

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.1 TIE LINE SERVICE

A. REGULATIONS

- (1) This service applies to Tie Line Service furnished between Utility and/or Customer-Provided Private Branch Exchange (PBX) or CENTREX Systems.
- (2) The service is offered within the Exchange Area of all Exchanges.
- (3) Tie Lines, except those to auxiliary and subsidiary PBX systems, may be equipped to prevent connections with Central Office lines and with stations outside of the premises where switchboards are located.
- (4) In this schedule "terminals" mean the systems between which the tie line is connected.
- (5) In accordance with the Federal Communications Commission Order in CC Docket 79-143 amending Part 68 of the Commission's Rules and Regulations, the direct connection of terminal equipment and multiline terminating systems to certain Category III private line services is permitted. The following is required in addition to rates in this Guidebook, at no increase in rate:
- (6) a. Signaling Arrangement (except for continuous property)
  - b. For Tie Line operation channels used with PBX to PBX, PBX to CENTREX or similar multiline terminating systems arranged with an Ear and Mouth (E & M) type signaling interface. (USOC-SLM)

B. RATES AND CHARGES

	Monthly Rate	USOC
- Each Tie Line between PBX or Intercommunicating Systems on Different Premises, Different Central Office, Each Loop (2 required)	\$21.00	1LTDP
- Each Tie Line between PBX or Intercommunicating Systems on Different Premises, Same Central Office, Each Local Loop (2 required)	21.00	1LTBP

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.2.1 MISCELLANEOUS SWITCHING ARRANGEMENTS

ARRANGEMENTS FOR NIGHT, SUNDAY, AND HOLIDAYS

A. REGULATIONS

1. This service is offered within the Exchange Area of all Exchanges.
2. The equipment is owned and will be maintained by the Company.

B. RATES AND CHARGES

	Monthly Rate	<u>USOC</u>
Termination in Central Office, With Night Listing for Private Branch Exchange System: - Each Terminal	\$1.80	NCB

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.2 MISCELLANEOUS SWITCHING ARRANGEMENTS

8.8.2.2 MULTIPLE LINE CONTROL ARRANGEMENTS

A. DESCRIPTION

(1) The Availability Control Arrangement is furnished where a customer desires to make a selected group of trunk lines or individual lines busy, under control of a key at the PBX switchboard or individual line service location. Each Availability Control Arrangement has the capacity to control up to 60 trunk lines or 60 Individual lines.

B. REGULATIONS

- (1) This service is offered within the Exchange Areas of all Common Battery Exchanges, as Areas and Exchanges are defined on maps and Preliminary Statement, respectively, included as part of the Guidebook and tariff schedules.
- (2) The Availability Control Arrangement is furnished only where the customer makes suitable arrangements to answer incoming calls on 1 or more other trunk lines or individual lines serving the system when the service is in effect.
- (3). The Availability Control Arrangement will be furnished only in connection with business individual line services and with trunk lines on PBX and order receiving equipment services.

C. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- First 6 Lines of a Group	\$90.00	\$11.00	P89
- Each Additional Line of Same Group	14.00	1.00	9GV

## 8.8 MISCELLANEOUS SERVICE OFFERINGS

## 8.8.3 SUPPLEMENT BILLING

In this section, terms such as “electronic format” or “electronic means” are used generically to refer to non-paper billing formats available in the Company’s billing systems. Electronic formats or means may change over time.

## 8.8.3.1 BILL AND CALL DETAIL

## A. DESCRIPTION

1. Billing Detail Service is an arrangement to permit the customer to obtain details of billing information.

## B. BILL DETAIL - GENERAL

- (1) The service normally will be provided on a recurring monthly basis. Where a customer requests the service on a 1-time basis, the rate per month and nonrecurring charges apply.
- (2) The service may be provided to any customer of the Company who subscribes to any class, type, or grade of Exchange telephone service and WATS<sup>/1/</sup> access lines arranged for outward service. The summary as shown on the bill face will be provided on all accounts subscribing to this service at no additional charge. (C)
- (3) For purposes of this offering, primary service is 1 or more Exchange telephone services or WATS<sup>/1/</sup> access lines, described in 2., for which rates and charges are accumulated and 1 monthly bill is prepared and billed to a single Exchange or WATS<sup>/1/</sup> telephone number. (C)
  - a. Services included in this offering are:
    - (1) Individual and Party Line Services
    - (2) Foreign Exchange Service
    - (3) Trunk Line Services
    - (4) Centrex
    - (5) Wide Area Telephone Service (WATS)<sup>/1/</sup> (C)
- (4) Where operating conditions permit, Billing Detail Service may be provided to a customer upon request.
- (5) An Exchange telephone service arranged for receipt of billing detail in electronic format shall not receive similar information on any medium other than the actual monthly bill.
  - a. An outward WATS<sup>/1/</sup> access line arranged for receipt of WATS<sup>/1/</sup> call detail in electronic format shall not receive similar information on any other medium. (C)

