

COMPETITIVE LOCAL CARRIER TARIFF
G23. MISCELLANEOUS LABOR SERVICES

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>
Original	CS A
1st ¹	CS A
1st ¹	ToC A
Original	1
Original	2
Original	3
Original	4
Original	5
Original	6
Original	7
Original	8
Original	9
Original	10
Original	11
Original ¹	12
Original ¹	13
Original ¹	14
Original ¹	15
Original ¹	16
Original ¹	17

NOTE 1: Issued

CC: 5170

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(N)

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.

23.1 Additional Engineering

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

- 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 Schedule Cal.P.U.C. 175-T, Sections 6.1.5 and 7.1.6.
- B. Additional engineering time is incurred by the Utility to engineer a customer's request for a customized service as set forth in Schedule Cal. P.U.C. Section 7.1.1.

The Utility will notify the customer that additional engineering charges, as set forth in 23.1.1 following, will apply before any additional engineering is undertaken.

(N)

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(N)

23.1 Additional Engineering (Cont'd)

23.1.1 Charges For Additional Engineering

The charges for additional Engineering are as follows:

<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. Basic Time, normally scheduled working hours, per engineer	AEH++	\$49.00	\$49.00
B. Overtime, outside of normally scheduled working hours, per engineer	AEH++	75.00	75.00

23.2 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 23.2.1 through 23.2.5 following. The Utility will notify the customer that additional labor charges as set forth in 23.2.6 following will apply before any additional labor is undertaken.

23.2.1 Overtime Installation

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

23.2.2 Overtime Repair

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

(N)

Continued

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(N)

23.2 Additional Labor (Cont'd)

23.2.3 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.

23.2.4 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.

23.2.5 Other Labor

Other labor is that additional labor not included in 23.2.1 through 23.2.4 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 Schedule Cal.P.U.C. 175-T Section 2.1.5, and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

(N)

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(N)

23.2 Additional Labor (Cont'd)

23.2.6 Charges for Additional Labor

The charges for additional labor are as follows:

<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. Installation or Repair			
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	ALH++	\$ 110.00 ¹	\$110.00 ¹
- Premium Time, outside of scheduled work day, per technician	ALH++	160.00 ¹	160.00 ¹
B. Stand-by			
- Basic Time, normally scheduled working hours, per technician	ALT++	None	80.00
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	ALT++	None ¹	110.00 ¹
- Premium Time, outside of scheduled work day, per technician	ALT++	None ¹	160.00 ¹

NOTE 1: 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.

(N)

Continued

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(N)

23.2 Additional Labor (Cont'd)

23.2.6 Charges for Additional Labor (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>
C. Testing and Maintenance with other telephone companies or Other Labor			
- Basic Time, normally scheduled working hours, per technician	ALK++	\$ 80.00	\$ 80.00
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	ALK++	110.00 ¹	110.00 ¹
- Premium Time, outside of scheduled work day, per technician	ALK++	160.00 ¹	160.00 ¹

NOTE 1: 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.

(N)

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(N)

23.3 Miscellaneous Services

23.3.1 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 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 charge as set forth in Schedule Cal.P.U.C. No. A8.3.1 when 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 if the visit charge applies.

(N)

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(N)

23.3 Miscellaneous Services (Cont'd)

23.3.1 Maintenance of Service (Cont'd)

C. The charges for Maintenance of Service are as follows:

<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>
Basic Time, normally scheduled working hours, per technician	MVV++	\$ 80.00	\$ 80.00
Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	MVV++	110.00 ¹	110.00 ¹
Premium Time, outside of scheduled work day, per technician	MVV++	160.00 ¹	160.00 ¹

NOTE 1: 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

(N)

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(N)

23.3 Miscellaneous Services (Cont'd)

23.3.2 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 Schedule Cal.P.U.C. 175 Section 2.5. 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.

The rates and charges for standard jacks are applicable as shown in Schedule Cal.P.U.C. No. A8.1.21.

(N)

Continued

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(N)

23.3 Miscellaneous Services (Cont'd)

23.3.3 Testing Services

Testing services are provided by Utility personnel at the Utility's local loop demarcation point. However, provisions are made in (A)(1) 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.

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 23.3.3(B) 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 Schedule Cal.P.U.C. 175-T Sections 6.1.6 and 7.1.8.

The offering of Testing Services under this section of the tariff is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (A) following.

(N)

Continued

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(N)

23.3 Miscellaneous Services (Cont'd)

23.3.3 Testing Services (Cont'd)

A. Special Access Service

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

1. Nonscheduled Testing (NST)

When a customer provides a technician at its premises or at the 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 Nonscheduled Testing. At the customer's request, the Utility will provide a technician at the customer's premises or at the end user premises. Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

2. 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.

(N)

Continued

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(N)

23.3 Miscellaneous Services (Cont'd)

23.3.3 Testing Services (Cont'd)

B. Rates and Charges

1. Special Access

a. Nonscheduled Testing (NST)

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++	\$ 80.00	\$80.00
Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	USM++	110.00 ¹	110.00 ¹
Premium time, outside of scheduled work day, per technician	USM++	160.00 ¹	160.00 ¹

NOTE 1: 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.

