

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services

In this Section, Basic Time refers to the period when services are performed by the Telephone Company on business days during regularly scheduled work hours. Overtime refers to the period when services are performed by the Telephone Company on business days but outside of regularly scheduled work hours. Premium time refers to the period when services are performed by the Telephone Company on non-business days, such as weekends and holidays.

The rates and charges in this section apply to all customers served by the Telephone Company, except for customers ordering additional labor, additional testing, access service billing information and Telecommunications Service Priority (TSP) System services associated with switched dedicated and special access services provided in the pricing flexibility Metropolitan Statistical Areas (MSAs) listed in Section 23.3 following. The rates and charges for customers ordering these services in the pricing flexibility MSAs are set forth in Section 23.4 following.

13.1 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Telephone Company as set forth in 13.1.2 through 13.1.7 following. The Telephone Company will notify the customer that additional labor charges as set forth in 13.1.8 following will apply before any additional labor is undertaken.

13.1.1 Engineering

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

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in 6.1.4 and 7.1.6 preceding.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in 7.2 preceding.
- (C) A customer requests a design change, and additional engineering time is incurred by the Telephone Company for the engineering review as set forth in 5.2.3(C). The charge for additional engineering will apply whether or not the customer authorizes the Telephone Company to proceed with the design change.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.1 Engineering (Cont'd)

The Telephone Company will notify the customer that additional labor charges, as set forth in 13.2 following, will apply before any additional engineering is undertaken.

13.1.2 Overtime Installation

Overtime installation is that Telephone Company installation effort performed outside of the Telephone Company's normally scheduled business day.

13.1.3 Overtime Repair

Overtime repair is that Telephone Company maintenance effort performed outside of the Telephone Company's normally scheduled business day.

13.1.4 Stand By

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

13.1.5 Testing and Maintenance with Other Telephone Companies

Testing and Maintenance with Other Telephone Companies is that 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 Telephone Company.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.6 Additional Installation Testing

Additional installation testing is that testing performed by the Telephone Company at the time of installation which is in addition to the normal pre-service acceptance testing to ensure the satisfactory performance of Access Service ordered by the Customer. In no event shall a charge be made for Additional Labor that is related solely to testing with other telephone companies.

13.1.7 Other Labor

Other labor is that additional labor not included in 13.1.2 through 13.1.5 preceding and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this service guide.

13.1.8 Charges for Additional Labor

Hourly charges are calculated from the time Telephone Company personnel are dispatched and end when the work is completed.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.8 Charges for Additional Labor (Cont'd)

Service by a Telephone Company employee at a time not consecutive with his scheduled work period is subject to a minimum charge of 3 hours at the rate specified in Section 13.2(B) or 13.2(C), as applicable.

13.1.9 Maintenance of Service

(A) When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Telephone Company personnel are dispatched to 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, 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.

Maintenance of Service charges are applied on a per half hour, per technician basis as set forth in 13.2 following.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services

Testing Services offered under this section of the service guide are optional and subject to rates and charges as set forth in 13.2 following. Other testing services provided by the Telephone Company in association with Access Services are furnished at no additional charge. These other testing services are described in 6.1.5 and 7.1.7 preceding.

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (A)(3), (A)(4), (B)(2) and (B)(3) following for a customer to request Telephone Company personnel to perform testing services at the customer's premises.

The offering of Testing Services under this section of the service guide 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. In order to facilitate scheduling of the Telephone Company's test equipment and personnel, the customer should request any desired Additional Tests with 60 days advance notice. Whenever feasible, the Telephone Company will accommodate requests with less than 60 days advance notice.

Testing is available where technically feasible.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(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, i.e., Acceptance Tests, (b) tests which are performed after acceptance of such access services by a customer which are without charge, i.e., In-Service Testing and (c) tests which are performed during or after acceptance of such access services by a customer for which additional charges apply, i.e., Additional Tests.

Acceptance Tests, furnished to the customer at no additional charge, are those tests performed by the Telephone Company at the time of installation, as set forth in 6.1.5 preceding, which are required to establish switched access service.

