusted accordingly. All arrangements must be completed 60 days prior to the start of the customer-prescribed schedule.

Continued

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(d) Manual Scheduled Testing (MST)

These three tests as set forth in (I) following represent the minimum offering, i.e., an order for testing must, at a minimum, consists of four 1004 Hz Loss Tests per transmission path, four C-Message Noise Tests per transmission path and one Return Loss (Balance) Test per transmission path, per year. The Additional Tests as set forth in (II) following may be ordered by the customer, at additional charges, 60 days prior to the start of the customer-prescribed schedule. The customer may specify a more frequent schedule of tests 60 days prior to the start of the customer-prescribed schedule.

<u>To First Point of Switching</u>	<u>USOC</u>	<u>Monthly Rates</u>
--	-------------	--------------------------

(I) Basic Offering:\*

1004 Hz Loss Tests performed within a one-year period, per test ordered, per transmission path	UBMX+	\$.96 (R)
--	-------	-----------

C-Message Noise Tests performed within a one-year period, per test ordered, per transmission path	UBMX+	0.65 (R)
---	-------	----------

\* Subject to a one year minimum contract period, and annually thereafter.

Continued



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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(d) Manual Scheduled Testing (MST) (Cont'd)

<u>To First Point of Switching</u>	<u>USOC</u>	<u>Monthly Rates</u>
(II) Additional Tests:*		
3-Tone-Slope Tests performed within a one-year period, per test ordered, per transmission path	UBMX+	\$.96 (R)
C-Notched Noise Tests performed within a one-year period, per test ordered, per transmission path	UBMX+	.65 (R)

\* These rates are based on one test per year. For a different quantity of tests per year, the monthly rates will be adjusted accordingly. All arrangements must be completed 60 days prior to the start of the customer-prescribed schedule.

Continued

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(e) Nonscheduled Testing (NST)

Automatic Testing:

Tests ordered may include:

- 1004 HZ Loss
- C-Message Noise
- Return Loss Balance
- 3-Tone Slope
- C-Notched Noise

To First Point  
of Switching

Nonrecurring Rates  
USOC First Additional

Per test performed,  
Per transmission path

USCX+ \$37.83 (R)\$1.89 (R)

Continued

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(e) Nonscheduled Testing (NST) (Cont'd)

Cooperative Testing:

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time, normally scheduled working hours, per technician	USS++	\$18.92 (R)	\$18.92 (R)
Overtime, outside of normally scheduled working hours, on a scheduled working day, per technician	USS++	27.14*	27.14*
Premium Time, outside scheduled working day, per technician	USS++	35.37* (R)	35.37* (R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.  
 Continued

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)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(e) Nonscheduled Testing (NST) (Cont'd)

Manual Testing:

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic time, normally scheduled working hours, per technician	USM++	\$18.54 (R)	\$18.54 (R)
Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	USM++	26.62*	26.62*
Premium time, outside of scheduled work day, per technician	USM++	34.71*(R)	34.71*(R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

Continued

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)

(C) Rates and Charges (Cont'd)

(1) Special Access

(a) Additional Cooperative Acceptance Testing (ACAT)

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic time, normally scheduled working hours, per technician	SNT++	\$18.16 (R)	\$18.16 (R)
Overtime, outside of normally scheduled working hours, on a scheduled working day, per technician	SNT++	26.10*	26.10*
Premium Time, outside of scheduled working day, per technician	SNT++	34.00* (R)	34.00* (R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

Continued

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)

(C) Rates and Charges (Cont'd)

(2) Special Access (Cont'd)

(b) Nonscheduled Testing (NST)

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic time, normally scheduled working hours, per technician	SNO++	\$18.16 (R)	\$18.16 (R)
Overtime, outside of normally scheduled working hours, on a scheduled working day, per technician	SNO++	26.10*	26.10*
Premium Time, outside of scheduled working day, per technician	SNO++	34.00*(R)	34.00*(R)

\* A call-out of a Utility employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

Continued

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

(A) The customer may receive one copy of its monthly bills in a standard paper format or, if requested by the customer, on magnetic tape (cartridge), CDROM\*, DVD\*, or via electronic data transmission (Connect: Direct, formerly NDM) or other electronic means, in lieu of paper at no charge. Electronic versions of the bill will include the face page (front and back) and mandated bill inserts and messages. (D)

(B) At the option of the customer, an abbreviated bill on paper will be provided at no charge when the customer's monthly bill is provided in other than paper format as set forth in (A) preceding and shall be the bill of record for remittance purposes.