/1/ Effective December 31, 2021, WATS and 800 Service are withdrawn for residential customers. (N)

## 8.8 MISCELLANEOUS SERVICE OFFERINGS

## 8.8.3 SUPPLEMENT BILLING (Cont'd)

## 8.8.3.1 BILL AND CALL DETAIL (Cont'd)

## B. BILL DETAIL - GENERAL (Cont'd)

- b. An outward WATS<sup>/1/</sup> arranged for receipt of message toll and/or service and equipment billing detail in electronic format shall not receive similar information on any medium other than the actual monthly bill. (C)
6. Only 1 set of billing detail in electronic format will be furnished for any 1 month.
- a. On existing Exchange service and outward WATS<sup>/1/</sup> access lines, this service may be started any time prior to the regular bill date and a full month's billing detail will be provided at the charge and rate shown. (C)
  - b. On new Exchange service and outward WATS<sup>/1/</sup> access lines, at the customer's request this service may be started on a date other than the regular billing date, and a partial month's billing detail will be provided, however, the full charge and rate shown will apply regardless of the number of days for which billing detail is provided. (C)
  - c. When Exchange telephone service or WATS<sup>/1/</sup> is discontinued, Billing Detail Service will not be provided for the last (final or closing) bill. (C)
  - d. Billing detail of message toll, message rate and other charges and credits in electronic format will reflect, as nearly as possible, calling detail appearing on the customer's bill.
  - e. Billing detail of items of service and equipment only (excluding message toll and message rate service) actually furnished on the bill date of the billed telephone number will be included in electronic format.
  - f. WATS<sup>/1/</sup> call detail appearing in electronic format will be the detail of calls made during that bill period. (C)
7. This service is offered within the Exchange Areas of all Exchanges.

## C. Electronic Formats

- 1. When billing detail service is provided for any of the services listed in Part 8, Section 8.3.a. in the Guidebook, the detail furnished will include, at the customer's option, the following:

<sup>/1/</sup> Effective December 31, 2021, WATS and 800 Service are withdrawn for residential customers.

(N)

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)

8.8.3.1 BILL AND CALL DETAIL (Cont'd)

C. Electronic Formats (Cont'd)

a. For Exchange Services:

- (1) Message Toll
- (2) Service and Equipment
- (3) Outward WATS Calls<sup>/1/</sup> (C)
- (4) Other Charges and Credits (C)

b. For Wide Area Telephone Service<sup>/1/</sup>

- (1) Message Toll
- (2) Service and Equipment
- (3) Outward WATS Calls
- (4) Other Charges and Credits

c. For Foreign Exchange Trunk calls.

d. For Tie Line/Interexchange Private Line calls.

e. For inward CDAR calls.

(2) Billing Detail Service Information will be reproduced electronically only in the code terminology and data processing format used by the Company.

(3) The Company reserves the right to make changes in its electronic format(s) code terminology and data processing format of the information upon one month's advance notice to the customer.

(4) Reserved

(5) Stacking-Electronic Formats

Multiple accounts may be stacked electronically to combine separately billed accounts. The customer must select one of the accounts in the stack as the main account. The main account will be charged the monthly recurring charge. Sub-accounts will incur a one-time charge for placement in the stack.

/1/ Effective December 31, 2021, WATS and 800 Service are withdrawn for residential customers. (N)

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)

8.8.3.1 BILL AND CALL DETAIL (Cont'd)

C. MAGNETIC TAPE (Cont'd)

5. Stacking-Electronic Formats (Cont'd) (C)
- a. Stacked tapes will be mailed to a single designated address only. (C)
  - b. Stacked tapes are not summarized. The customer must pay each account /sub-account separately. For summarized billing, see Mechanized Summary Billing in Part 8, Section 8.3.D of this Guidebook.
  - c. The rendered paper and/ or microfiche bills will continue to be sent to the individual account/sub-account address.
  - d. All account/sub-accounts within a stack must belong to the same customer. Both residence and business accounts for the same customer can be placed in a single stack.
  - e. All sub-accounts within a stack must have the same bill date as the main account. To establish the same bill date, see Preferential Bill Date in Part 8, Section 8.3.E of this Guidebook.
  - f. In the event of account/sub-account billing problems, the entire stack will be held until resolved, then released in its entirety.