In-Service Tests, furnished to the customer at no additional charge, are those tests performed by the Telephone Company at the request of the customer and may be done on an automatic basis (no Telephone Company or customer technicians involved), cooperative basis (Telephone Company technician(s) involved at Telephone Company office(s) and customer technician(s) involved at customer's premises), or manual basis (Telephone Company technicians(s) involved Telephone Company office(s) and at customer's premises). Additional Testing of switched access services are subject to the charges set forth in section 13.3.1 following.

Testing services are ordered to the dial tone office for FGA, to the tandem or end office switch for FGB service (wherever the FGB service is ordered), and to the end office for FGC and FGD services. Testing Services for directory assistance service not routed through an access tandem is ordered to a directory assistance location for each NPA.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(1) Additional Automatic Testing (AAT)

Additional Automatic Testing (AAT) of switched access services (Feature Groups B, C and D), is a service where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent. The customer may request, on a per test basis at the rates set forth in 13.3.1(A)(1) following, gain-slope and c-notched noise testing as well as the in-service tests (1004 Hz loss, c-message noise and balance) on an as needed or more than routine schedule subject to the availability of test equipment necessary to perform AAT tests.

When the customer requests AAT as set forth in this section, the Telephone Company will notify the customer whether the line or trunk being tested passed or failed the requested test. Should the customer also desire a written report containing the specific technical results of the test, a nonrecurring charge will apply for each report requested. This nonrecurring charge is set forth in 13.3.1(A)(3) following.

(2) Additional Cooperative Testing (ACT)

Additional Cooperative Testing (ACT) of switched access services (Feature Groups A, B, C, and D, and directory assistance service not routed through an access tandem), is available when the Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests. The customer may request, on a per test basis at the rates set forth in 13.3.1(A)(2), gain-slope and c-notched noise testing, as well as the in-service tests (1004 Hz loss, c-message noise, and balance) on an as needed or more than routine schedule.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)3.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(3) Additional Manual Testing (AMT)

Additional Manual Testing (AMT) of switched access services (Feature Groups A, B, C, and D and directory assistance service is not routed through an access tandem), is available when the Telephone Company provides a technician at its office(s) and at the customer's premises. The customer may request Additional Manual Tests on a per half hour, per technician basis, for gain-slope, c-notched noise as well as in-service tests (1004 Hz loss, c-message noise, and balance) on an as needed or more than routine basis.

(4) Miscellaneous Additional Testing (MAT)

Miscellaneous Additional Testing of switched access services (Feature Groups A, B, C, D, and directory assistance service not routed through an access tandem) ordered on an Automatic, Cooperative, or Manual basis will consist of any test the customer may request, that is not expressly described in (1), (2) and (3) preceding, subject to the availability of the necessary qualified personnel and test equipment required to perform the requested test(s). Miscellaneous Additional Testing will be provided on a per half hour, per technician basis.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(5) Obligations of the Customer

- (a) When the customer subscribes to Testing Services, as set forth in this section, the customer shall provide the remote office line priming data to the Telephone Company, as appropriate to support routine or AAT as set forth in 6.1.5 preceding.
- (b) The customer shall also make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

(6) Office Test Line Access

This testing service provides access to the Telephone test line terminations, where available and on a schedule agreed to by the Telephone Company, for the purpose of enabling the Customer to perform testing of inward, outward and two-way transmission paths to the Telephone Company first switching point.

(B) Special Access Service

Testing Services for special access services are comprised of tests which are performed during the installation of a special access service, i.e., Acceptance Tests and tests which are performed during or after acceptance of such access services by a customer for which additional charges apply, i.e., Additional Tests.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(B) Special Access Service (Cont'd)

Acceptance Testing, furnished to the customer at no additional charge, are those tests performed by the Telephone Company at the time of installation, as set forth in 7.1.7 preceding, which are required to establish service.

Additional Tests, as set forth in (1), (2) and (3) following, are those tests performed by the Telephone Company at the request of the customer and may be done on a cooperative basis (Telephone Company technician(s) involved at Telephone Company office(s) and customer technician(s) involved at customer's premises), or manual basis (Telephone Company technician(s) involved at Telephone Company office(s) and at customer's premises). Additional testing of special access services are subject to the charges as set forth in 13.2 following.