(C) An Access Billing Change charge, as set form below, will apply for each request to change the billing medium once the initial medium selection has been made and billing has begun. The Access Billing Change charge will apply per billing period, per ACNA and Revenue Accounting Office (RAO).

Access Billing Charge per billing period,  
per ACNA and per RAO. \$ 7.25

(D) At the option of the customer, additional copies of the customer monthly bills may be provided on paper, magnetic tape/cartridge, CDROM\*, DVD\*, or via electronic data transmission (Connect: Direct) at the rates set forth in (E) following. (D)

\* CD and DVD options are available to customers billed on the Carrier Access Billing System (CABS) platform. (D)

Continued

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)

(E) The rates and charges for the provision of additional copies of the customer monthly bills are as follows:

	<u>USOC</u>	<u>FID</u>	<u>Rates</u>	
(1) Paper Format per page	WCPIX	-	ICB Charges Apply	
(2) Magnetic Tape per record	-	DMT	\$ 0.014	
per tape	MTBAC	-	47.29	
(3) Electronic Data Transmission	WCP4X	-	0.014	
per record transmitted			No Charge	
per transmission			ICB Charges	
interface establishment			Apply	
(4) CDROM* per CD	WCP6X	-	\$ 10.00	
(5) DVD* per DVD	WCP7X	-	\$ 10.00	
(6) Reserved				(T) (D)   (D)

\* CDROM (CD) and DVD options are available to customers billed on the Carrier Access Billing System (CABS) platform.

(D)

Continued



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.7 Protective Connecting Arrangements (PCAs)

The Protective Connecting Arrangements mentioned in 2.5.5(B) preceding are grandfathered and are offered subject to on-the-shelf availability. The rates and charges for PCAs are applicable as shown in Schedule Cal.P.U.C. No. A8.1.3,B.

13.3.8 Network Traffic Data Special Requests

Upon request from the customer, the Utility will provide manual Network Traffic Data Studies. The manual study will provide usage, peg count and overflow information to insure proper sizing of the customer's trunk group.

Each Hour or  
Fraction Thereof

- Per Study

\$82.19 (R)

Continued

Advice Letter No. 20400

Issued by

Date Filed: July 1, 1999

Decision No. 89-10-031  
94-09-065

A.E. Swan

Effective: **NOV 1 1999**

Managing Director

Resolution No. T-16265

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.9 Busy Line Verify/Emergency Interrupt Service)

(A) Description

Busy Line Verify

When unsuccessful in reaching a called party, a customer's subscriber can contact the customer's operator to request that the dialed party's line be checked. If the call inquiry concerns an intrastate call, the customer's operator must contact the Utility's operator which serves the end user whose line is to be checked. The Utility's operator then checks the status of the line and reports the results to the customer's operator, who in turn reports the results to their inquiring subscriber. (T)

Emergency Interrupt

This service is provided after verify service. When a customer's subscriber is advised that the called party's line is in operation, but engaged in conversation with another party, the subscriber to the customer can ask that the conversation be interrupted. The Utility's operator interrupts the line and requests that the parties terminate their conversation so that the inquiring subscriber can complete his or her call. The Utility's operator only interrupts the ongoing call and does not complete the subsequent telephone call for the customer's subscriber.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.9 Busy Line Verify/Emergency Interrupt Service

