

**13. Labor, Testing and Billing Media**

This Section does not pertain to Part 5, Sections 5.4, 5.5, 5.8, 5.9 and 5.10, of this Guidebook.

**13.1 Additional Engineering**

Additional Engineering is not an ordering option but will be applied to an order when the Telephone Company determines additional engineering is necessary to accommodate a Customer request. When additional engineering is required, the Customer will be notified and furnished with a written statement setting forth the justification for the additional engineering as well as an estimate of the charges.

If the Customer agrees to the additional engineering, a firm order will be established. If, after being notified that additional engineering of AT&T facilities is required, the Customer does not want the service or facilities, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the Customer for the additional engineering may not exceed the estimated amount by more than 10 percent.

Additional Engineering will be provided by AT&T at the request of the Customer only when:

- The Customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR).
- Additional Engineering time is incurred by AT&T to engineer a Customer's request for a customized service.

The Telephone Company will notify the Customer that Additional Engineering Charges will apply before any Additional Engineering is undertaken.

Material in this section has been consolidated from material that previously appeared in Part 2, Section 13 and Part 3, Section 13.

13.2 Additional Labor

Additional Labor is that labor requested by the Customer on a given service and agreed to by the Telephone Company.

Hourly rates for Additional Labor are based upon the time of day, day of the week, and if the work is performed on a Telephone Company holiday as set forth below:

- Basic Time - Work related efforts of the Telephone Company performed during a normal business day, 8:00 a.m. - 5:00 p.m., Monday through Friday.
- Overtime - Work related efforts of the Telephone Company performed outside of a normal business day (Monday through Friday), and on Saturdays.
- Premium Time - Work related efforts of the Telephone Company performed on Sundays and/or AT&T holidays.

HOLIDAY	IL, IN, MI, OH, WI	CA, NV	AR, KS, MO, OK, TX
New Year's Day	X	X	X
Presidents' Day		X	
Good Friday			
Memorial Day	X	X	X
Independence Day	X	X	X
Labor Day	X	X	X
Columbus Day			
Thanksgiving	X	X	X
Day after Thanksgiving	X	X	X
Christmas		X	X
Two Days for Christmas	X		

The Telephone Company will notify the Customer that Additional Labor Charges as set forth in the pricing section of this Guidebook will apply before any additional labor is undertaken. Additional Labor Charges apply for each half hour or fraction thereof unless otherwise specified herein.

A call-out of Telephone Company personnel requiring Additional Labor will be charged a minimum of four (4) hours on an Overtime and/or Premium Time basis when the call-out is attributed to a Customer request/problem. However, at no time will the Customer be charged if trouble is found to be on the Telephone Company's side of the demarcation point.

Types of Additional Labor are:

- Overtime Installation is that AT&T installation effort outside of a normal business day.
- Stand by includes all time in excess of one-quarter (1/4) hour during which Telephone Company personnel stand by at the Customer's request.
- Testing and Maintenance with Other Service Providers includes additional testing, maintenance or repair of facilities which connect to facilities of other service providers which is in addition to the normal effort required to test, maintain or repair facilities provided solely by the Telephone Company.
- Other Labor is that additional labor not included in the preceding items including, but not limited to, labor incurred to accommodate a specific Customer request that involves only labor which is not covered by any other section of this Guidebook.

### 13.3 Testing

Additional Cooperative Acceptance Testing and Nonscheduled Testing are testing services available to Customers.

Additional Cooperative Acceptance Testing is for situations whereby a Customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested tests, and the Telephone Company provides a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing. At the Customer's request, the Telephone Company will provide a technician at the Customer's premises or at the end user premises.

Nonscheduled Testing may consist of any tests, e.g., loss, noise, slope, envelope delay, which the Customer may require. When a Customer provides a technician at its premises with suitable test equipment to perform the required tests, the Telephone Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the Customer's request, the Telephone Company will provide a technician at the Customer's premises.

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.