## 8.8 MISCELLANOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)  
BILL AND CALL DETAIL (Cont'd)

## D. MECHANIZED SUMMARY BILLING (MSB)

1. Mechanized Summary Billing (MSB) is a supplemental billing service that is offered to all business subscribers except Yellow Page Accounts. It allows numerous accounts of a single customer to be consolidated under a single fictitious control account, and provides a single summarized bill or multiple summarized bills.
2. Preferential Bill Date (PBD) as defined in Part 8, Section 8.8.3.E of this Guidebook is a mandatory requirement when subscribing to MSB service. The Rates and Charges associated with PBD service, as defined in Part 8, Section 8.3 E of this Guidebook are not applicable; PBD is included in the MSB service offering. However, when a customer changes the PBD in an established MSB account, all nonrecurring charges as defined in PBD will apply.
3. Customers subscribing to MSB service must select the same PBD for all those accounts to be consolidated into one bill. The bill round date must be one of the standard bill round dates used by the Company with the exception of WATS accounts (see item 4. Below).
4. Summarized WATS accounts require the Company's first bill round date as the PBD. Once a WATS account is included or added to MSB service, the PBD must be the Company's first bill round date. WATS accounts can be grouped into a single consolidated bill separate from other billing media.
5. The MSB service bill is rendered on paper format. Customer's subscribing to MSB with electronic (C) billing, will receive the bill in both electronic and paper format. The paper bill is the official billing (C) record from which payment must be made.
6. Customer accounts can be grouped into multiple summarized bills. The MSB subscriber is permitted to have one group of accounts on MDB only, a separate group on MSB with electronic (C) billing and another group with electronic billing alone. The customer cannot, however, include the (C) same account into several different MSB accounts. Each account must be consolidated into its own unique control account.



8.8 MISCELLANOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)  
8.8.3.1 BILL AND CALL DETAIL (Cont'd)  
D. MECHANIZED SUMMARY BILLING (MSB) (Cont'd)

7. Reserved

(C)  
(D)  
|  
(D)

8. Customers may cancel MSB Service without penalty. Where a customer cancels and later reinstates MSB service, all nonrecurring and recurring charges apply.

9. The MSB subscriber is responsible for payment on all accounts summarized. Failure to pay any one of the grouped accounts will cause the entire MSB account to be treated for late payment processing. The Company reserves the right to discontinue service accordance with Part 2 Section 2 of this Guidebook.

10. Volume discounts associated with MSB in electronic format apply only to those accounts that remain on MSB service. (C)

11. Descriptions and special conditions associated with electronic formats, as defined in B. Bill Detail-General and C. Electronic Formats, of this Guidebook apply in addition to the Rates and Charges associated with volume discounts. (C)  
|  
(C)

12. Nonrecurring charges, as defined in Rates and Charges, Part 8, Section 8.8.3.1.J.2 of this Guidebook are applicable when an existing auxiliary account is changed from one control account to another.

E. PREFERENTIAL BILL DATE (PBD)

1. A customer of the Company may elect to designate a Preferential Bill Date on any or all of its accounts, except for WATS service. WATS accounts require the Company's first bill round date as the PBD.

2. The PBD selected must be one of the standard bill round dates used by the Company.

3. Customers may cancel PBD service without penalty.

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8.8 MISCELLANOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)

8.8.3.1 BILL AND CALL DETAIL (Cont'd)

E. PREFERENTIAL BILL DATE (PBD) (Cont'd)

4. PBD service is offered on a capability basis only. The Company reserves the right to limit, suspend or discontinue the offering should PBD orders exceed the Company's system capacity.

5. Customers cannot have multiple PBD's on any one account. Each account is assigned its own unique PBD.

6. PBD changes are limited to one per bill round date (bill period).

7. PBD charges are waived if ordered in conjunction with Stacking-Electronic Formats. (C)

F. MULTIPLE BILL COPIES (MBC)

1. Business and residence customers of the Company may request additional copies of a bill. MBC can be established on a one time basis or as an ongoing service.

2. Customers may cancel ongoing MBC Service without penalty. All nonrecurring and recurring charges apply whenever ongoing MBC Service is reinstated.