(B) Obligations of the Utility

- The Utility's operator will, when furnished a telephone number in its serving area, verify that status of the line and report that status to the customer's operator. Upon further request, the Utility's operator will interrupt a conversation in progress on the line and ask the conversing parties to terminate the conversation to allow the customer's subscriber to complete their call.
- The Utility's operator will notify the customer's operator to contact the serving Local Exchange Company when the end user line number in question is determined to be served by a different Local Exchange Company.
- The Utility will specify the Access Tandem in each LATA at which the customer shall deliver this traffic to the Utility. The customer may use existing facilities to the Access Tandem in each LATA. The call will then be routed by the Utility to the designated operator services location. When it becomes necessary to change those locations, the Utility will inform the customer six months prior to the change. For such changes, the regulations set forth in Section 2.1.7 apply.
- The Utility assumes no obligations for any contacts and arrangements the customer may have with its subscribers for the provision, maintenance or billing and collection associated with the service.
- Busy Line Verify/Emergency Interrupt Service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer (T) requests such mixed access, the intrastate Verify and (T) Interrupt Service charges will be determined by the Utility using reports furnished by the customer as set forth in 2.3.14 preceding.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.9 Busy Line Verify/Emergency Interrupt Service

(C) Obligations of the Customer

- The customer recognizes that the Utility operator will respond to a request to verify or verify and interrupt one telephone number per call and will not transfer, redial or forward the call to another location for any other purpose than the provision of Busy Line Verify/Emergency Interrupt service.

(D) Rate Regulations

- The Busy Line Verify/Emergency Interrupt Charge shall apply for each request to verify a line status and/or interrupt a line. A maximum of one charge may be incurred on a call for service to the Utility's operator. The number of calls answered or forwarded to the Utility's operators shall be measured by the Utility.
- A charge applies to each Busy Line verified or conversation Interrupted except when the utility operator finds the called number out of order.

(E) Rates and Charges

	<u>Rate</u>	
- Per request		
Busy Line Verify	\$1.00 (I)	(T)
Emergency Interrupt Service	1.04 (I)	

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.10 Miscellaneous Equipment

(A) Controller Arrangement

This arrangement enables the customer to control up to 48 transfer functions at a Utility 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 Utility Central Office to provide access to the Controller Arrangement. This dial-up data station consists of a 212A type data set and an appropriate Utility provided channel.

The Controller Arrangement must be located in the same Utility Central Office as the transfer functions which it controls.

	<u>USOC</u>	<u>Monthly Charge</u>
- Per Arrangement	XTDDU	\$94.58 (R)

Transfer Arrangements, as set forth in 7.5.3(C)(10), 7.5.8(A)(3)(b), or 7.5.8(C)(3)(c), are required in addition to the Controller Arrangement in order to obtain a complete operational service.

Continued

ACCESS SERVICE

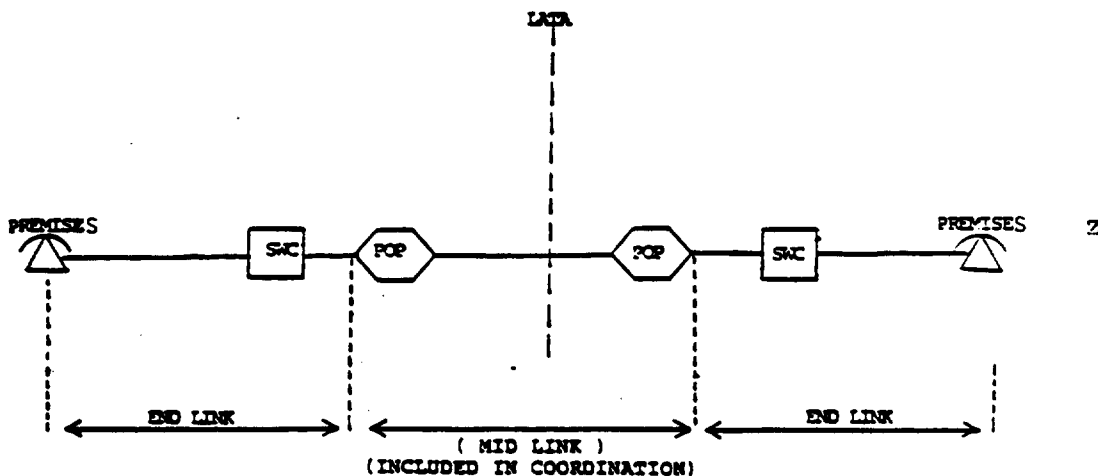
13. Additional Engineering, Additional Labor and Miscellaneous Services  
 (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.11 Coordinated End User Service (CE-US)

An administrative function in conjunction with Special Access service, as set forth in Section 7 preceding. The service provides a point of contact for end to end coordination of provisioning and maintenance between the Utility, Interexchange Carrier and Local Exchange Carrier, if applicable, for an Intrastate Special Access Service. The coordination will be provided from Network Interface to Network Interface. CE-US is an optional service provided to Special Access customers.