### 13.4 Billing Media

The Customer may, without charge, receive the initial copy of their monthly bill and service and feature record in a standard media format provided by the Telephone Company. Billing media formats include:

- Paper
- Electronic Data Interchange (EDI)
- Electronic data transmission
- Floppy diskette
- CD-ROM
- DVD
- Magnetic tape
- Microfiche

Not all billing media formats are available from every Telephone Company carrier. Additional copies of bills and secondary bills may be available subject to an additional charge.

Changes involving billing format changes or changes to the billing period are also subject to an additional charge.

13.5 Additional Engineering, Additional Labor and Testing Charges

<b>Additional Engineering, Additional Labor and Testing Charges</b>					
	<b>States</b>	<b>USOC</b>	<b>First Half Hour or Fraction Thereof</b>	<b>USOC</b>	<b>Each Additional Half Hour or Fraction Thereof</b>
<u>Additional Engineering</u>					
Basic Time - per engineer	IL, IN, MI, OH, WI	AEH	\$49.91	AEH	\$44.69
	CA	AEHNF/AEH++	\$62.08	AEHNS	\$36.00
	NV	AEHNF/AEH++	\$44.69	AEHNF/AEH++	\$44.69
	AR, KS, MO, OK, TX	AEH	\$34.59	AEH	\$24.97
	AL, FL, GA, KY, LA, MS, NC, SC, TN	AEH	\$31.00	AEH	\$22.00
Overtime - per engineer	IL, IN, MI, OH, WI	AEH	\$76.70	AEH	\$50.75
	CA	AEHXF/AEH++	\$76.70	AEHNS	\$50.75
	NV	AEHXF/AEH++	\$64.40	AEHXF/AEH++	\$64.40
	AR, KS, MO, OK, TX	AEH	\$41.37	AEH	\$31.75
	AL, FL, GA, KY, LA, MS, NC, SC, TN	AEH	\$37.00	AEH	\$26.00
<u>Additional Labor - installation</u>					
Overtime - per technician	IL, IN, MI, OH, WI	ALH	\$250.00	ALH	\$100.00
	CA	ALHXF/ALH++	\$250.00	ALHXS	\$100.00
	NV	ALHXF/ALH++	\$250.00	ALHXF/ALH++	\$250.00
	AR, KS, MO, OK, TX	ALH	\$250.00	ALH	\$100.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALH	\$250.00	ALH	\$100.00
Premium Time - per technician	IL, IN, MI, OH, WI	ALH	\$300.00	ALH	\$220.00
	CA	ALHPF/ALH++	\$300.00	ALHPS	\$250.00
	NV	ALHPF/ALH++	\$300.00	ALHPF/ALH++	\$300.00
	AR, KS, MO, OK, TX	ALH	\$300.00	ALH	\$250.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALH	\$300.00	ALH	\$250.00
<u>Additional Labor - standby</u>					
Basic Time - per technician	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALT	\$36.00	ALT	\$23.00
Overtime - per technician	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALT	\$44.00	ALT	\$29.00
Premium Time - per technician	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALT	\$52.00	ALT	\$34.00

<b>Additional Engineering, Additional Labor and Testing Charges</b>					
	<b>States</b>	<b>USOC</b>	<b>First Half Hour or Fraction Thereof</b>	<b>USOC</b>	<b>Each Additional Half Hour or Fraction Thereof</b>
<u>Additional Labor - standby</u>					
Basic Time - per technician	IL, IN, MI, OH, WI		None	ALT	\$23.67
	CA		None	ALTNS	\$40.00
	NV		None	ALTNF/ALT++	\$85.00
	AR, KS, MO, OK, TX	ALT	\$0.00	ALT	\$115.00
Overtime - per technician	IL, IN, MI, OH, WI		None	ALT	\$27.05
	CA		None	ALTXS	\$50.00
	NV		None	ALTXF/ALT++	\$80.00
	AR, KS, MO, OK, TX	ALT	\$0.00	ALT	\$140.00
Premium Time - per technician	IL, IN, MI, OH, WI		None	ALT	\$31.29
	CA		None	ALTPS	\$60.00
	NV		None	ALTPF/ALT++	\$90.00
	AR, KS, MO, OK, TX	ALT	\$0.00	ALT	\$170.00