G. CUSTOMER SERVICE RECORD (CSR)

1. Business and residence customers of the Company may request paper copies of customer service record for any or all accounts. The Company will render the first copy for Residence customers at no charge; however, additional copies and all paper copies for Business customers will be charged for at the rates shown in Rates and Charges Part 8, Section 8.3 J.5 of this Guidebook. CSR can be established on a one time basis or as an ongoing service.

2. Customers may cancel CSR service without penalty. All nonrecurring and recurring charges apply whenever CSR service is reinstated.

3. Business customers may request information regarding their service offering, quantity, type of service, dates of service installations and/or changes and applicable monthly rates from the Company's website at no charge.

4. The Company reserves the right to waive applicable rates and charges associated with a paper copy when the customer certifies that they do not have Internet access.

/1/ Material now appears in Part 20, Section 8, Sheet 1.

/1/ Material now appears in Part 20, Section 8, Sheet 2.

/1/ Material now appears in Part 20, Section 8, Sheet 3.

/1/ Material now appears in Part 20, Section 8, Sheet 4.

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)  
8.8.3.1 BILL AND CALL DETAIL (Cont'd)

J. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u> <sup>1, 2/</sup>	(C) (D)
1. <u>Reserved</u>				(D)
(D)				
2. <u>Mechanized Summary Billing (MSB)</u>				
- Primary Control Account	NC	NC	WZZSD	
- Auxiliary Account, each	7.00	1.90	WZZSE	

NOTE 1: USOCs and rates standardized for both individual & summary billed accounts.

NOTE 2: Rates and charges for the account tape are applied to the main account.

(D)  
(D)  
(C)  
(C)

8.8 MISCELLANEOUS SERVICE OFFERINGS

8.8.3 SUPPLEMENT BILLING (Cont'd)  
8.8.3.1 BILL AND CALL DETAIL (Cont'd)  
J. RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
<u>3. Preferential Bill Date (PBD)</u>				
- Establish or change bill date <sup>/1,2/</sup>	\$10.00	\$1.00	SBGPB	(C)
<u>4. Multiple Bill Copies (MBC)</u>				
- Each additional copy of customer bill <sup>/3/</sup>	7.00	.04	BLGPA	(C)
- Summary billed accounts	7.00	.04	BLGSP	
<u>5. Customer Service Records (CSR)</u>				
<u>Residence Customers</u>				
- Each additional copy of customer Service record <sup>/3/</sup>	7.00	.19	SBGEL	(C)
<u>Business Customers</u>				
- Basic CSR – per paper copy - monthly	0.00 (R)	5.00	OBMCB	
- Detailed CSR – per paper copy - monthly	0.00 (R)	5.00	OBMCR	
- Basic CSR – per paper copy – one-time	5.00 (R)	0.00	NR9C6	
- Detailed CSR – per paper copy – one-time	5.00 (R)	0.00	NR9C5	

NOTE 1: Recurring and nonrecurring charges waived if ordered in conjunction with Stacking-Electronic Formats. (C)

NOTE 2: Nonrecurring charge applicable per account. Monthly rate applicable per account and guarantees PBD election.

NOTE 3: Nonrecurring charge applicable for service order. Recurring charge applicable per page copied.



/1/ Material now appears in Part 20, Section 8, Sheet 2.

/1/ Material now appears in Part 20, Section 8, Sheet 4.

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW)

A. APPLICABILITY

This Guidebook section applies to Inside Wire (IW) and jacks on the customer's side of the Company's demarcation point.

B. DESCRIPTION

Inside Wire (IW) is all wire and jacks on the customer's side of the Company's demarcation point (aka Network Termination Point). Inside Wire does not include customer's premises equipment (e.g., telephone sets, cords or other equipment); or wiring beyond common control equipment (e.g., PBX's).

Inside Wire includes:

- all wire and jacks beyond the protector or Standard Network Interface (SNI)
- any required cross-connects from the Company's demarcation point (aka Network Termination Point) to the customer's unit.

The Company's WirePro plan is a wiring repair service that is based on a monthly fee to cover repair costs for standard inside wiring and jacks. As necessary, the plan covers the cost to identify (but not repair) other inside wire problems as a result of telephone sets, cords or other customer equipment. The plan does not cover repair as a result of misuse or vandalism.

(D)  
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(D)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

(D)  
|  
(D)

C. REGULATONS

1. Customer premises inside wire and standard jacks associated with residence and business non-key individual, party line, suburban and toll station services will be provided by either the Company, or the customer or applicant (e.g., a contractor or builder), hereinafter referred to as the "customer."
2. Customer premises inside wire and standard jacks provided by the customer must be in accordance with the Technical Standards as identified by the Company. Standard wire meets the specifications outlined in the National Electrical Code and Electronic Industry Association Standards and has been installed in accordance with these standards.
3. The SNI is used to connect the Company's facilities with the customer's inside wire and identifies the division of responsibility between the Company's network facilities and the customer's inside wiring. When there is no SNI in place, the demarcation point will default to the protector.

