ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

A. AVAILABILITY OF SERVICE

Additional Engineering, Additional Labor and Miscellaneous Services are available in Region 1, Region 11, Region 14, and Region 16. However, in Region 14, the terms and charges for Other Labor apply to any Customer requests for Additional Engineering.

B. GENERAL

When Additional Engineering, Additional Labor and Miscellaneous Services apply to a Special Access Service provided entirely under this Product Guide, the charges under this Product Guide will apply. When Additional Engineering, Additional Labor and Miscellaneous Services apply to a Special Access Service provided in part under this Product Guide and in part under FCC Tariff, the charges under the applicable FCC Tariff will apply.

Normally scheduled working hours are the Company's normal business hours, 8 AM to 5 PM, Monday through Friday. Any work occurring outside of these hours, Monday through Friday, will be charged at "Overtime Rates." Any work occurring on Saturday, Sunday, or Holidays will be charged at "Premium Rates."

C. ADDITIONAL ENGINEERING

Additional Engineering will be provided by the Company at the request of the Customer only when:

- A Customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (**DLR**).

- Additional engineering time is incurred by the Company to engineer a Customer's request for a customized service.

The Company will notify the Customer that Additional Engineering charges will apply before any additional engineering is undertaken. When it is required, the Customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the Customer agrees to the Additional Engineering, a firm order will be established. If the Customer does not want the service or facilities after being notified that Additional Engineering of Company facilities is required, the order will be withdrawn and no charges will apply.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

D. ADDITIONAL LABOR

Additional labor is that labor required by a Customer request for a given service and agreed to by the Company. The Customer authorizes Additional Labor by populating the ALBR field on an ASR.

Additional labor may also include that labor, requested by one or more Customers and agreed upon by the Company, for a Company technician to oversee the operation of part-time Video or Advanced Video Service during a specific event. The charge for Stand By Labor will apply per Customer. When a single Company technician oversees the operation of part-time Video or Advanced Video Service(s) for more than one Customer, the total charge to perform Stand By Labor will be divided equally between the Customers involved.

1. Overtime Installation

   Overtime installation is that Company installation effort performed outside of normally scheduled working hours.

2. Overtime Repair

   Overtime repair is that Company maintenance effort performed outside of normally scheduled working hours.

   For Region 1, charges will not apply when the trouble is determined to be in the Company facilities or equipment or no trouble is found.

   When a dispatch is made to the Customer's premises and a trouble is identified which is not the Company's responsibility, Additional Labor Charges apply in Region 1, and a Maintenance of Service Charge applies in Region 11, Region 14, and Region 16.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

D. ADDITIONAL LABOR (Cont'd)

3. Additional Installation Testing

Additional installation testing is that testing performed by the Company at the time of installation which is in addition to normal pre-service and acceptance testing. See Section F2 following.

4. Stand By

Stand By includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make installation acceptance tests or cooperative tests with a Customer to verify facility repair on a given service. Charges will not be applicable if Company personnel cause the delay.

For Part Time Video, 45 Mbps Digital Video Transport Service and Serial Component Video Service, Stand By Labor also includes requests by the Customer for a Company technician to oversee the operation of part-time Video Service during a specific event. For part-time Video Service, the request for Stand By Labor may involve one or more Customers for a single event. The charge for Stand By Labor is applicable to each Customer.

5. Testing and Maintenance with Other Telephone Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies is such activity which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Company.

6. Other Labor

Other labor is that additional labor not included in Section D1 through D5 preceding, and labor incurred to accommodate a specific Customer request that involves labor which is not covered by any other section of this Product Guide.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

E. MAINTENANCE OF SERVICE[1]

1. The Customer is responsible for reporting troubles sectionalized to Company facilities and/or equipment. When trouble cannot be clearly sectionalized to the Company facilities and/or equipment, the Company will test cooperatively or independently to assist in trouble sectionalization.

2. When a Customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of a Maintenance of Service charge.

3. The Customer shall be responsible for payment of a Maintenance of Service charge when the Company dispatches personnel to the Customer's premises. This will include the time required to travel to and from the Customer's location and perform an investigation. Charges apply whether the trouble is in equipment or communications systems provided by other than the Company or in detariffed CPE provided by the Company.

   In either Section E.2 or E.3 preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service Charge applies.

[1] Not applicable in Region 1.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

F. TESTING SERVICES

1. Acceptance Testing

At no additional charge, the Company will, at the Customer's request, cooperatively test, at the time of installation, the following parameters:

a. For Voice Grade analog, Voiceband, and WATS Access Line services, acceptance tests will include test for loss, 3-tone slope, DC continuity, operational signaling, C-notched noise and C-message noise when these parameters are applicable and specified in the order for service. Additionally, for Voice Grade services, a balance (improved loss) test will be made if the Customer has ordered the improved loss optional feature.

Additionally, in Region 14:

- When the Interface Arrangement provides a four-wire voice transmission facility and the point of termination provides two-wire voice transmission (i.e., there is a four-wire to two-wire conversion at the point of termination) balance tests are also included in acceptance testing. When performing installation and acceptance testing, the Company will test the access service within the LATA.
- On four-wire and effective four-wire circuits where the Network Channel Terminating Equipment (**NCTE**) has the capability of being remotely aligned, the Company may perform acceptance testing without a Company technician at the Customer's premise. Should the Customer request a technician be present at the Customer's premise, additional charges will apply as set forth in Section D3 preceding.
- If the NCTE at the Customer's premise does not have the capability of being aligned remotely, the additional charges will not apply. The Company will determine the type of NCTE placed at a Customer's premise.

b. For other analog services (i.e., Video) and for digital services, acceptance tests will include tests for the parameters applicable to the service as specified in the order for service. All test results will be made available to the Customer upon request.

c. In Region 14, if acceptance tests are not started within 30 minutes after pre-service tests have been completed and the Customer has been notified by the Company, Additional Labor charges may apply, unless the delay is caused solely by the Company.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

F. TESTING SERVICES (Cont'd)

2. Other Testing Services

In addition to the above tests, Additional Cooperative Testing and Nonscheduled Testing Service are available at the option of the Customer subject to additional charges.

