

13. Maintenance of Service, Additional Engineering, Additional Labor, Testing, Labor Charges, 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.

The specific rates and charges for these activities are set forth in subsequent sections. (N)
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13.1 Definitions

For the purpose of Section 13, the terms Hourly Rates, Basic Time, Overtime, Premium Time, Callout, and Holidays are defined as follows: (T)
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Hourly Rates - Hourly rates are based upon the time of day, day of the week, and whether the work is performed on an AT&T Holiday. Hourly rates will apply as defined below for: Basic Time, Overtime, and Premium Time. Charges apply for each half hour or fraction thereof unless otherwise specified herein.

Basic Time - 8:00 a.m. - 5:00 p.m., Monday through Friday (except AT&T Holidays). To the extent work continues past 5:00 p.m., time will be billed as Overtime.

Overtime - Outside Basic Time and on Saturdays (except AT&T Holidays).

Premium Time - Sundays and/or AT&T Holidays.

Holidays -

AT&T HOLIDAYS	IL, IN, MI, OH, WI	CA, NV	AR, KS, MO, OK, TX	AL, FL, GA, KY, LA, MS, NC, SC, TN
New Year's Day	X	X	X	X
President's Day		X		
Memorial Day	X	X	X	X
Independence Day	X	X	X	X
Labor Day	X	X	X	X
Thanksgiving Day	X	X	X	X
Day after Thanksgiving	X	X	X	
Christmas Eve	X			
Christmas Day	X	X	X	X

Callout - A Callout is when an AT&T employee is called in to work at a time not consecutive with the employee's scheduled work period. Any dispatch that results in a Callout will be subject to a minimum charge on an Overtime and/or Premium Time basis of four (4) hours, except in Alabama and Florida, which will be subject to a minimum charge of three hours. However, at no time will the Customer be charged if trouble is found to be on AT&T's side of the demarcation point. (N)
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Material on this page previously appeared on Page 1.1.

13.2 Maintenance of Service and Non-Productive Dispatch

If a Customer reports trouble to AT&T, and AT&T does not find trouble with the service it provides, a Maintenance of Service Charge applies. The charge will be identified as Maintenance of Service (USOC MVV, MVV++) or Non-Productive Dispatch (USOC NPD) on the Customer's bill.

A Maintenance of Service Charge also applies if: (i) AT&T is able to clear any trouble with AT&T's service without a dispatch, but the Customer has requested a dispatch, such as for repair verification or cooperative testing; or (ii) the Customer issues a trouble report for which AT&T needs access to the Customer's premises and AT&T personnel are not given access to the premises.

The Maintenance of Service Charge applies for each AT&T worker dispatched, for the time from dispatch to the time when the service call is completed, including all travel time. Charges will be calculated per half hour, rounded up to the next half hour, and billed as a First Half Hour and Each Additional Half Hour or Fraction Thereof.

Examples: 45 minutes will be billed as one First Half Hour and one Additional Half Hour or Additional Fraction Thereof. Two hours and 15 minutes will be billed as one First Half Hour and four Additional Half Hours or Additional Fractions Thereof.

Any dispatch that results in a Callout (as defined in Section 13.1) will be subject to a minimum charge on an Overtime and/or Premium Time basis of four (4) hours, except in Alabama and Florida, which will be subject to a minimum charge of three (3) hours. However, at no time will the Customer be charged if trouble is found to be on AT&T's side of the demarcation point. (T)

13.3 Additional Engineering

Additional Engineering is not an ordering option but will be applied to an order when AT&T 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. (T)

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.

Material on this page has been moved to Page 1.

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 AT&T 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. (T)

AT&T will notify the Customer that Additional Engineering charges will apply before any Additional Engineering is undertaken.

13.4 Additional Labor

Additional Labor is that labor requested by the Customer on a given service and agreed to by AT&T.

AT&T 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.

Types of Additional Labor are:

- Installation, moves, network reconfigurations, and/or any other service activities that the Customer requests AT&T to perform outside of Basic Time. (T) (USOC ALH, ALH++)
- Standby includes all time in excess of one-quarter (1/4) hour during which AT&T personnel standby at the Customer's request. (USOC ALT, ALT++)
- Additional Labor testing with other telephone companies, 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 AT&T. (USOC ALK, ALK++)
- Other Labor is that Additional Labor not included in the preceding items including, but not limited to, labor incurred to extend the Point of Termination, and labor incurred to accommodate a specific Customer request that involves only labor which is not covered by any other section of this Guidebook. (USOC ALK, ALK++)

13.5 Testing

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

Additional Cooperative Acceptance Testing (ACAT) (USOC SNT++) AT&T will provide a technician at the AT&T office for the purpose of conducting ACAT when a Customer provides a technician at its office or an end user's premises with suitable test equipment to perform the requested tests. At the Customer's request, AT&T will also provide a technician at the Customer's or end user's premises.

Nonscheduled Testing (NST) (USOC SNO++) AT&T will provide a technician at the AT&T office for the purpose of conducting NST when a Customer provides a technician at its premises with suitable test equipment to perform the required tests. At the Customer's request, AT&T will also provide a technician at the Customer's or end user's premises.

When the Customer subscribes to testing services, the Customer shall make the facilities to be tested available to AT&T at times mutually agreed upon.

Material appearing in Section 13.4 originally appeared in Section 13.2.