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

C. REGULATIONS (Cont'd.)

4. Telephone instruments for individual line or suburban services may be connected by the customer to customer-provided inside wire subject to the rates, charges and conditions as specified in the Guidebook of the Company.
5. Where additional customer premises inside wire and jacks are installed by the Company, the applicable Multi-Element Service Charges specified in Part 3 of this Guidebook apply.
6. Maintenance of customer premises inside wire may be performed by either the Company, other vendor or the customer. If the customer elects to maintain inside wire, the premises inside wiring rates specified in Part 3 of this Guidebook apply.
7. The Company will not provide maintenance under the WirePro plan for customer-provided inside wire which is defective at the time of the initial establishment of service.
8. After establishment of service, the customer may request a premises visit by the Company to determine if the customer-provided or Company-provided customer maintained inside wire is defective. Where the Company determines that such inside wire is defective but the customer elects not to have the Company repair the defect, a Maintenance of Service Charge as specified in Part 3 of this Guidebook applies.

If the customer elects to have the Company repair such defect, a per visit flat rate repair charge as specified in Part 8 of this Guidebook applies.

(C)

**8.8 OTHER MISCELLANEOUS SERVICES****8.8.4 INSIDE WIRE (IW) (Cont'd)**  
**C. REGULATIONS (Cont'd.)**

If the customer is on the WirePro plan, the provision of Part 3 which states that the Company will not repair customer-provided facilities does not apply in connection with customer-provided inside wire.

9. The repair of customer premises inside wire by the Company will consist of replacement of the defective inside wire, normally by exposed post-wiring. Any wiring or material installed by the Company in connection with repair of customer-provided inside wire becomes a part of the customer-provided inside wire.
10. Where the customer provides, maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire provision or maintenance activity.
11. Where flush type jacks are furnished in connection with concealed wiring, the customer shall furnish, install, and maintain the necessary outlet boxes and conduit.
12. Jack and plug installations subject to unusual conditions shall be made at the discretion of the Company. In cases where special equipment or unusual construction is required, the customer will be billed for the actual cost of each installation.
13. The Company will convert to modular jacks and each telephone set termination and up to a maximum of 4 additional existing termination points (not to exceed 1 per room) at no charge.

## 8.8 OTHER MISCELLANEOUS SERVICES

## 8.8.4 INSIDE WIRE (IW) (Cont'd)

## D. RATES AND CHARGES

1. Labor Rebate (C)

If a technician is at the customer's premises installing or repairing a primary line, and if there are no extenuating circumstances that would result in a higher than standard labor charge, the technician may offer the customer to install a second telephone line and provide the customer with a rebate offer on the labor charge for the inside wire installation of that second line.

  - a. Available only while the service technician is at the customer's premises. (C)
  - b. Available only on residential and business flat rate service. (C)
  - c. Offer not available if there are extenuating circumstances such as required trenching, aerial drop installation. Offer available only on standard installation. (C)
  - d. Rebate offer available for labor on installation of inside wire for one additional line.
2. Regulations Specific to Inside Wire and Jacks (C)
  - a. A change of location from one premises to another or from one Centrex customer location to another will not be treated as a move, but will be treated as a disconnect and new installation including cases where a customer occupies a new premises and subsequently vacated the premises in which his telephone service was installed. (C)
  - b. A change of location on the same premises where there is no interruption of the service, other than that incident to the work performed, will be treated as a move and not as a disconnect and new installation. (C)

## 8.8 OTHER MISCELLANEOUS SERVICES

## 8.8.4 INSIDE WIRE (IW) (Cont'd)

## D. RATES AND CHARGES (Cont'd.)

2. Regulations Specific to Inside Wire and Jacks (Cont'd) (C)
  - c. No charge applies on a move, rearrangement, or change initiated by the Company; or required on account of a change in class, type, or grade of service. (C)
  - d. No charge applies on moves and changes initiated by the Company for the maintenance of the equipment or services. (C)
  - e. The term supersedure means: (C)

The transfer of a customer's service, including the telephone number, from one customer to another where a change of billing responsibility takes place with no change in type of location of equipment. The charge in this section apply except as provided for in other tariffs or guidebooks of the Company.
  - f. Charges for moving, rearranging, or changing of wiring, other than provided in this Guidebook, will be an amount equal to the actual cost or estimated cost of labor and material used. (C)