(1) Additional Cooperative Testing (ACT)

When a customer provides a technician at its premises, or at an end user's premises, with suitable test equipment to perform the required tests, the Telephone Company will provide a technician at its office for the purpose of conducting Additional Cooperative Testing on voice grade services. These tests will be provided on a per half hour, per technician basis, and may consist of the following:

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

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(B) Special Access Service (Cont'd)(2) Additional Manual Testing (AMT)

When the Telephone Company provides a technician(s) at its office and the Telephone Company provides technician(s) at the customer's premises or at the end user's premises, Additional Manual Tests may be conducted. These tests will be provided on a per half hour, per technician basis, and may consist of the following:

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

(3) Miscellaneous Additional Testing (MAT)

Miscellaneous Additional Testing of special access service ordered on a Cooperative, or Manual basis will consist of any test the customer may request, that is not expressly described in (1) or (2) preceding, subject to the availability of the necessary qualified personnel and test equipment required to perform the requested test. Miscellaneous Additional Testing will be provided on a per half hour, per technician basis.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services (Cont'd)(B) Special Access Service (Cont'd)(4) Obligations of the Customer

When the customer subscribes to Testing Services, as set forth in this section, the customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.2 Additional Labor Rates

<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Add'l Half Hour or Fraction Thereof</u>
(A) Basic Time, normally scheduled working hours, per engineer or technician		
Florida	\$34.00	\$23.00
Indiana#	\$40.00	\$25.00
Kansas	\$40.00	\$25.00
Minnesota	\$40.00	\$25.00
Missouri#	\$40.00	\$25.00
Nebraska	\$40.00	\$25.00
New Jersey	\$40.00	\$25.00
North Carolina	\$34.00	\$20.00
Ohio	\$40.00	\$25.00
Oregon	\$65.00	\$25.00
Pennsylvania	\$40.00	\$25.00
South Carolina	\$40.00	\$25.00
Tennessee	\$40.00	\$25.00
Texas	\$40.00	\$25.00
Virginia	\$40.00	\$25.00
Washington	\$65.00	\$25.00
Wyoming	\$40.00	\$25.00

See Section 1.3 preceding.

Original Page 13-14

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.2 Additional Labor Rates (Cont'd)

<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Add'l Half Hour or Fraction Thereof</u>
(B) Overtime, outside of normally scheduled working hours, per engineer or technician		
Florida	\$35.00	\$25.00
Indiana#	\$50.00	\$35.00
Kansas	\$50.00	\$35.00
Minnesota	\$50.00	\$35.00
Missouri#	\$50.00	\$35.00
Nebraska	\$50.00	\$35.00
New Jersey	\$50.00	\$35.00
North Carolina	\$39.00	\$25.00
Ohio	\$50.00	\$35.00
Oregon	\$70.00	\$30.00
Pennsylvania	\$50.00	\$35.00
South Carolina	\$50.00	\$35.00
Tennessee	\$50.00	\$35.00
Texas	\$50.00	\$35.00
Virginia	\$50.00	\$35.00
Washington	\$70.00	\$30.00
Wyoming	\$50.00	\$35.00

See Section 1.3 preceding.

Original Page 13-15

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.2 Additional Labor Rates (Cont'd)

<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Add'l Half Hour or Fraction Thereof</u>
(C) Premium time, outside of scheduled work day, per engineer or technician		
Florida	\$43.00	\$30.00
Indiana#	\$60.00	\$50.00
Kansas	\$60.00	\$50.00
Minnesota	\$60.00	\$50.00
Missouri#	\$60.00	\$50.00
Nebraska	\$60.00	\$50.00
New Jersey	\$60.00	\$50.00
North Carolina	\$44.00	\$30.00
Ohio	\$60.00	\$50.00
Oregon	\$80.00	\$40.00
Pennsylvania	\$60.00	\$50.00
South Carolina	\$60.00	\$50.00
Tennessee	\$60.00	\$50.00
Texas	\$60.00	\$50.00
Virginia	\$60.00	\$50.00
Washington	\$80.00	\$40.00
Wyoming	\$60.00	\$50.00

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services13.3.1 Additional Testing Services(A) Rate and Charges(1) Additional Automatic Testing

(1004 Hz loss, C-Message Noise, Balance, Gain Slope and C-Notched Noise)

The Additional Automatic Tests, as set forth preceding, may be ordered by the customer, at additional charges, 60 days prior to the start of the customer's prescribed schedule.