Additional testing is provided on a scheduled or nonscheduled basis. Scheduled testing shall be performed on a predetermined time basis to allow for cost efficient utilization of Company and Customer resources. Scheduled testing should be based on a one year period. Nonscheduled tests are performed by the Company on a request-by-request basis, not in conjunction with any fixed schedule.

Testing services are normally provided by Company personnel at Company locations. However, provisions are made for a Customer to request Company personnel to perform testing services at the Customer's premises.

The offering of Testing Services is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned following.

When the Customer subscribes to Testing Service as set forth in this section, the Customer shall make the facilities to be tested available to the Company at times mutually agreed upon.

3. Additional Cooperative Testing

When a Customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested tests, the Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services. At the Customer's request, the Company will provide a technician at the Customer's premises or at the end user premises. These tests may, e.g., consist of the following:

- Attenuation Distortion (i.e., frequency response);
- Intermodulation Distortion (i.e., harmonic distortion);
- Phase Jitter;
- Impulse Noise;
- Envelope Distortion;
- Echo Control; or
- Frequency Shift

4. Nonscheduled Testing

When a Customer provides a technician at its premises, with suitable test equipment to perform the required tests, the Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the Customer's request, the Company will provide a technician at the Customer's premises. Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the Customer may require.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

G. PROVISION OF BILLING INFORMATION

The rules, terms and conditions concerning payment arrangements and credit allowances described in Part 0, Section 2 apply to all primary monthly access bills, regardless of the chosen bill medium.

1. Region 1 and Region 11

(a) The Customer, upon request, has the option of receiving its primary monthly access bill and Customer Service Record (**CSR**) in one of the following standard medium, at no charge:

- Paper (detailed paper bill)
- Bill Data Record
  - Electronic Data Transmission
  - storage device (CD ROM) #

Unless otherwise specified, the Customer will receive an abbreviated bill in paper format for remittance when the storage device (CD-ROM#) or electronic data transmission option is chosen as the primary billing media. The abbreviated bill will conform with industry standard billing data output and will be provided at no charge to the Customer. The abbreviated bill is optional for those Customers electing to remit their payment to the Company electronically.

The Customer is responsible for expenses incurred in providing a data transmission system compatible with the Company billing data output specifications. A negotiated Service Date interval will apply as set forth in Part 0, Section 5.

(b) Changes in Billing Media

The Company will accept requests for changes from one form of primary billing media to another at no charge to the Customer. Where a Customer requests combinations of more than one type of billing media, and the Company in its sole discretion agrees to such combinations, such combinations will be provided to the Customer.

Effective February 20, 2019, the CD-ROM medium is no longer available for any new Customer requests. The Company will continue to provide the CD-ROM medium pursuant to this Part 0 Section 6 to existing Customers until (a) the Customer selects another medium; or (b) the Company discontinues offering the CD-ROM medium.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

G. PROVISION OF BILLING INFORMATION (Cont'd)

1. Region 1 and Region 11 (Cont'd)

(b) At the option of the Customer, and for an additional charge :

- Additional hard copies of the monthly access bill or service and features record may be provided on paper.
- Additional Bill Data Record information may be transmitted to the Customer premises by electronic data transmission.
- Additional Bill Data Record information may be provided on a storage device (CD ROM)#.

(c) Terms and conditions regarding electronic data transmission failure will apply as follows:

- In the event of transmission failure resulting from Company error, the Company will re-send a bill by electronic data transmission at no charge to the Customer. The bill payment due date will be negotiated between Company and Customer for this bill.

- In the event of transmission failure resulting from failure of the Customer's transmission line or other Customer error, the Company will re-send a bill by electronic data transmission at the same rates and charges as a request for an additional copy of the access bill as set forth in (b) preceding.

(d) This service may not be available for non-access rates and charges.

Effective February 20, 2019, the CD-ROM medium is no longer available for any new Customer requests. The Company will continue to provide the CD-ROM medium pursuant to this Part 0 Section 6 to existing Customers until (a) the Customer selects another medium; or (b) the Company discontinues offering the CD-ROM medium.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

G. PROVISION OF BILLING INFORMATION (Cont'd)

2. Region 14 and Region 16

The Customer will receive its bill in: 1) a standard paper format, or 2) a paper format bill summary with an electronic transmission to provide the detailed information of the bill.

Additional copies of the Customer's bill may be provided in standard paper format at no charge.

ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

H. STANDARD JACKS – REGISTRATION PROGRAM (N)

1. Availability of Service

This Product Guide contains terms and conditions, rates and charges for Jacks ordered for Services offered under this Product Guide. The list of rates and charges may be over inclusive and doesn't mean that a Business Data Service necessarily requires such jacks. Other Jacks are available under Company FCC Tariffs as described in Part 0, Section 1.

2. General

Standard jacks are provided by the Company to connect Registered Equipment to those Services that are subject to the Registration Program as set forth in Technical Reference PUB AS No. 1, Issue II. The use of jacks is covered in Part 68 of the FCC's Rules and Regulations. Specific jacks are described in the document on file with the FCC entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the FCC's Rules and Regulations."

These jacks are used to terminate Services provided by the Company. Other Services or Facilities provided by the Company or by others may also be terminated in any spare capacity of the jacks remaining after installation without additional charge for the use of such capacity.

The rates and charges include installation. (N)