In order to subscribe to CE-US, the customer must subscribe to a minimum of one (1) Digital Services Link or one (1) High Capacity Link (1.544 Mbps) or one (1) Voice Grade Link which may consist of the Utility End Links, Local Exchange Carrier Links and Interexchange Carrier Mid-Links. (T)



The above Special Access service meets the requirement for CE-US service.

The customer must maintain at least one end link within the Utility serving territory per Special Access Service.

z - Correction

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.11 Coordinated End User Service (CE-US) (Cont'd)

(N)

The Utility will, upon receipt of letter of authorization from the customer, assist the customer with the provisioning and maintenance by acting as the customer's point of contact, provided from Network Interface to Network Interface for the coordination of the customer's Special Access Service.

(A) Undertaking of the Telephone Company

(1) The Utility will coordinate provisioning on behalf of the customer, the following: (a) the Special Access Link from the Utility or Local Exchange Carrier (LEC) in the originating territory, (b) the Mid Link from the Interexchange Carrier (IC) of the customer's choice, and; (c) the Special Access Link from the Utility or Local Exchange Carrier (LEC) in the terminating territory. The customer will be billed by each Carrier for that portion of Special Access Service which they provide. The customer must maintain at least one Special Access End Link per circuit provided by the Utility within the Utility serving territory.

(2) The Utility will assign a Network Control Office (NCO) to coordinate and act as a point of contact for the provisioning and maintenance of the customer's Special Access Service.

(B) Obligations of the Customer

(1) The customer will provide to the Utility written authorization to act on its behalf and is responsible for all charges incurred.

(2) The customer will provide upon the Utility's request, the names of its Interexchange Carrier (IC) and any Local Exchange Carriers (LECs) and identify the customer's point of contact with such IC and LECs, and will request such IC and LECs to coordinate provisioning and maintenance with the Utility.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.11 Coordinated End User Service (CE-US) (Cont'd)

(C) Cancellation of Application

A cancellation of 75% of the Nonrecurring Charge, as set forth in 13.3.11 (D) following, will apply if CE-US is cancelled by the customer after the seventh (7th) business day from the date the service is requested, but prior to the completion of the order. The full Nonrecurring Charge will apply if CE-US is cancelled on or after the original due date.

(D) Rates and Charges

- (1) Conversion Charge\*, Utility Special Access End Link.  
(Voice Grade, Digital Services or 1.544 Mbps HiCAP)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
- Per Link	\$9.46 (R)	CEUSL

- (2) Conversion Charge\*, IC Mid-link  
and/or LEC End-Link. (Voice  
Grade, Digital Services or  
1.544 Mbps HiCAP)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
- Per Link	\$43.51 (R)	CEUSC

\* Denotes adding CE-US to existing service.

Continued



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.11 Coordinated End User Service (CE-US) (Cont'd)

(D) Rates and Charges (Cont'd)

(3) Utility Special Access End Link; (Digital Services, 1.544 Mbps HiCAP or Voice Grade) (3003B)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- Per Link	\$9.46 (R)	\$2.84 (R)	CEUSE

(4) IC Mid Link and/or LEC End Link, Per Link:

(3003B)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Digital Services, per link	\$198.62 (R)	\$25.54 (R)	CEUSD
HiCAP (1.544 Mbps) per link	189.16	19.86	CEUSH
Voice Grade per link	132.41 (R)	8.51 (R)	CEUSV

(E) Minimum Payment Period

The minimum payment period is twelve months.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.12 Special High Voltage Protective Apparatus

(N)

If Switched and/or Special Access Service, as set forth in 6. and 7., respectively, preceding, terminates in a high voltage environment, such as an electric power station, Special High Voltage Protective Apparatus may be required as set forth in (A) through (H) following.