## 8.8 OTHER MISCELLANEOUS SERVICES

## 8.8.4 INSIDE WIRE (IW) (Cont'd)

## D. RATES AND CHARGES (Cont'd)

## 2. Regulations Specific to Inside Wire and Jacks (Cont'd) (C)

g. The Company will not repair, adjust or perform other work on the customer-provided equipment and/or facilities. (C)

h. When the customer has reported a service difficulty or trouble to the Company which requires a visit to the customer's premises, and it is found the service difficulty or trouble results from the use of customer-provided equipment or facilities, the maintenance of service charge will apply. (C)

## 3. Premises Inside Wiring Charge - Definitions (C)

The non-regulated installation charges apply to any work performed on the customer's side of the network. For installation (terminations), rearrangements, changes, reterminations, activation, moves or removal of inside wire and/or jacks, the definitions of the applicable charges are as follows: (D)

RRRNN – Residence installation charge for the first jack/wire run performed beyond the demarcation point/MPOE/SNI. This USOC also includes the charge for the premise visit. The charge will apply on all residence orders that may require a premise visit for wiring or jacks. Only one RRRNN applies even if it takes more than one visit to complete an order, unless the customer requests that the service technician leave and come back, then one RRRNN per visit will apply. (D)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

3. Premises Inside Wiring Charge – Definitions (Cont'd)

(D)  
(C)

BRRNN – Business installation charge for the first station or multi-line jack connection performed beyond the demarcation point/MPOE/SNI. This USOC also includes the charge for the premise visit. This charge will apply on all business orders that require a premise visit for wiring or jacks. Usually only one BRRNN applies even if it takes more than one visit to complete a order, unless the customer requests that the service technician leave and come back, then one BRRNN per visit will apply. (Exception: When multiple multi-line jack connections are requested, 1 BRRNN applies for each 25 pair wire run.)

RRRNS – Residence installation charge for each additional jack/wire run performed beyond the demarcation point/MPOE/SNI. This charge will apply on residence orders that require additional wire runs or jacks and will normally be in combination with the RRRNN. (Exception – multiple orders for the same customer, same address, and same due date.)

(D)

BRRNS – Business installation charge for each additional station jack/wire run performed beyond the demarcation point/MPOE/SNI. This charge will apply on business orders that require additional wire runs or station jacks and will normally be in combination with the BRRNN. (Exception – multiple orders for the same customer, same address, and same due date.)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

4. Elements for new and additional service, move and changes and in place connections (C)

	<u>Charge</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	
- Premises inside wiring			
Flat Rate – First STA or			
Multiline Jack	\$115.00		BRRNN
Flat Rate – First Jack/wire run		\$90.00	RRRNN
- Subsequent STS Jacks	\$ 45.00		BRRNS
Additional Jack/wire run		\$30.00	RRRNS
- Maintenance/repair inside wiring			
Flat Rate – per line	\$135.00		BRRRN
Flat Rate – per line		\$99.00 <sup>/1/</sup>	RRRRN

5. WirePro Inside Wire Maintenance Plan<sup>/2/</sup> (C)

a. Individual and suburban access lines service.

Primary and off-premises extension service applies to each line on the customer premises.

	<u>Monthly Rate</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	
- Primary and off-premises	\$8.00 <sup>/3/</sup>	\$8.00 <sup>/3/</sup>	ZZZZZ

/1/ Each additional repair on the same visit is \$39.00. (C)  
 /2/ Formerly referred to an Inside Wire Repair Plan. (C)  
 /3/ WirePro may be provided at a discounted rate when combined with other services. (C)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

5. WirePro Inside Wire Maintenance Plan (Cont'd) (C)

b. PBX, ACDS, TAS and Centrex primary and extension lines.

	<u>Monthly Rate</u>	<u>USOC</u>
- Each line	\$2.40	ZZZZX

(D)

(D)

6. Other Equipment and Facilities (C)

Charges for moving, rearranging, or changing for equipment, apparatus, or wiring, other than provided in this Section, will be an amount equal to the cost of labor and material.

