

**13. Additional Engineering, Additional Labor and Miscellaneous Services**

Section 13 addresses Additional Engineering, Additional Labor and Miscellaneous Services (e.g., Maintenance of Service, Provision of Access Service Billing Information, etc.).

The specific rates and charges for these activities are set forth in subsequent sections.

For purpose of Section 13, the terms “Basic Time”, “Overtime” and “Premium Time” are defined as follows:

- 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 holidays (days observed by the Telephone Company are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and two days for Christmas)

**13.1 Additional 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 Part 3, Section 7, par 7.1.6.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Part 3, Section 7, par 7.2.

The Telephone Company will notify the customer that additional engineering charges, as set forth in 13.1.1 following, will apply before any additional engineering is undertaken.

**13.1.1 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>
Per engineer			
- Basic Time	AEH	\$35.18	\$35.18
- Overtime	AEH	41.72	41.72

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

**13.2 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 13.2.1 through 13.2.5 following. The Telephone Company will notify the customer that additional labor charges as set forth in 13.2.6 following will apply before any additional labor is undertaken.

Additional Labor Charges, except as set forth in 13.2.3, apply on a first and additional basis for each half hour or fraction thereof.

A call-out of a Telephone Company employee 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 side of the demarcation point.

**13.2.1 Overtime Installation**

Overtime installation is that Telephone Company installation effort outside of a normal business day.

**13.2.2 Reserved for future use**

**13.2.3 Standby**

Standby includes all time in excess of one-quarter (1/4) hour during which Telephone Company personnel stand by at the customer's request.

**13.2.4 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.

**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 guidebook.

**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>	First Half Hour or Fraction Thereof	Each Additional Half Hour or Fraction Thereof
Per technician			
(A) Installation			
- Overtime	ALH	\$250.00	\$100.00
- Premium	ALH	300.00	220.00
	<u>USOC</u>	First Quarter Hour	Each Additional Half Hour or Fraction Thereof
(B) Standby			
- Basic Time	ALT	None	\$23.67
- Overtime	ALT	None	27.05
- Premium Time	ALT	None	31.29
(C) Testing and Maintenance with other telephone companies and Other Labor			
- Basic Time	ALK	\$23.77	22.68
- Overtime	ALK	26.62	26.62
- Premium Time	ALK	31.46	31.46

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

**13.3 Miscellaneous Services**

13.3.1 Maintenance of Service

The charges for Maintenance of Service are deregulated. Customers may contact their Telephone Company business office for additional information.

13.3.2 Restoration of Priority

*Reserved for future use*

13.3.3 Standard Interface Devices

Services provided by the Telephone Company are terminated using standard jacks as interface devices. These devices are provided to allow connection of Registered Equipment to services that are subject to the Registration Program as set forth in Technical Reference Publication AS No. 1. The use of these devices is covered in Part 68 of the F.C.C.'s Rules and Regulations. Specific connecting devices are described in the document on file with the FCC entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the FCC's Rules and Regulations."

Other services or facilities provided by the Telephone Company or by others may also be terminated in any spare capacity which remains after installation of these devices, without additional charge for the use of such capacity.

The nonrecurring charges, which include installation, for standard interface devices and their typical uses are set forth following:

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

**13.3 Miscellaneous Services (Cont'd)**

13.3.3 Standard Interface Devices (Cont'd)

	<u>USOC</u>	<u>Nonrecurring Charge</u>
(A) Standard Voice Jacks		
(1) Miniature six-position jacks for connection of terminal equipment as follows:		
(a) Single-line telephone set surface or flush mounted	RJ11C	\$0.00
(b) Single-line telephone sets wall mounted	RJ11W	0.00
(c) Two-line non-key telephone sets surface or flush mounted	RJ14C	0.00
(d) Single-line bridged Four-Wire exchange 2/RT, T1/R1	RJ1DC	0.00
(e) Two-line non-key telephone sets wall mounted	RJ14W	0.00
(f) Special single-line equipment for use in hospital critical care areas	RJ17C	0.00
(g) 9DB single-line data equipment with mode indication and mode indication common leads. This jack is normally used in association with a series jack.	RJ16X	0.00
(h) Three-line non-key telephone sets and ancillary devices	RJ25C	5.77