Per Test, Per
Transmission Path

Florida	\$1.30
Indiana#	\$2.00
Kansas	\$2.00
Minnesota	\$2.00
Missouri#	\$2.00
Nebraska	\$2.00
New Jersey	\$1.70
North Carolina	\$2.00
Ohio	ICB
Oregon	\$2.00
Pennsylvania	\$1.70
South Carolina	\$2.00
Tennessee	\$2.00
Texas	\$2.00
Virginia	\$2.00
Washington	\$2.00
Wyoming	\$2.00

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Additional Testing Services (Cont'd)(A) Rate and Charges (Cont'd)(2) Additional Cooperative Testing

(1004 Hz loss, C-Message Noise, Balance, Gain Slope and C-Notched Noise)

The Additional Cooperative Tests, as set forth preceding, may be ordered by the customer, at additional charges, 60 days prior to the start of the testing schedule as mutually agreed to by the customer and the Telephone Company.

Per Test, Per
Transmission Path

Florida	\$3.90
Indiana#	\$5.80
Kansas	\$5.00
Minnesota	\$5.00
Missouri#	\$5.00
Nebraska	\$5.00
New Jersey	\$5.00
North Carolina	\$5.00
Ohio	\$5.35
Oregon	\$5.50
Pennsylvania	\$5.00
South Carolina	\$6.00
Tennessee	\$6.00
Texas	\$5.00
Virginia	\$6.00
Washington	\$5.50
Wyoming	\$5.00

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Additional Testing Services (Cont'd)(A) Rate and Charges (Cont'd)(3) Provision of AAT Test Results to the Customer

Provision of AAT Test
Results for each trunk
tested.

- Per Report Provided

Nonrecurring
Charge

Florida	\$17.30
Indiana#	\$17.70
Kansas	\$20.00
Minnesota	\$20.00
Missouri#	\$20.00
Nebraska	\$20.00
New Jersey	\$19.70
North Carolina	\$15.00
Ohio	\$14.40
Oregon	GAR
Pennsylvania	\$19.70
South Carolina	\$21.00
Tennessee	\$21.00
Texas	\$20.00
Virginia	\$21.00
Washington	GAR
Wyoming	\$20.00

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.2 Reserved For Future Use13.3.3 Reserved For Future Use13.3.4 Provision of Access Service Billing Information

- (A) The customer shall select the medium in which its official access service bills and customer service records are to be provided. This selection shall be made on a per account basis and shall be submitted in writing to the Telephone Company. The customer may request that access service billing information be provided via electronic data transfer, standard paper format or CD-ROM*. Should the customer fail to make a selection, the official copy of the customer's access service bills and customer service records will be provided in standard paper format. (C)
- (B) At the customer's option, additional copies of the current month's access service bill and/or customer service records will be provided via, standard paper format or CD-ROM* at the charges specified in 13.3.4(D)(1) and (2) following. Requests for additional copies of the current month's bill and/or customer service records must be submitted in writing and shall specify the medium selected by the customer (i.e., standard paper format or CD-ROM*). (C)
- Additional copies of a customer's previous monthly access service bills will be provided via standard paper format or CD-ROM* on an individual case basis. Requests for additional copies of previous monthly bills must be submitted in writing and shall specify the bill dates requested and the medium in which the copies are to be provided (i.e., standard paper or CD-ROM*). The charges for providing additional copies of previous monthly access service bills will be developed by the Telephone Company on an individual case basis and filed in Section 13.3.11 following. (C)

* The CD-ROM option is grandfathered to existing customers as of March 27, 2010. (N)

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Provision of Access Service Billing Information (Cont'd)