(D)

(D)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

- 7. Voice Jacks (C)

  - a. Jack Charges apply when jack installed on the customer's side of the Network Interface.
  - b. The following charges apply to Indoor Jack and Plug installations:

	<u>Jacks</u>	<u>USOC</u>
Indoor 3-, 4-, or 6- Contact Jack:		
- Each	\$3.00	JKS
- Each	3.00	JK9
- Each	3.00	RJ1
- Each	3.00	RJ1DC
- Each	3.00	RJ11C
- Each	3.00	RJ11W
- Each	3.00	RJ12C <sup>/1/</sup>
- Each	3.00	RJ12W <sup>/1/</sup>
- Each	3.00	RJ13C <sup>/1/</sup>
- Each	3.00	RJ13W <sup>/1/</sup>
- Each	3.00	RJ14C
- Each	3.00	RJ14W
- Each	3.00	RJ16X
- Each	3.00	RJ17C
- Each	3.00	RJ25C <sup>/1/</sup>

/1/ These Jacks are no longer offered, but remain on some existing accounts. (C)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

7. Voice Jacks (Cont'd) (C)

b. The following charges apply to Indoor Jack and Plug installations: (Cont'd) (N)

	<u>Jacks</u>	<u>USOC</u>
8-Contact Jack:		
- Each	NO	JK8
Series Jack:		
- Each	\$5.00	RJ3
- Each	5.00	RJ31X
- Each	5.00	RJ32X
- Each	5.00	RJ33X <sup>/1/</sup>
- Each	5.00	RJ34X <sup>/1/</sup>
- Each	5.00	RJ35X <sup>/1/</sup>
- Each	5.00	RJ36X
- Each	5.00	RJ37X
- Each	5.00	RJ38X
Miniature Ribon Connector (Female) Jack:		
- Each	\$70.00	JC21X
- Each	NO	RJ2
- Each	28.00	RJ21X
- Each	NO	RJ22X <sup>/1/</sup>
- Each	NO	RJ23X <sup>/1/</sup>
- Each	NO	RJ24X
- Each	NO	RJ2DX
- Each	NO	RJ2EX
- Each	NO	RJ2FX
- Each	NO	RJ2GX
- Each	NO	RJ2HX
- Each	NO	RJ71C

/1/ These Jacks are no longer offered, but remain on some existing accounts. (C)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

7. Voice Jacks (Cont'd) (C)

b. The following charges apply to Indoor Jack and Plug installations: (Cont'd) (N)

	<u>Jacks</u>	<u>USOC</u>
Outdoor 4-Contact Jack, Patio Type:		
- Each	\$3.00	JKT
- Each	3.00	RJ1DC
- Each	3.00	RJ11C
- Each	3.00	RJ11W
- Each	3.00	RJ12C <sup>/1/</sup>
- Each	3.00	RJ12W <sup>/1/</sup>
- Each	3.00	RJ13C <sup>/1/</sup>
- Each	3.00	RJ13W <sup>/1/</sup>
- Each	3.00	RJ14C
- Each	3.00	RJ14W
- Each	3.00	RJ15C
- Each	3.00	RJ16X

8. Data Jacks (C)

- a. Jack Charges apply when installed beyond the network interface or protector.
- b. Regulated Jack Charges apply with other that non-key individual and party line service and are used to establish the network interface. (See Part 2, Section 9 of this Guidebook.)

/1/ These Jacks are no longer offered, but remain on some existing accounts. (C)

8.8 OTHER MISCELLANEOUS SERVICES

8.8.4 INSIDE WIRE (IW) (Cont'd)

D. RATES AND CHARGES (Cont'd.)

8. Data Jacks (Cont'd)

(C)

	<u>Jacks</u>	<u>USOC</u>
- Universal Jack, Each	\$39.00	RJ41S
- Programmed Jack, Each	37.00	RJ45C <sup>/1/</sup>
- 4-Wire, 8 position bridged connector, Each	55.00	RJ48C
- Single line, 8 position Jack, Each	3.00	RJ48S
- Multi-line 8 position ribbon Jack, Each	36.00	RJ48T
- 1.544 Mbps single line, 8 position Jack, Each	36.00	RJ48X

/1/ These Jacks are no longer offered, but remain on some existing accounts.

(C)



## 8.8 OTHER MISCELLANEOUS SERVICES

### 8.8.5 NETWORK INTERFACES

#### 8.8.5.1 NETWORK INTERFACE DEVICES

##### A. DESCRIPTION

The Network Interface is the point of interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a customer's premises. The Network Interface or demarcation point shall be located on the customer's side of the Company's protector, or the equivalent thereof in cases where a protector is not employed, as provided under the Company's reasonable and nondiscriminatory standard operating practices.