Material appearing in Section 13.5 originally appeared in Section 13.3.

13.6 Additional Engineering, Additional Labor, Additional Labor Standby, and Testing Charges

Labor Charges					
	States	USOC	First Half Hour or Fraction Thereof	USOC	Each Additional Half Hour or Fraction Thereof
<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</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

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Material in Section 13.6 originally appeared in Section 13.5.

Labor Charges (Continued)					
	States	USOC	First Half Hour or Fraction Thereof	USOC	Each Additional Half Hour or Fraction Thereof
<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
	AL, FL, GA, KY LA, MS, NC, SC, TN	ALT	\$36.00	ALT	\$23.00
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
	AL, FL, GA, KY LA, MS, NC, SC, TN	ALT	\$44.00	ALT	\$29.00
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
	AL, FL, GA, KY LA, MS, NC, SC, TN	ALT	\$52.00	ALT	\$34.00

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Material on Page 3 originally appeared in Section 13.5.

Labor Charges (Continued)					
	States	USOC	First Half Hour or Fraction Thereof	USOC	Each Additional Half Hour or Fraction Thereof
<u>Testing with other Telephone Companies and Other Labor Charges</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 - service 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	\$26.62
	CA	ALKXF/ALK++	\$50.00	ALKXS	\$42.00
	NV - service 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	\$31.46
	CA	ALKPF/ALK++	\$50.00	ALKPS	\$55.00
	NV - service 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

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Material on Page 4 originally appeared on Page 6.

Maintenance of Service and Non-Productive Dispatch Charges					
	States	USOC	First Half Hour or Fraction Thereof	USOC	Each Additional Half Hour or Fraction Thereof
Maintenance of Service Charges					
Basic Time	AR, KS, MO, OK, TX IL, IN, MI, OH, WI CA NV AL, FL, GA, KY, LA, MS, NC, SC, TN	MVV MVV++	\$200.00	MVV MVV++	\$85.00
Overtime	AR, KS, MO, OK, TX IL, IN, MI, OH, WI CA NV AL, FL, GA, KY, LA, MS, NC, SC, TN	MVV MVV++	\$350.00	MVV MVV++	\$150.00
Premium Time	AR, KS, MO, OK, TX IL, IN, MI, OH, WI CA NV AL, FL, GA, KY, LA, MS, NC, SC, TN	MVV MVV++	\$400.00	MVV MVV++	\$185.00
Non-Productive Dispatch Charges					
Basic Time	AR, KS, MO, OK, TX IL, IN, MI, OH, WI CA NV AL, FL, GA, KY, LA, MS, NC, SC, TN	NPD	\$200.00	NPD	\$85.00
Overtime	AR, KS, MO, OK, TX IL, IN, MI, OH, WI CA NV AL, FL, GA, KY, LA, MS, NC, SC, TN	NPD	\$350.00	NPD	\$150.00
Premium Time	AR, KS, MO, OK, TX IL, IN, MI, OH, WI CA NV AL, FL, GA, KY, LA, MS, NC, SC, TN	NPD	\$400.00	NPD	\$185.00

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Additional Cooperative Acceptance Testing (ACAT) NonScheduled Testing (NST)					
	States	USOC	First Half Hour or Fraction Thereof	USOC	Each Additional Half Hour or Fraction Thereof
Additional Cooperative Acceptance Testing (ACAT)					
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

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Material appearing on Page 6 originally appeared on Page 7.

Additional Cooperative Acceptance Testing (ACAT) NonScheduled Testing (NST)					
	States	USOC	First Half Hour or Fraction Thereof	USOC	Each Additional Half Hour or Fraction Thereof
<u>NonScheduled Testing (NST)</u>					
Basic Time – per technician	IL, IN, MI, OH, WI	SNOX+	\$40.92	SNOX+	\$22.60
	CA	SNONF/SNO++	\$42.00	SNONS	\$21.00
	NV	SNTNR/SNT++	\$40.21	SNTNM	\$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	SNOPF/SNO++	\$49.00	SNOPS	\$28.00
	NV	SNTXR/SNT++	\$80.42	SNTPM	\$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

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Material appearing on Page 7 originally appeared on Page 8.

13.7 **Billing Media**

AT&T will provide the Customer with the initial copy of their monthly bill, and service and feature record, in a standard media format at no charge.

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Billing media formats include:

- Paper
- Electronic Data Interchange (EDI)
- Electronic data transmission
- CD-ROM
- DVD (Available only in: AR, CA, KS, MO, NV, OK, and/or TX)
- Not all billing media formats are available from every AT&T carrier.

Additional copies of bills and secondary bills are available for an additional charge.

Billing format changes or billing period changes are also subject to an additional charge.

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Material appearing in Section 13.7 formerly appeared in Section 13.4.

13.8 Billing Media Charges

Billing Media Charges (when applicable)				
	States	USOC	FID	Charge
Paper Bill – per page	CA, IL, IN, MI, OH, WI		NOB/NEL	ICB
	NV		NOB/NEL	\$0.0300
	AR, KS, MO, OK, TX	WCP1X		\$0.0004
	AL, FL, GA, KY, LA, MS, NC, SC, TN			\$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
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
Internet Mailbox - per mailbox, per month	AL, FL, GA, KY, LA, MS, NC, SC, TN			\$40.00

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Material appearing in Section 13.8 originally appeared in Section 13.6.