- (A) Telephone Company facilities which provide service to a customer's electric power generating, switching, or distribution station may require the use of Special High Voltage Protective Apparatus (isolation or neutralization devices, mutual drainage transformers, etc.) on the Telephone Company side of the Point of Termination to protect against the effects of Ground Potential Rise (GPR) and induction in a customer's electric power system.

The special protection is intended to (1) minimize electrical hazards to personnel, (2) prevent electrical damage to telecommunications equipment and facilities, and (3) provide the required continuity of telecommunications transmission at times of power system faults.

The customer shall be responsible for advising the Telephone Company, at the time a service is ordered, of the expected fault-produced electrical environment at the power station so that special protection requirements can be determined.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.12 Special High Voltage Protective Apparatus (Cont'd)

(N)

(B) Special High Voltage Protective Apparatus is required on Telephone Company facilities at the power station or site or premises under either of the following conditions:

(1) when the fault-produced GPR and/or induction at the power station is 1000 Volts peak or greater;  
or

(2) when the fault-produced GPR and/or induction at the power station is 300 Volts peak or greater, and at least one telecommunication service in the serving Telephone Company facility has been identified by a customer as having a requirement for uninterrupted service performance at times of power system faults.

(C) When the conditions in (B) (2) preceding are applicable, mutual drainage transformers will be required for noise reduction purposes on the serving facilities at the Telephone Company wire center and at any intermediate (remote drainage) locations.

(D) For power station, except as described in (E) following, the Telephone Company will provide the required Special High Voltage Protection Apparatus at rates and charges developed and filed under (H) following.

(E) The customer may elect to provide the Special High Voltage Protective Apparatus at a power station. However, in any given case, all of the Special High Voltage Protective Apparatus on a customer premises must be provided by either the customer or the Telephone Company. The Special High Voltage Protective Apparatus proposed for use by the customer must be approved by the Telephone Company. Additional engineering charges as set forth in 13.1 preceding shall apply for the time spent on engineering consultations concerning the proposed Special High Voltage Protective Apparatus.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.12 Special High Voltage Protective Apparatus (Cont'd)

(F) The Telephone Company shall be allowed to inspect, at annual intervals, any Special High Voltage Protective Apparatus provided by other than the Telephone Company to determine that the special protection installation continues to remain intact and fully effective. When such visits occur, Other Labor charges as set forth in 13.2.6 preceding shall apply.

(G) In making this offering, it is understood that the customer that orders or elects to provide Special High Voltage Protective Apparatus may not necessarily be the same customer that orders the Switched and/or Special Access Service with which such apparatus will be associated.

(H) Rates and Charges

Rates and Charges and additional regulations, if applicable, for Special High Voltage Protective Apparatus are applicable as shown in Schedule Cal.P.U.C. No. A14. Maximum Termination Liability is applicable as shown under Basic Termination Charges in Schedule Cal. P.U.C. No. A14.

(N)  
|  
(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

(N)

13.3.13 Mechanized Screening Codes

At the request of a customer, the Utility will provide the screening codes information, as described in Section (A)(4) below, for end user services that are screened within the Utility's territory. The Utility will provide information under this tariff only if the customer holds a certificate of public convenience and necessity from the CPUC authorizing the customer to provide intrastate telecommunications services.

Such information shall be provided from the Utility's Screening Services data base and will include working telephone numbers with associated screening codes. The information will be provided on a territory-wide basis only and will not include billing name and address information.

The Utility will make this product available to certificated IECs, Operator Service Providers, and billing agents (clearinghouses) to the extent required by law. Customers' use of this product is limited to call management (i.e. operator handling and billing). Customers may not use this information for any other purpose, including but not limited to market strategy or resale to a third party.

(A) Undertaking of the Utility

(1) The Utility will provide the Mechanized Screening Codes File on a total file (i.e. statewide) basis with daily order updates at rates and charges set forth in (D) following.

(2) Upon acceptance by the Utility of an order for Screening information from a customer, the Utility will determine the period of time to implement.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.13 Mechanized Screening Codes (Cont'd)

(A) Undertaking of the Utility (Cont'd)

(N)

- (3) Screening information will be provided to the customer in the industry supported CARE (Customer Account Record Exchange) format for the total file at service set up, for file snap-shot requests and daily based on order update activity. The total file basis will permit the customer to receive all statewide information that is authorized for the customer's use.