- (C) Upon acceptance by the Telephone Company of an order for electronic data transfer, the Telephone Company will determine the period of time to implement the transmission of such material on an individual order basis.
- (D) The rates and charges for the provision of Access Service Billing Information are as follows:

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Provision of Access Service Billing Information (Cont'd)

(D) (Cont'd)

(1) Additional copies of the customer's monthly bill
or service and features records

- per copy per account in standard paper format

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>
Florida	\$60.00	\$60.00
Indiana#	\$60.00	\$60.00
Kansas	\$60.00	\$60.00
Minnesota	\$60.00	\$60.00
Missouri#	\$60.00	\$60.00
Nebraska	\$60.00	\$60.00
New Jersey	\$60.00	\$60.00
North Carolina	\$60.00	\$60.00
Ohio	\$60.00	\$60.00
Oregon	\$60.00	\$60.00
Pennsylvania	\$60.00	\$60.00
South Carolina	\$60.00	\$60.00
Tennessee	\$60.00	\$60.00
Texas	\$60.00	\$60.00
Virginia	\$60.00	\$60.00
Washington	\$60.00	\$60.00
Wyoming	\$60.00	\$60.00

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Provision of Access Service Billing Information (Cont'd)

(D) (Cont'd)

(2) Additional copies of the customer's monthly bill
or service and features records

- per CD-ROM* (C)

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>
Florida	\$20.00	\$20.00
Indiana#	\$20.00	\$20.00
Kansas	\$20.00	\$20.00
Minnesota	\$20.00	\$20.00
Missouri#	\$20.00	\$20.00
Nebraska	\$20.00	\$20.00
New Jersey	\$20.00	\$20.00
North Carolina	\$20.00	\$20.00
Ohio	\$20.00	\$20.00
Oregon	\$20.00	\$20.00
Pennsylvania	\$20.00	\$20.00
South Carolina	\$20.00	\$20.00
Tennessee	\$20.00	\$20.00
Texas	\$20.00	\$20.00
Virginia	\$20.00	\$20.00
Washington	\$20.00	\$20.00
Wyoming	\$20.00	\$20.00

See Section 1.3 preceding.

* The CD-ROM option is grandfathered to existing customers (N)
as of March 27, 2010. (N)

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Billing Name and Address(A) Service Description

Billing Name and Address (BNA) service provides account detail of the Telephone Company's customers to interexchange carriers, operator service providers, enhanced service providers, and any other provider of interstate telecommunications services.

(B) General

- (1) Upon acceptance of an order for BNA service, the Telephone Company will furnish account detail for each working telephone number submitted. Account detail consists of current data base information including the end user's billing name and billing address.
- (2) Only current information which resides in the Telephone Company's data base will be provided. Customers ordering BNA service must accept BNA account detail on an "as is" basis.
- (3) The Telephone Company will specify the location where requests for BNA service are to be received, and the format in which the requests are to be provided.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Billing Name and Address (Cont'd)(B) General (Cont'd)

- (4) The subscribing customer must agree that BNA information will not be resold or otherwise provided to any other person, corporation, partnership or entity, other than Customer's authorized billing agent, and that Billing Name and Address shall be used by Customer or Customer's authorized billing agent solely for:
 - (a) Billing its customers for using Customer's telecommunications services,
 - (b) Any purpose associated with the equal access requirement of *United States v. AT&T*, 552 F.Supp. 131 (D.D.C. 1982),
 - (c) Verification of service orders of new customers, identification of customers who have moved to a new address, fraud prevention, and similar nonmarketing purposes.
- (5) Manual Request
 - (a) At the customer's option, the Telephone Company will provide BNA via manual request procedures.
 - (b) BNA service information will be provided by the Telephone Company in standard paper format via facsimile or first class US mail.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Billing Name and Address (Cont'd)(B) General (Cont'd)

(5) Manual Request (Cont'd)

- (c) In situations where the customer requests more than forty (40) BNA records on a single order, the Telephone Company will provide the requested BNA information in a time frame mutually agreed to by the customer and the Telephone Company.