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

**13.3 Miscellaneous Services (Cont'd)**

13.3.3 Standard Interface Devices (Cont'd)

	<u>USOC</u>	<u>Nonrecurring Charge</u>
(A) Standard Voice Jacks (Cont'd)		
(2) 50 Position Miniature Ribbon for connection of multiline terminating equipment and channel derivation devices as follows:		
(a) For connection to Two-Wire tie trunks E&M type I signaling (12 line capacity)	RJ2EX	\$87.40
(b) For connection to Four-Wire tie trunks E&M type I signaling (8 line capacity)	RJ2GX	87.40
(c) For connection to Two-Wire tie trunks E&M type II signaling (8 line capacity)	RJ2FX	87.40
(d) For connection to Four-Wire tie trunks E&M type II signaling (6 line capacity)	RJ2HX	87.40
(e) For connection to off-premises station lines (25 line capacity)	RJ21X	87.40
(f) For use with series devices such as toll restrictors (12 line capacity)	RJ71C	87.40
(g) For connections of up to 12 line bridged Four-Wire exchange 2/RT, T1/R1	RJ2DX	84.93

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

**13.3 Miscellaneous Services (Cont'd)**

13.3.3 Standard Interface Devices (Cont'd)

	<u>USOC</u>	<u>Nonrecurring Charge</u>
(A) Standard Voice Jacks (Cont'd)		
(3) Series Jacks for connections of terminal equipment as follows:		
(a) Single-line alarm reporting devices	RJ31X	\$16.04
(b) Series ancillary devices such as automatic dialers. Single-line sets with exclusion.	RJ32X	16.04
(c) Two-line telephone sets with exclusion on one line	RJ37X	16.04
(4) Weatherproof Jack for use with single-line telephone sets used at locations such as boats and marinas	RJ15C	38.18
(B) Standard Data Jacks		
(1) Universal Data Jack for use in connecting fixed loss loop (FLL) and programmed (P) types of data equipment (1 line capacity)	RJ41S	36.99
(2) Programmed Data Jack for use in connecting programmed data equipment (1 line capacity)	RJ45S	28.05
(3) Multiple Line Universal Data Jack for use in connecting fixed loss loop (FLL) and programmed (P) types of data equipment. This jack will terminate up to eight lines. The selection of this jack requires the use of the equipment listed following:	RJ26X	122.55
(a) Multiple Line Universal Data Jack Circuit Cards. For use with RJ26X. One circuit card per circuit required.	RJ26S	25.04
(b) Multiple Line Universal Data Jack Mounting options. For use with RJ26X. One required per RJ26X.		
- Wall Mounting with cover	RJM3X	38.18
- Rack Mounting (19 inch or 23 inch)	RJM4X	24.61

**13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)****13.3 Miscellaneous Services (Cont'd)****13.3.4 Testing Services**

Testing Services offered under this section of the guidebook are optional and subject to rates and charges as set forth in 13.3.4(C) 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 Part 3, Section 7, par 7.1.7.

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (B)(1) and (B)(2) 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 guidebook is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (B) and (C) following:

- (A) Reserved for future use
- (B) Special Access Service

The Telephone Company 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 premises or at an end user's premises, with suitable test equipment to perform the requested tests, the Telephone Company 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 Telephone Company will provide a technician at the customer's premises or at the end user premises. These tests may, e.g., consist of the following:

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



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

**13.3 Miscellaneous Services (Cont'd)**

13.3.4 Testing Services (Cont'd)

(B) Special Access Service (Cont'd)

(2) Nonscheduled Testing (NST)

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. Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

(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 Telephone Company at times mutually agreed upon.

(C) Rates and Charges

The charges for testing services are as follows:

(1) Reserved for future use

(2) Special Access

<u>Testing Periods</u>	<u>USOC</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
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Per technician

(a) Additional Cooperative Acceptance Testing (ACAT)

- Basic Time	SNTX+	\$23.77	\$22.60
- Overtime	SNTX+	27.85	25.99
- Premium Time	SNTX	31.93	29.57

(b) Nonscheduled Testing (NST)

- Basic Time	SNOX+	23.77	\$22.60
- Overtime	SNOX+	27.85	25.99
- Premium Time	SNOX+	31.93	29.57

