

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

In this section normally scheduled working hours are an employee's (N)
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 (T)
request of the customer only when: (T)

(A) A customer requests additional technical information (N)
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.

(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 (N)
undertaken.

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)

13.1 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	\$34.43
(B) <u>Overtime</u> , outside of normally scheduled working hours, per engineer	AEH++	48.09	48.09

13.2 Additional Labor

In this section the Normal Business Day is Monday - Friday,
 8 am - 5 pm. (N)
 All charges apply, per technician.
 Holidays will be defined as: New Year's Day, Memorial Day,
 Independence Day, Labor Day, Thanksgiving Day, the day after
 Thanksgiving and Christmas Day. (N)

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

Work related efforts of the Company performed outside a
 Normal Business Day. (C)
 (C)

13.2.2 Reserved

(C)
 (D)
 (D)

(D)

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 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. (T)

(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. (T)

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

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 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 Guidebook, Part 8, Section 8 when the Utility (T) 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.

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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.

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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)

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)

(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)

For IXCs that subscribe to IXC Pays Billing Option - Customer Initiated, all end user LPIC changes to the IXC's CIC (and at the IXC's option, changes from the IXC's CIC to "No PIC") initiated through the Telephone Company will be redirected to the IXC. (N)
|
(N)

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.

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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.

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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.

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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)

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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 Guidebook, (T)
Part 8, Section 8. (T)

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

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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)

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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 Guidebook, Part 8, Section 8. Maximum Termination Liability is applicable as shown under Basic Termination Charges in Guidebook, Part 8, Section 8. (T)
(T)
(T)

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ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.15 Billing Name and Address (BNA)

(L) (T)

Billing Name and Address (BNA) provides the billing name and address associated with a telephone number for the purpose of billing a call.

(T)
(T)
(L)

At the request of a certificated Carrier or its authorized billing agent, the Utility will provision BNA Service. BNA Service will be provided to the Customer for the limited purpose of billing a call, where the originating telephone number is provided by the Customer, and the original telephone number was obtained through Automatic Number Identification (ANI).

(L) x
|
(L) x

BNA will be provided to the Customer in the industry supported Customer Account Record Exchange (CARE) format at the time the end user presubscribes to the Customer's service. Additional information will be provided to the Customer regarding end users presubscribed to the Customer, via the supported CARE format, advising the Customer when a toll restriction is either initiated and/or removed from the end user's account.

(L) y (T)
(T)
|
(L)

The Utility will bill Customers for BNA services under this tariff. The payment regulations set forth in Section 2.4 preceding apply.

(L) z
|
(L) z

- (L) Material formerly in Section 8, Sheet 541
- (L)x Material duplicated from Section 8, Sheet 547
- (L)y Material duplicated from Section 8, Sheet 543
- (L)z Material duplicated from Section 8, Sheet 457

Continued