##### B. REGULATION

1. Network Interface installations are offered throughout the territory served.
2. Network Interface Devices furnished under this Guidebook are owned and will be maintained by the Company.
3. Network Interface installations subject to unusual conditions shall be made at the discretion of the Company. In cases where special equipment or unusual construction is required, the customer will be billed for the actual cost of each installation.
4. A Network Interface Device is provided by the Company without additional charge for services where Multi-Element Service Connection charges are applicable.

In those circumstances where the customer requires additional features not provided for by the standard network interface device, or where complex service connection charges are applicable, the charges shown in Part 2, Section 9 apply.

8.8.5 NETWORK INTERFACES (Cont'd)  
8.8.5.1 NETWORK INTERFACE DEVICES (Cont'd)

C. RATES AND CHARGES

1. Network Interface Device (NID) Charges

Each NID:

	Non Standard NID or Non Multi- <u>Element</u>	<u>USOC</u>
Category 1 - Indoor 3-, 4-, or 6- Contact Device:		
- Each	\$14.00	JKS
- Each	14.00	JK9
- Each	14.00	RJ1
- Each	14.00	RJ1DC
- Each	14.00	RJ11C
- Each	14.00	RJ11W
- Each	14.00	RJ12C
- Each	14.00	RJ12W
- Each	14.00	RJ13C
- Each	14.00	RJ13W
- Each	14.00	RJ14C
- Each	14.00	RJ14W
- Each	14.00	RJ16X
- Each	14.00	RJ17C
- Each	14.00	TJ25C
Category 2-, 8- Contact Device:		
- Each	\$28.00	JK8

8.8 OTHER MISCELLANEOUS SERVICES

8.8.5 NETWORK INTERFACES (Cont'd)  
8.8.5.1 NETWORK INTERFACE DEVICES (Cont'd)

C. RATES AND CHARGES

	<u>Non Multi- Element</u>	<u>USOC</u>
Category 3 - Series Device:		
- Each	\$28.00	RJ3
- Each	28.00	RJ31X
- Each	28.00	RJ32X
- Each	28.00	RJ33X
- Each	28.00	RJ34X
- Each	28.00	RJ35X
- Each	28.00	RJ36X
- Each	28.00	RJ37X
- Each	28.00	RJ38X
Category 4 - Miniature Ribbon Connector (Female) Device		
- Each	28.00	RJ2
- Each	28.00	RJ21X
- Each	28.00	RJ22X
- Each	28.00	RJ23X
- Each	28.00	RJ24X
- Each	28.00	TJ2DX
- Each	28.00	RJ2EX
- Each	28.00	RJ2FX
- Each	28.00	RJ2GX
- Each	28.00	RJ2HX
- Each	28.00	RJ21C
Category 5 - Data Network Interface:		
- Universal Device, Each	39.00	RJ41S
- Programmed Device, Each	37.00	RJ45S

8.8 OTHER MISCELLANEOUS SERVICES

8.8.6 DUPLICATE BILL CHARGES

GENERAL

- A. Subject to the Company retention policies, availability of the bills(s), and ability of the Company to retrieve the bill(s), a customer may request a paper copy of their bill(s). A Duplicate Bill Charge may apply upon a customer's request for duplicate copies of their telephone bill(s) in accordance with the charges specified following, unless stipulated differently in the customer's contract. This service will be available where billing and technology exist.
- B. The Duplicate Bill Charge, as defined herein, will not be applied in the following instances:
  - 1. When a customer is currently subscribing to a service to received additional copies of their bills;
  - 2. When customers request a copy of the bill because of non-receipt of an initial bill after new connect, transfer or change of address orders;
  - 3. When customer have not received a bill due to Company error in the address of the bill;
  - 4. When a customer requests a copy of the current month bill or final bill.

2. Rates and Charges

- A. Duplicate Bill Charge mailed via standard US Mail only:

Per Bill Copy Charge	\$5.00
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3. Liability

- A. With respect to any claim or suit, by a customer or any others, for damages arising from delays, errors or omission, or the failure to provide bill copies, the Company's liability, if any shall no exceed the amount paid for the service.

**8.8 OTHER MISCELLANEOUS SERVICES**

**8.8.7 CONVENIENCE FEE FOR PAYMENT MADE WITH A COMPANY REPRESENTATIVE**

**A. GENERAL**

A fee may apply for each instance of payment made with a Company Representative when authorized by the customer. The customer would be informed by the Company Representative of any applicable charges prior to processing the customer's payment. This fee would not apply when automated payment systems are unavailable due to system outages.

**B. RATES AND CHARGES**

\$5.00