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

**13.3 Miscellaneous Services (Cont'd)**

13.3.5 Provision of Access Service Billing Information

- (A) The customer may receive the initial copy of their monthly access bill and service and feature record, in the standard format provided by the Telephone Company via paper, magnetic tape, CD ROM or data transmission at no charge.
- (B) At the request of the customer three additional copies of their monthly access bill, and/or service and feature record will be provided in standard format provided by the Telephone Company via paper, microfiche, magnetic tape, CD ROM or electronic data transmission at no charge. Customer's requests for copies of their monthly access bill and/or service and equipment record, beyond these three additional copies will be charged as set forth in (E) following.
- (C) If a customer requests receiving their primary bill on a magnetic tape or by electronic data transmission, rules and regulations concerning payment arrangements and credit allowances described in Section 2.4 still apply for these media, as well as for paper, on all accounts.
- (D) Upon acceptance by the Telephone Company of an order for data transmission, the Telephone Company will determine the period of time required to implement the transmission of such material on an individual order basis.
- (E) The rates and charges for the provision of an additional copy of Access Service Billing Information are as follows:

	<u>FID</u>	<u>Rates</u>
(1) Provision of Standard Billing Detail and/or Information in magnetic tape format - per logical record	DMT	\$.0030
(2) Additional copies of customer's monthly access bill or service and features record in standard format via data transmission - per record transmitted	DMT	/1/
(3) Additional copies of customer's monthly access bill or service and features record in standard format via paper - per page	NOB NEL	/1/

/1/ ICB rates and charges apply. ICB rates and charges are outlined in 13.4 following.

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

**13.3 Miscellaneous Services (Cont'd)**

13.3.5 Provision of Access Service Billing Information (Cont'd)

(E) The rates and charges for the provision of an additional copy of Access Service Billing Information are as follows: (Cont'd)

	<u>FID</u>	<u>Rates</u>
(4) Additional copies of customer's monthly access bill or service and features record in standard format via microfiche record - per microfiche record	BOD BTH	/1/
(5) Additional copies of customer's monthly access bill or service and features record in standard format via CD ROM - per CD ROM		/1/
(6) Change in level of customer monthly bill		/1/

13.3.6 Protective Connecting Arrangements<sup>2/</sup>

13.3.7 Miscellaneous Equipment

(A) Reserved for future use

/1/ ICB rates and charges apply. ICB rates and charges are outlined in 13.4 following.

/2/ Not available in Illinois.

**13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)****13.3 Miscellaneous Services (Cont'd)****13.3.8 Provision of Billing Name and Address Information**

Billing Name and Address (BNA) provides the billing name and address of an end user who has an Automatic Number Identification (ANI) recorded by the customer for telecommunications services rendered by the customer to its end user. The receipt of this information will allow the customer to provide its own billing to end users who may not have established a formal relationship with the customer.

- (A) The BNA will be obtained by the Telephone Company from its customer information data bases. The BNA will be provided for the ANI received by the Telephone Company to the extent a name and address exists in the Telephone Company's customer information data bases, except that the BNA will not be provided to the customer where the ANI received by the Telephone Company identifies a public telephone or other public telecommunications device.

The request for BNA information will be provided in accordance with specifications provided by the Telephone Company.

The BNA sub-elements are a minimum monthly charge which includes 75 or less BNA requests, a BNA request charge for requests in excess of 75 per month and a magnetic tape charge. A BNA charge applies for each BNA request whether or not a match is found. A magnetic tape charge applies for each magnetic tape provided to the requesting customer. The magnetic tape will be provided without the return of previously supplied tapes. The output records will normally be made available for mailing ten work days after receipt of the customer order or at an interval mutually agreed upon. Availability may be delayed in case of input errors in the customer provided order. Unless otherwise specified by the customer, the magnetic tape(s) will be sent to the customer via first class U.S. Mail service. If expedited delivery is requested by the customer, the customer can request overnight delivery or arrange for the delivery expense to be charged against its own delivery account.

- (B) The BNA provided shall be used by the customer or his authorized billing and collection agent solely for the purpose of billing the customer's end users for telecommunications services rendered by the customer and for no other purposes whatsoever.

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

**13.3 Miscellaneous Services (Cont'd)**

13.3.8 Provision of Billing Name and Address Information (Cont'd)

(C) Rates and Charges

	<u>Recurring</u>	<u>Nonrecurring</u>
Monthly Charge (up to and including 75 BNA requests)	\$37.50	
BNA Per request, in excess of 75 per month	0.446190	
Magnetic Tape (including customer's chosen delivery option)		
- U.S. Mail Delivery Per tape		\$24.81
- Overnight Delivery Per tape		31.50
- Customer Arranged Delivery Per tape		19.00

**13.4 Individual Case Filings**

13.4.1 Provision of Access Service Billing Information

(A) Reserved for future use