<b>Additional Engineering, Additional Labor and Testing Charges</b>					
	<b>States</b>	<b>USOC</b>	<b>First Half Hour or Fraction Thereof</b>	<b>USOC</b>	<b>Each Additional Half Hour or Fraction Thereof</b>
<u>Additional Labor - testing and maintenance with other telephone companies or Other labor</u>					
Basic Time - per technician	IL, IN, MI, OH, WI	ALK	\$23.94	ALK	\$22.68
	CA	ALKNF/ALK++	\$45.00	ALKNS	\$50.00
	NV - installation technician	ALKNR/ALK++	\$115.00	ALKNR/ALK++	\$115.00
	NV - central office technician	ALKNM	\$40.00	ALKNM	\$40.00
	AR, KS, MO, OK, TX	ALK	\$85.00	ALK	\$55.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALK	\$42.00	ALK	\$23.00
	Overtime - per technician	IL, IN, MI, OH, WI	ALK	\$26.62	ALK
CA		ALKXF/ALK++	\$50.00	ALKXS	\$42.00
NV - installation technician		ALKXR/ALK++	\$80.00	ALKXR/ALK++	\$80.00
NV - central office technician		ALKXM	\$60.00	ALKXM	\$60.00
AR, KS, MO, OK, TX		ALK	\$100.00	ALK	\$80.00
AL, FL, GA, KY, LA, MS, NC, SC, TN		ALK	\$49.00	ALK	\$29.00
Premium Time - per technician		IL, IN, MI, OH, WI	ALK	\$31.46	ALK
	CA	ALKPF/ALK++	\$50.00	ALKPS	\$55.00
	NV - installation technician	ALKPR/ALK++	\$110.00	ALKPR/ALK++	\$110.00
	NV - central office technician	ALKPM	\$95.00	ALKPM	\$95.00
	AR, KS, MO, OK, TX	ALK	\$110.00	ALK	\$90.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	ALK	\$57.00	ALK	\$34.00

<b>Additional Engineering, Additional Labor and Testing Charges</b>					
	<b>States</b>	<b>USOC</b>	<b>First Half Hour or Fraction Thereof</b>	<b>USOC</b>	<b>Each Additional Half Hour or Fraction Thereof</b>
<u>Additional Cooperative Acceptance Testing (ACAT)</u>					
Basic Time - per technician	IL, IN, MI, OH, WI	SNTX+	\$40.92	SNTX+	\$22.60
	CA	SNTNF/SNT++	\$42.00	SNTNS	\$21.00
	NV	SNTNR/SNT++	\$40.21	SNTNM	\$32.72
	AR, KS, MO, OK, TX	SNTX+	\$85.00	SNTX+	\$55.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	SNTX+	\$37.00	SNTX+	\$23.00
Overtime - per technician	IL, IN, MI, OH, WI	SNTX+	\$41.28	SNTX+	\$25.99
	CA	SNTXF/SNT++	\$45.00	SNTXS	\$24.00
	NV	SNTXR/SNT++	\$60.32	SNTXM	\$49.08
	AR, KS, MO, OK, TX	SNTX+	\$100.00	SNTX+	\$80.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	SNTX+	\$44.00	SNTX+	\$29.00
Premium Time - per technician	IL, IN, MI, OH, WI	SNTX+	\$46.34	SNTX+	\$29.57
	CA	SNTPF/SNT++	\$49.00	SNTPS	\$28.00
	NV	SNTXR/SNT++	\$80.42	SNTPM	\$65.43
	AR, KS, MO, OK, TX	SNTX+	\$110.00	SNTX+	\$90.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	SNTX+	\$52.00	SNTX+	\$34.00