(6) Mechanized Request

- (a) At the customer's option, the Telephone Company will provide BNA, subject to procedures established for Customer Account Record Exchange (CARE).
- (b) The customer will submit their requests through proper CARE procedures, as revised or amended.
- (c) The Telephone Company will provide a copy of the proper CARE procedures for BNA, as revised or amended, to each customer upon request.

(C) Rate Conditions

The number of BNA records for which charges apply will be accumulated by the Telephone Company, and billed to the customer on a monthly basis at the rates set forth in (D) following. An Access Order charge as set forth in Section 5.2.2 will also apply.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Billing Name and Address (Cont'd)(D) Rates and Charges

	Per BNA Request <u>Manual</u>	Per BNA Request <u>Mechanized</u>
Florida	\$1.10	\$0.13
Indiana#	\$1.40	\$0.13
Kansas	\$1.10	\$0.13
Minnesota	\$1.10	\$0.13
Missouri#	\$1.10	\$0.13
Nebraska	\$1.10	\$0.13
Nevada	\$1.19	\$0.13
New Jersey	\$1.25	\$0.13
North Carolina	\$0.37	\$0.13
Ohio	\$1.40	\$0.12
Oregon	\$0.45	\$0.22
Pennsylvania	\$1.25	\$0.13
South Carolina	\$1.19	\$0.14
Tennessee	\$1.19	\$0.14
Texas	\$1.10	\$0.13
Virginia	\$1.19	\$0.14
Washington	\$0.45	\$0.22
Wyoming	\$1.10	\$0.13

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System(A) Conditions

- (1) The TSP System was developed to satisfy the requirements of the National Communications System (NCS) of the Federal Government and provides the regulatory, administrative and operational procedures authorizing the priority installation and/or priority restoration of National Security Emergency Preparedness (NSEP) telecommunications services. TSP applies only to NSEP telecommunications services, and authorizes the Telephone Company to take priority action in the provision and restoration of such services.
- (2) Priority installation and/or priority restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations, and in accordance with the guidelines set forth in the *Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook (NCSH 3-1-2) and Service User Manual (NCSM 3-1-1)*.
- (3) The customer requesting TSP service must be the same customer for which the associated access service is provided.
- (4) Certain conditions may require that one or more customer services with a lower or no restoration priority be preempted in order to install or restore NSEP telecommunications service(s) of a higher priority. When such preemption is necessary, the Telephone Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowances for such service preemption shall be made according to the provisions set forth in 2.4.4(E) preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System (Cont'd)(A) Conditionss (Cont'd)

- (5) In obtaining TSP, the customer authorizes the Telephone Company to provide certain customer record information to the Manager, NCS, of the Federal Government so that the Government can maintain and administer its TSP System. This customer record information will include only the customer's name, TSP authorization code, Telephone Company circuit ID, customer telephone number and customer mailing address.
- (6) In order to provide priority restoration service in compliance with Part 64.401, Appendix A, of the FCC's Rules and Regulations, the Telephone Company may be unable to notify the customer in advance where additional labor charges apply, as set forth in 13.1, before the required additional labor is undertaken. The customer, in obtaining a restoration priority, recognizes that quoting charges and obtaining permission to proceed with the restoration of certain access services will cause unnecessary delays and, as a result, would be contrary to the aforementioned Rules and Regulations. In subscribing to TSP, the customer recognizes this condition and grants the Telephone Company the right to quote charges after the restoration has been completed.
- (7) When an assigned restoration priority is discontinued or revoked, and the associated access service is continued in service, no charge applies for such a discontinuance.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System(A) Conditions (Cont'd)

- (8) Credit allowance provisions for an interruption in priority restoration are the same as those for the access service with which it is associated, as set forth in 2.4.4 preceding.
- (9) When a customer requests that a priority installation be expedited (i.e., essential and emergency services), any applicable expedite charges will apply in addition to the priority installation charges set forth in 13.3.6(B)(1) following.
- (10) In the event that the Telephone Company must utilize specially constructed facilities in the priority installation of an access service, the conditions, rates and charges set forth in Section 14, following for the service for which priority installation is required shall also apply.
- (11) The activities performed by the Telephone Company in the provision of TSP are included in the following rate elements:
 - (a) Priority Installation - includes provision of confirmation information to the Manager, NCS, of the Federal Government, verification of TSP code assignments, and installation preemption, if necessary.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System(A) Conditions (Cont'd)