The Utility will transmit product data to the customer based on the existing Daily Activity Reports (DAR) options, i.e., via paper, electronic transfer or magnetic tape.

Once available, the paper printout or magnetic tapes will be sent to the customer via U.S. Mail overnight delivery or at the customer's request may be picked up at a location designated by the Utility.

- (4) Mechanized Screening Codes information consists of:

- Working Telephone Number (WTN)
- Customer Type Indicator
- Utility's line level Screen Code
- Order due date
- Published or Non-published Indicator
- Type of Order Activity: i.e. new connects, disconnects, change, and record orders.

- (5) All Mechanized Screening Codes File information including magnetic tapes, reproduction, etc., shall remain the sole property of the Utility.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.13 Mechanized Screening Codes (Cont'd)

(A) Undertaking of the Utility (Cont'd)

(6) The Utility warrants that the same information provided to the customer is used by the Utility in the ordinary course of its business at the time the information is provided. THE UTILITY MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO SUCH INFORMATION OR DATA EXCHANGE MEDIUM, AND EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

(7) The Utility's liability arising out of providing information to the customer shall be subject to the provisions set forth in Section 2.1.3 preceding. In no case shall the Utility be liable for the customer's use or misuse of information which has been correctly provided to the customer pursuant to this Section 13.3.13.

(C)  
(C)  
(N)  
|  
(N)  
  
(D)  
|  
(D)

(B) Termination for Mis-use

(1) If in the Utility's opinion Screening information is used in a fashion contrary to the rules and regulations set forth herein, the Utility may require the immediate return of the tapes, paper or files to the Utility, and may suspend the release of additional product information.

(2) Written notice will be provided to the customer of the Utility's decision to terminate the service.

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.13 Mechanized Screening Codes (Cont'd)

(C) Obligation of the Customer

(N)

- (1) The customer must have a CPCN (Certificate of Public Convenience and Necessity) to provide telecommunications service within California.
- (2) The customer shall order the Mechanized Screening Code service under the Utility's designated service order and must not release this information to any other person or entity.
- (3) The customer shall not publicize or represent to others that the Utility participates in any way, with the customer in the development of the customer's End User records,
- (4) The customer shall be responsible for the correct handling of calls and for AMA call management for services screened. The customer will use the provided Mechanized Screening Codes information solely in connection with the following elements of customer's telecommunications service:
  - Originating call screening.
  - AMA call validation.
  - Prevention of network fraud.
- (5) Under no circumstances shall the customer resell the information, use the information in connection with marketing, or provide the tapes or information to any parent, subsidiary, affiliate, agent of the customer, or to any third party.

(N)

Continued



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.13 Mechanized Screening Codes (Cont'd)

(C) Obligation of the Customer (Cont'd)

(N)

(6) The customer may not copy any portion of the media except for the customer's internal use as permitted under this tariff. The customer will hold the information provided in strict confidence and take the necessary steps to prevent the transfer or disclosure of any information to any person or entity other than the customer. Failure to do so will result in the Utility's suspension of this service.

(7) Minimum period charge apply to customers who cancel the screening product within the first twenty-four months of service. See service rates and charges as set forth in (D)(2) following.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.13 Mechanized Screening Codes (Cont'd)

(D) Rates and Charges

The charges for Mechanized Screening Codes file information are set forth as follows:

- (1) Mechanized Screen Codes,  
New customer adds, per Occurrence

	<u>Nonrecurring Charge</u>
- Total File	\$756.63 (R)
(2) Miscellaneous changes including	
-File snapshots, statewide	614.76
-Duplicate copy (current month)	425.61
- Service cancellation/termination before minimum period (24 months)	756.63 (R)

	<u>Monthly Rate</u>
(3) Daily order update activity, (Aggregated) per month	\$425.61 (R)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.14 Deaf and Disabled Equipment Distribution

(N)

(A) Description

The Utility will accept and process requests for deaf and disabled equipment for end users who qualify under the Deaf and Disabled Telecommunications Program (DDTP) on behalf of Competitive Local Carriers authorized by the Commission to provide Intrastate Telecommunications Services, to the extent such authorization is required by law. This service is offered within the Utility's operating territory and in accordance with Cal.P.U.C.95-12-056.

