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ACCESS SERVICE

2. General Regulations

2.3 Obligations of the Customer (cont'd)

2.3.12 Certification of Special Access Services As Interstate

(C) Verification Information

If a billing dispute arises or a regulatory commission questions the interstate classification of the Special Access Service, the Telephone Company will ask the customer to provide the data the customer uses to determine that interstate usage is greater than ten percent. The customer shall keep records of system design and functions from which the percentages of interstate and intrastate usage (and hence jurisdiction) can be ascertained. The customer shall supply the data within 30 days of the Telephone Company request.

2.3.13 Metropolitan Statistical Area Access Services

For the Metropolitan Statistical Areas (MSAs) in which the Telephone Company has received Phase II pricing flexibility, pursuant to Subpart H of Part 69 of the Federal Commerce Commission's Rules. Section 21 of this Tariff governs the offering of service in these MSAs. Upon approval of Phase II pricing flexibility for a petitioned MSA, services purchased pursuant to Sections 7, 26 and 27 under the various Pricing Plans as identified in Section 21.4(F), will then become subject to the rates in Section 21, Metropolitan Statistical Area Access Services.

2.3.14 VoIP – PSTN Traffic

This Section applies to VoIP-PSTN Traffic exchanged between the Telephone Company and the Customer in time division multiplexing ("TDM") format that originates and/or terminates in Internet protocol ("IP") format. VoIP-PSTN traffic originates and/or terminates in IP format if it originates from and/or terminates to an end-user customer of a service that requires Internet protocol-compatible Customer premises equipment. The Switched Access rate elements in this tariff for both usage and facilities apply to any VoIP-PSTN traffic.

2.3.13 Unlawful Use Traceback Obligation

Customer agrees that when it sends traffic to the Telephone Company, if it receives a Traceback Request regarding such traffic which the Telephone Company reasonably believes to be unlawful and abusive traffic, from the Telephone Company, or any Authorized Traceback Group, Customer will promptly respond to the Traceback Request in good faith. Customer agrees that its response shall indicate if it is in the call path as the Originating Provider of the calls (i.e., Customer received the calls from Customer's end user) or an intermediate Provider (i.e., Customer received the calls from another voice provider). The response shall also identify the provider from which it accepted the traffic or the end user that originated the call, as applicable. Customer agrees to provide responses to Traceback Requests to the Telephone Company or any designee, including an Authorized Traceback Group, without requiring a subpoena or other formal demand or request.

(N)

(N)

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions## (Cont'd)

Answer/Disconnect Supervision - the transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the customer's point of termination as an indication that the called party has answered or disconnected.

Arrangement - A Feature Group A line, multiline hunt group or a group of trunks. When a feature is offered by arrangement, the rate is applied once per multiline hunt group or group of trunks.

NRS Termination - the circuit termination point on the NRS system.

NRS System Location - an electronic switching node utilized by the Network Reconfiguration Service (NRS) that enables circuits to be cross-connected.

Attendant Access - a method of access to the NRS which provides customers the ability to contact a Telephone Company attendant who performs a reconfiguration of service management activity at the customers request.

Attenuation Distortion - the difference in loss at specified frequencies relative to the loss at 1004 Hz, unless otherwise specified.

Authorized Traceback Group – A designee of the Telephone Company which it authorizes to issue Traceback Request for traffic received by the Telephone company. Telephone Company currently designates The USTelcom Industry Traceback Group or any successor organization to be an Authorized Traceback Group.

(N)
|
(N)

Automatic Number Identification (ANI) - a multi-frequency signaling Common Switching Optional Feature# that provides the automatic transmission of a seven or ten digit number and information digits* to the customer's premises for call originating in the LATA, to identify the calling station. Additional information indicator digits are available with the chargeable optional feature Flex ANI.

Balance (100 Type) Test Line - an arrangement in an end office which provides for balance and noise testing.

Basic Initial Address Message Delivery - a Common Switching Optional feature where an SS7 message sent in the forward direction to initiate trunk set up with the busying of an outgoing trunk that carries the information about that trunk along with other information relating to the routing and handling of the call to the next switch.

The SS7 protocol ANI equivalent is the Charge Number. The Charge Number is contained in the Basic Initial Address Message Delivery Common Switching Optional feature.

* The SS7 protocol information digits equivalent is the Originating Line Information Parameter (OLIP).

Refer to Section 20, item 2.6 for Illinois exceptions.

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions# (Cont'd)

Tandem-Switched Transport - Switched Transport provided between the customer's serving wire center and end offices that subtend the tandem or between an access tandem and end offices that subtend the tandem. Tandem-Switched Transport is switched at a tandem switch. Tandem-Switched Transport consists of circuits dedicated to the use of a single customer from the serving wire center to the tandem and circuits used in common by many customers from the tandem to the end office.

Tandem-Switched Transport Facility - A Switched Access transport facility used for Tandem-Switched Transport.

Telecommunications Relay Services (TRS) - Telephone transmission services that enable two-way communication between an individual who uses a text telephone or other nonvoice terminal device and an individual who does not use such a device.

Terminating Direction - the use of Access Service for the completion of calls from a customer premises to an End User premises.