(11) (Cont'd)

- (b) Priority Restoration Implementation - includes provision of confirmation information to the Manager, NCS, of the Federal Government and verification of TSP code assignment.
- (c) Priority Restoration Change - includes provision of confirmation information and TSP code verification when a priority restoration level is changed on an associated access service.
- (d) Priority Restoration Maintenance - includes TSP system administration and maintenance, reconciliation of TSP code levels, and restoration preemption, if necessary.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System (Cont'd)(B) Rates and Charges

The following rates and charges are in addition to all other rates and charges applicable for other services furnished under the provisions of this service guide which operate in conjunction with the TSP System. This includes, but is not limited to, Maintenance of Service as set forth in 13.3.1 preceding.

(1) <u>Priority Installation*</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
- per circuit		
Florida	NONE	\$78.00
Indiana#	NONE	\$107.00
Kansas	NONE	\$100.00
Minnesota	NONE	\$100.00
Missouri#	NONE	\$100.00
Nebraska	NONE	\$100.00
New Jersey	NONE	\$89.00
North Carolina	NONE	\$84.00
Ohio	NONE	\$91.00
Oregon	NONE	\$101.00
Pennsylvania	NONE	\$89.00
South Carolina	NONE	\$96.00
Tennessee	NONE	\$96.00
Texas	NONE	\$100.00
Virginia	NONE	\$96.00
Washington	NONE	\$101.00
Wyoming	NONE	\$100.00

See Section 1.3 preceding.

* When an access service is ordered with both priority installation and priority restoration the associated nonrecurring charge for each applies.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System (Cont'd)(B) Rates and Charges (Cont'd)

(2) <u>Priority Restoration Implementation or Change*</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
- per circuit		
Florida	GAR	\$42.00
Indiana#	ICB	\$57.50
Kansas	GAR	\$60.00
Minnesota	GAR	\$60.00
Missouri#	GAR	\$60.00
Nebraska	GAR	\$60.00
New Jersey	GAR	\$48.65
North Carolina	GAR	\$47.00
Ohio	ICB	\$51.00
Oregon	GAR	\$57.00
Pennsylvania	GAR	\$48.65
South Carolina	GAR	\$50.25
Tennessee	GAR	\$50.25
Texas	GAR	\$60.00
Virginia	GAR	\$50.25
Washington	GAR	\$57.00
Wyoming	GAR	\$60.00

See Section 1.3 preceding.

* When an access service is ordered with both priority installation and priority restoration the associated nonrecurring charge for each applies.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Telecommunications Service Priority (TSP) System (Cont'd)(B) Rates and Charges (Cont'd)

(3) <u>Priority</u>	Monthly	Nonrecurring
<u>Restoration</u>	<u>Rates</u>	<u>Charges</u>
<u>Maintenance and</u>		
<u>Administration</u>		
- per circuit		
Florida	\$19.10	GAR
Indiana#	\$24.10	ICB
Kansas	\$30.00	GAR
Minnesota	\$30.00	GAR
Missouri#	\$30.00	GAR
Nebraska	\$30.00	GAR
New Jersey	\$22.20	GAR
North Carolina	\$18.20	GAR
Ohio	\$20.80	ICB
Oregon	\$30.00	GAR
Pennsylvania	\$22.20	GAR
South Carolina	\$24.50	GAR
Tennessee	\$24.50	GAR
Texas	\$30.00	GAR
Virginia	\$24.50	GAR
Washington	\$30.00	GAR
Wyoming	\$30.00	GAR

See Section 1.3 preceding.

ACCESS SERVICE

13. Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.7 Reserved For Future Use13.3.8 Reserved For Future Use13.3.9 Reserved For Future Use13.3.10 Reserved For Future Use13.3.11 Individual Case Filings

Rates and charges for miscellaneous services not covered in this service guide will be provided on an individual case basis.