(N)

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23.4. DUAL ELEMENT CHARGES FOR ACCESS LINES

(N)

23.4.1 GENERAL

A. APPLICABILITY

This schedule contains specific charges for providing, line activation, or jack activation, or for moving, changing and rearranging access lines, and the enhancements thereof, associated with extended area business exchange services.

Access Lines:

Centrex primary line
individual line

TAS trunk line
tie line trunk
toll terminal line
toll terminal trunk
trunk line

B. Dual Element Charges for access lines are for business services.

(N)

Continued

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23.4. DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)
23.4.1 GENERAL (Cont'd)

(N)

C. DESCRIPTION

Dual Element charges are service and labor charges that apply to new or existing access lines for business exchange services. The charges apply to terminations, reterminations, moves, changes, jack activations, rearrangements and enhancements of such lines.

D. DEFINITIONS¹

Access line

All of the Utility's central office equipment and outside plant facilities needed to connect the serving central office to the Utility's local loop demarcation point.

Distribution Facility

Cable and wire and associated supporting structures located in/on streets or easements extending from the serving central office up to and including the Utility's local loop demarcation point.

Business Service

Line termination associated with business access lines.

NOTE 1: For additional definitions see 2.1.1 preceding and Schedule
Cal.P.U.C. No. A2.1.1.

(N)

Continued

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23.4 DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd) (N)

23.4.2 SPECIAL BILLING - ALL SERVICES

	<u>SERVICE CHARGE</u>
a. Supersedure, each line	
- All services	\$6.65
b. Change in billing name, per account	
- All services	6.65
c. Consolidate, deconsolidate access line or trunk billing, each inward line or trunk	
- All services	6.65
d. Special billing arrangement for access line, each account	
- All services	6.65
e. Reverse positions, between off and on premises with central office work, each line	
- All services	28.50
without central office work, each line	
- All services	6.65
f. Returned check charge	
- Each	6.65
g. Change billing only, sectional billing	
- Each account affected ¹	6.65
h. Installment billing, business access line	
- Per Order	7.00

NOTE 1: See Sectional Billing Service, Schedule Cal.P.U.C. No. D10.1
 for charges to establish sectional billing.

Continued (N)

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23.4. DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)

(N)

23.4.3 LATE PAYMENT CHARGE - ALL PRODUCTS AND SERVICES

Each account³

1.5 percent, calculated monthly, on an unpaid live balance of \$20.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in 2.1.7 preceding.

23.4.4 MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK

SERVICE OR LABOR
CHARGE

a. Temporary suspension of service by customer request
 (Full monthly rate billing)

- All services⁴ \$28.50

b. Change class, type or grade of service¹

- All services 28.50

c. Restoral charge for temporarily suspended or partially or temporarily discontinued service
 (Utility initiated)

- All services 38.00

d. Change telephone number by customer request

- All services² 28.50

NOTE 1: Except as shown in Terms and Conditions, Schedule Cal.P.U.C. No. A3.1.1,E. preceding.

NOTE 2: New service charge.

NOTE 3: Also see Late Payment Charge, Schedule Cal.P.U.C. No. A2.1.1 and 2.1.7, preceding.

NOTE 4: Temporary suspension of service is not applicable to COPT service.
 Continued

(N)

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23.4.	DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)		(N)
23.4.4	MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK (Cont'd)		
		<u>SERVICE OR LABOR CHARGE</u>	
e.	Change between loop and ground start		
	- All services	\$28.50	
f.	Central office modification of line, including hunting		
	- All services	28.50	
g.	Wiring, cable or SNI at the Utility's local loop demarcation point ²		
	- Install, rearrange, change, reterminate, activate line, activate jack(s) ³ , move or remove network terminating wire or cable ¹	RR	
	- Install, rearrange, change, reterminate, activate, move or remove standard network interface or additional terminations of existing access lines ¹	RR	
h.	Other change charge		
	- Business services ¹	RR	
i.	Reterminate or rearrange a working line at and including the Utility's demarcation point on the same or different premises in the same building		
	- All services ¹	RR	

NOTE 1: Labor

NOTE 2: See Schedule Cal.P.U.C. No. A3.1.1,E.16.

NOTE 3: Jack activation on existing line only.

Continued

(N)

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	SERVICE OR LABOR CHARGE	(N)
23.4 DUAL ELEMENT CHARGES FOR ACCESS LINES (Cont'd)		
23.4.4 MOVE, CHANGE, REARRANGEMENT OR MODIFICATION OF ACCESS LINE AND OTHER MISCELLANEOUS CHANGES, ALL SERVICES, EACH LINE OR TRUNK (Cont'd)		
j. Change from Business service to COPT service, COPT Coin Line -Each access line	\$71.96	
k. Direct Connection Service, each line Changes to Direct Connection Service - All services Remove from Direct Connection Service - All services	21.37 NO	
l. Change location of a customer's service to a different premises within the same building or continuous property when all of the following conditions are met:		
1. No premises work is performed by the Utility, 2. No central office work is performed by the Utility, and 3. No facility design work is performed by the Utility.		
- Business Services	23.75	(N)