<b>Additional Engineering, Additional Labor and Testing Charges</b>					
	<b>States</b>	<b>USOC</b>	<b>First Half Hour or Fraction Thereof</b>	<b>USOC</b>	<b>Each Additional Half Hour or Fraction Thereof</b>
<b>Nonscheduled Testing (NST)</b>					
Basic Time - per technician	IL, IN, MI, OH, WI	SNOX+	\$40.92	SNOX+	\$22.60
	CA	SNOXF/SNO++	\$42.00	SNOXS	\$21.00
	NV	SNTXR/SNT++	\$40.21	SNTXM	\$32.72
	AR, KS, MO, OK, TX	SNOX+	\$85.00	SNOX+	\$55.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	SNOX+	\$37.00	SNOX+	\$23.00
Overtime - per technician	IL, IN, MI, OH, WI	SNOX+	\$41.28	SNOX+	\$25.99
	CA	SNOXF/SNO++	\$45.00	SNOXS	\$24.00
	NV	SNTXR/SNT++	\$60.32	SNTXM	\$49.08
	AR, KS, MO, OK, TX	SNOX+	\$100.00	SNOX+	\$80.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	SNOX+	\$44.00	SNOX+	\$29.00
Premium Time - per technician	IL, IN, MI, OH, WI	SNOX+	\$46.34	SNOX+	\$29.57
	CA	SNOXF/SNO++	\$49.00	SNOXS	\$28.00
	NV	SNTXR/SNT++	\$80.42	SNTXM	\$65.43
	AR, KS, MO, OK, TX	SNOX+	\$110.00	SNOX+	\$90.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN	SNOX+	\$52.00	SNOX+	\$34.00

13.6 Billing Media Charges

<b>Billing Media Charges (when applicable)</b>				
	<b>States</b>	<b>USOC</b>	<b>FID</b>	<b>Charge</b>
Paper Bill	CA, IL, IN, MI, OH, WI - per page		NOB/NEL	ICB
	NV - per single page		NOB/NEL	\$0.0300
	NV - per double page		NOB/NEL	\$0.0325
	AR, KS, MO, OK, TX - per page	WCP1X		\$0.0004
	AL, FL, GA, KY, LA, MS, NC, SC, TN - per page			\$0.2500
Electronic data transmission - per record	IL, IN, MI, OH, WI		DMT	ICB
	AR, KS, MO, OK, TX	WCP4X		\$0.0004
	AL, FL, GA, KY, LA, MS, NC, SC, TN			\$0.000932
Floppy diskette - per diskette	IL, IN, MI, OH, WI		BOD/BTH	ICB
CD-ROM - per disk	AR, CA, KS, MO, OK, NV, TX	WCP6X		\$10.00
	AL, FL, GA, KY, LA, MS, NC, SC, TN			\$60.00
DVD - per disk	AR, CA, KS, MO, OK, NV, TX	WCP7X		\$10.00
Magnetic Tape	IL, OH - per record		DMT	\$0.003
	IN, MN		DMT	ICB
	WI - up to 225 bytes		DMT	\$0.003
	WI - per tape		DMT	\$35.00
	CA - per record		DMT	\$0.0150
	CA - per tape	MTBAC		\$50.00
	NV - per record	BBLCT	DMT	\$0.015
	NV - per tape	WCP2X/MTBAC		\$50.00
	AR, KS, MO, OK, TX - per tape	WCP2X		\$82.76
	AL, FL, GA, KY, LA, MS, NC, SC, TN - per tape			\$51.84
	AL, FL, GA, KY, LA, MS, NC, SC, TN - per record			\$0.0018
	Microfiche - per record	IL, IN, MI, OH, WI		BOD/BTH
Internet Mailbox - per mailbox, per month	AL, FL, GA, KY, LA, MS, NC, SC, TN			\$40.00