The Utility does not warrant, represent, or propose DDTP guidelines or other applicable rules, regulations, state or federal laws concerning the provision of service to the deaf and disabled community for CLCs.

(B) Undertaking of the Utility

- (1) For existing program participants, the Utility will migrate the telephone service at the request of the CLC and provide the CLC with the name of the program participant, the nature of the disability (deaf, hard of hearing, speech, vision, or mobility), and a list of all DDTP products associated with the program participant's account.
- (2) The Utility will provide a dedicated toll free number for the use of CLCs.
- (3) The Utility will provide the same level of service to CLC program participants that it provides to its own program participants.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.14 Deaf and Disabled Equipment Distribution (Con't)

(N)

(B) Undertaking of the Utility (Cont'd)

- (4) The Utility will educate CLC program participants in the types of services available, program qualification standards, and certification processing.
- (5) The Utility will supply appropriate products and equipment according to the CLC program participant's needs.
- (6) The Utility will mail program information to CLC program participants when appropriate.
- (7) A Utility representative will visit a CLC program participant for training and support when needed.
- (8) The Utility will send the CLC notice of equipment that has been loaned to a program participant.
- (9) The Utility will determine any equipment repair or upgrade needs of a program participant.
- (10) The Utility will notify the CLC of any changes in equipment provided to a program participant.
- (11) When a program participant elects to visit a Utility Deaf and Disabled Service Center, the Utility will notify the CLC before processing the distribution or receipt of products.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.14 Deaf and Disabled Equipment Distribution (Cont'd)

(N)

(B) Undertaking of the Utility (Cont'd)

(12) The Utility will label all equipment as the property of the State of California and will include the customer contact information specified by the CLC.

(13) The Utility will advise the program participant of his/her responsibilities once the equipment has been delivered.

(14) The Utility will not brand incoming calls with its own name with the exception of walk-in centers and identification for field personnel.

(15) The Utility will report to the DDTP, on a monthly basis all transactions with CLC program participants, all equipment in service, by type, for its own program participants and an inventory of all units in its distribution center.

(C) Limitation of Liability

The Utility's liability for any loss, cost, claim, injury, liability or expense in connection with the activities set forth in this Agreement will be limited to the amount of direct damages actually incurred. The Utility will not be liable for any indirect, incidental, special, reliance or consequential damage of any kind, including (without limitations) damages for lost profits, regardless of the form of action, whether in contract, indemnity, warranty, strict liability, or tort, including (without limitation) negligence of any kind.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.14 Deaf and Disabled Equipment Distribution (Cont'd)

(N)

(D) Obligations of the CLC

- (1) The CLC assumes all responsibility for its compliance with DDTP guidelines or applicable rules, regulations, and state or federal laws concerning the provision of service to the deaf and disabled community.
- (2) When a program participant changes his/her local exchange service provider, the CLC will contact the Utility to arrange for the migration of the telephone service and obtain the information described in (B) (1) preceding.
- (3) The CLC will bridge calls from the program participants to the Utility and will provide the necessary information while on line.
- (4) The CLC will provide to the DDTP, on a monthly basis, a report detailing the number of units of equipment in service, by type.
- (5) The CLC will advise the Utility, in writing, within two business days of a participant leaving the program.
  - (a) The CLC will explain to the program participant that the equipment is on loan.
  - (b) The CLC will notify the Utility when equipment is to be retrieved.
  - (c) The CLC will not hold the Utility responsible for the non-return of equipment.

(N)

Continued

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.14 Deaf and Disabled Equipment Distribution (Cont'd)

(D) Obligations of the CLC (Con't)

- (6) The CLC will provide the Utility with complete information for the equipment label which will include the name of the CLC and a contact number for program participants.

(E) Ordering Provisions

- (1) The CLC will request the provision of deaf and disabled equipment by the Utility by means of a Service Order.
- (2) The provision of deaf and disabled equipment by the Utility under a Service Order will terminate on December 31, 1997 unless otherwise extended by order or action of the CPUC.

(N)

(N)