

AT&T INTERSTATE ACCESS GUIDEBOOK (Guidebook)

PART 2 - Provisions - Midwest, West, Southwest
SECTION 2 - General Conditions

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2. General Conditions (Cont'd)

2.12 Definitions (Cont'd)

Business Day - the times of day that a company is open for business. This is 8:00 A.M. to 5:00 P.M., Monday through Friday.

Busy Hour Minutes of Capacity (BHMC) - the customer specified maximum amount of Switched Access Service and/or Directory Assistance Service access minutes the customer expects to be handled in an end office switch during any hour in an 8:00 A.M. to 11:00 P.M. period for the Feature Group and/or Directory Assistance Service ordered. This customer furnished BHMC quantity is the input data the Telephone Company uses to determine the number of transmission paths for the Feature Group and/or Directory Assistance Service ordered.

Busy Line Interrupt (BLI) - The term "Busy Line Interrupt (BLI)" denotes the interruption of a telephone line which has been verified as being in use.

Busy Line Verification (BLV) - The term "Busy Line Verification (BLV)" denotes the verifying of a telephone line in use.

Cable Space - The term "Cable Space" denotes any passage in, on, under, over or through the central office cable support structure required to hold collocater-provided fire retardant fiber optic cable.

Call - a customer attempt for which the complete address code (e.g., 0, 911, or 10 digits) is provided to the serving dial tone office.

Call Aggregator - any customer that as part of their ordinary operations, makes telephones available to the public or to transient users of its premises, for interstate telephone calls that use a provider of operator services.

Call-out - A customer required work outside of normal business hours when a technician is not available. (C)
(D)

Calling Party Number - an SS7 parameter identifying the directory number of the calling station.

Call Setup Packet - The first packet in each session containing the call request and call answer information. Call setup may consist of negotiated flow control parameters, the NUI code, termination network address, reverse billing indicator and up to 12 data octets.

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.

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:

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 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. (D)