Terminus Hub - denotes a wire center where multiplexing option is available for Direct High Capacity Services (e.g., DS1), such that individual channels (e.g., VG) are terminated at customer designated premises served by that wire center.

Text Telephone (TT) - A machine that employs graphic communication transmission of coded signals through wire or radio communication system.

Third Party Host – Customer who has a Shared Network Arrangement with a Host Subscriber, and allows a Cascading Service User to occupy a channel or port of the Third Party Host's multiplexed service through a Cascading Shared Network Arrangement.

Traceback Request – A request for information from the customer about traffic which it has sent to the Telephone Company and which traffic is reasonably believed by the Telephone Company to be unlawful and abusive traffic, and which request requires a response indicating whether the customer is the Originating Provider or whether the customer received the calls from another voice provider.

(N)
|
(N)

Transit Network Selection - an SS7 parameter whose purpose is to indicate to an intermediate node or a network what carrier and circuit group is to be selected.

Refer to Section 20 for Illinois exceptions.

ACCESS SERVICE

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 the purpose of Section 13, the terms Hourly Rates, Basic Time, Overtime and Premium Time are defined as follows: (T)

- Hourly Rates - Hourly rates are based upon the time of day, day of week, and whether the work is performed on a Telephone Company 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. (N)
(N)
- Basic Time – 8:00 a.m. – 5:00 p.m., Monday through Friday (except Telephone Company Holidays). To the extent work continues past 5:00 p.m., time will be billed as Overtime. (T)
- Overtime – Outside Basic Time and on Saturdays (except Telephone Company Holidays).
- Premium Time – Sundays and/or Telephone Company Holidays.
Telephone Company Holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day (T)

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 6.1.5 preceding. (T)
- (B) Additional Engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service. (T)
(T)

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. (T)
(T)

13.1.1 Charges For Additional Engineering

The charges for Additional Engineering are as follows:

Additional Engineering Periods	USOC	First Half Hour or Fraction Thereof	Each Additional Half Hour or Fraction Thereof
(A) Basic Time - per engineer	AEH	\$35.18	\$35.18

(T)

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.1 Additional Engineering (Cont'd)

13.1.1 Charges for Additional Engineering (Cont'd)

Additional Engineering Periods	USOC	First Half Hour or Fraction Thereof	Each Additional Half Hour or Fraction Thereof
(B) Overtime - per engineer	AEH	\$41.72	\$41.72

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 this Section 13.2. 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.

(T)
(T)
(T)

Types of Additional Labor are:

(N)

- Installation, moves, network reconfigurations, and/or other service activities that the customer requests the Telephone Company to perform outside of Basic Time. (USOC ALH, ALH++)
- Standby includes all time in excess of one-quarter (1/4) hour during which Telephone Company personnel standby at the customer's request. (USOC 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 the Telephone Company. (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 tariff. (USOC ALK, ALK++)

(N)

Additional Labor Charges apply on a first and additional basis for each half hour or fraction thereof unless otherwise specified herein.

(T)
(T)

A callout is when a Telephone Company 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. 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.

(T)

- 13.2.1 Reserved for future use
- 13.2.2 Reserved for future use
- 13.2.3 Reserved for future use

(D)

(D)

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.2 Additional Labor (Cont'd)

13.2.4 Reserved for future use.

(D)

13.2.5 Reserved for future use.

(D)

13.2.6 Charges for Additional Labor

The charges for additional labor are as follows:

	Additional Labor Periods	USOC	First Half Hour or Fraction Thereof	Each Additional Half Hour or Fraction Thereof	
(A)	Additional Labor Overtime - per technician	ALH	\$250.00	\$100.00	(T)
	Additional Labor Premium Time - per technician	ALH	\$300.00	\$220.00	(M) (M)

Material appearing on this page 518 previously appeared on page 519.

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor (Cont'd)

The charges for additional labor are as follows:

Additional Labor Periods	USOC	First Quarter Hour	Each Additional Half hour or Fraction Thereof	(M)
(B) Standby				
Basic Time - per technician	ALT	None	\$23.67	
Overtime - per technician	ALT	None	\$27.05	
Premium Time – per technician	ALT	None	\$31.29	(M)

Material previously appearing on this page 519 has been moved to page 518.
Material appearing on this page 519 previously appeared on page 520.

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor (Cont'd)

The charges for additional labor are as follows:

Additional Labor Periods	USOC	First Quarter Hour	Each Additional Half Hour	
(C) Testing with other telephone companies and Other Labor				
Basic Time - per technician	ALK	\$23.77	\$22.68	(M)
Overtime – per technician	ALK	\$26.62	\$26.62	
Premium Time – per technician	ALK	\$31.46	\$31.46	(M)

Material appearing on this page 520 previously appeared on page 521.

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13. Additional Engineering, Additional Labor and Miscellaneous Services

13.2 Additional Labor (Cont'd)

(M)

Material previously appearing on this page 521 has been moved to page 520.

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225 West Randolph Street, Chicago, Illinois 60606**

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services

13.3.1 Maintenance of Service

The charges for Maintenance of Service are deregulated. Terms and conditions are located in the AT&T Interstate Access Guidebook.

(T)
(T)