

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

When Additional Engineering, Additional Labor or Miscellaneous Services apply to a Special Access Service provided entirely or in part under this tariff, the Additional Engineering, Additional Labor and Miscellaneous Services charges under this tariff will apply. (N)

In this section normally scheduled working hours are the Telephone Company's normal business hours, 8 AM to 5PM, 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.

13.1 Additional Engineering

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

- 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 and 7.1.6 preceding.
- Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in 7.2 preceding.

The Telephone Company will notify the customer that additional engineering charges, as set forth in Section 31.13 following will apply before any additional engineering is undertaken. (D)

13.1.1 Charges For Additional Engineering

The charges for Additional Engineering are as found in Section 31.13 following. (D)

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 13.2.1 through 13.2.5 following. The Telephone Company will notify the customer that additional labor charges as set forth in Section 31.13 following will apply before any additional labor is undertaken. (D)

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

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(Cont'd)13.2 Additional Labor (Cont'd)13.2.2 Overtime Repair

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

13.2.3 Stand By

Stand By includes all time in excess of one-half (1/2) hour during which Telephone Company personnel stand by to make cooperative tests with a customer to verify facility repair on a given service. The charge for Stand By Labor to each customer shall be as specified in 13.2 preceding. (D)

13.2.4 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 in addition to normal effort required to test, maintain or repair facilities provided solely by the Telephone Company.

13.2.5 Other Labor

Other labor is that additional labor not included in 13.2.1 through 13.2.4 preceding, including, but not limited to labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

13.2.6 Charges for Additional Labor

The charges for Additional Labor are as set forth in Section 31.13 following. (D)

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(Cont'd)13.3 Miscellaneous Services13.3.1 Maintenance of Service

- (A) When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Telephone Company personnel are dispatched to the customer's premises to when the work is completed. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.
- (B) The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer's premises, and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.

In either (A) or (B) preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service charge applies.

- (C) The charges for Maintenance of Service are as found in Section 31.13 following. (D)
(D)

13.3.2 Reserved for Future Use

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription

- (A) Except as set forth in (B) (10) following, presubscription is a service to customers in an end office equipped with Feature Group D or CST BSA - Option 3 whereby a customer may select and designate to the Telephone Company an IC to access, without dialing an access code, for interLATA interstate calls. When this selection is made, the IC is referred to as the customer's Primary Interexchange Carrier (PIC). Where only one IC has ordered Feature Group D or CST BSA - Option 3, the regulations in (B) (7) following are applicable.

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(A) (Cont'd)

When an end user does not want to be presubscribed to any IC, or (C)
when an IC submits a request to remove their PIC from an end user's (C)
line, the end user will be required to dial 101XXXX or other access (C)
code (i.e., 950-XXXX) for all calls to all ICs. This line
condition, designated PIC NONE, is considered a PIC change for (C)
purposes of administering the rates contained in this tariff. PIC |
NONE changes can only be made by the end user or by the carrier to |
whom the end user's line is presubscribed. (C)

In addition, International Direct Dial Blocking Service may be
subscribed to under the regulations set forth in 13.3.3(C) (T)
following. Further, 900 Pay-Per-Call Blocking Service may be
subscribed to under regulations set forth in 13.3.3(E) following.

Each IC will have one or more access codes assigned to it for its
various types of service. When a customer selects an IC as its PIC,
only one access code of that IC may be incorporated into the
switching system of the Telephone Company permitting access to that
IC by the customer without dialing an access code. Should the same
customer wish to use other services of the same IC it will be
necessary for the customer to dial the necessary access code(s) to
reach that IC's other service(s).

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(A) (Cont'd)

At the time a customer advises the Telephone Company of its PIC, it will be necessary for the customer to specify to the Telephone Company the IC's service, if the IC has more than one service, to which the customer will presubscribe.

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(D)

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

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(B) (Cont'd)

(4) Presubscription Charge Application

- (a) Customers will incur a presubscription charge for any changes in PIC selection, including a change from one service to another service of the same IC. (D)
- (1) A nonrecurring charge, as set forth in Section 31.13.4(A) following, to process a change in Presubscription is bifurcated into four (4) separate nonrecurring charges and applies as follows:
- (a) A nonrecurring charge, as set forth in Section 31.13.4(A) (1) (a) following, applies when the request to change Presubscription is submitted through electronic methods without a request to change the intraLATA primary interexchange carrier (LPIC) on the same line and on the same order.
- (b) A nonrecurring charge, as set forth in Section 31.13.4(A) (1) (b) following, applies when the request to change Presubscription is submitted through manual methods without a request to change the LPIC on the same line and on the same order.
- (c) A nonrecurring charge, as set forth in Section 31.13.4(A) (2) (a) following, applies when the request to change Presubscription is submitted through electronic methods together with a request to change the LPIC on the same line and on the same order.
- (d) A nonrecurring charge, as set forth in Section 31.13.4(A) (2) (b) following, applies when the request to change Presubscription is submitted through manual methods together with a request to change the LPIC on the same line and on the same order.

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

(1) (Cont'd)

As used above, manual methods are (i) personal interaction	(M) (x)
between a customer, or a person acting on behalf of a customer,	
and a Telephone Company employee; and (ii) any facsimile or	
written submissions from a customer, or a person acting on	
behalf of a customer, to a Telephone Company service center.	
Electronic methods shall include all other methods. If a	
request utilizing an electronic method results in manual	
processing, the electronic nonrecurring charge shall apply upon	(M) (x)
completion of the request. For orders submitted electronically	(C)
through customer account record exchange (CARE) transactions, a	
change to both the PIC and LPIC on the same line will be	
considered to be on the same order if it is submitted in a	
single CARE record for that line.	(C)

- (2) An Unauthorized Preferred Carrier Change is a change of a customer's preferred interLATA and/or intraLATA IC that the customer denies authorizing. If the customer denies authorizing such a change in interLATA and/or intraLATA presubscription as submitted by an alleged unauthorized IC, the alleged unauthorized IC will be assessed the Change in Presubscription nonrecurring charge, as specified in 31.13.4(A) following, for:

- The disputed ILP PIC NRC previously billed to the customer, and
- A restoral ILP PIC NRC to restore the customer to its previous IC.

- (3) In accordance with the Federal Communications Commission's Slamming Liability Rules in CC Docket 94-129, if an alleged unauthorized IC is ultimately exonerated for liability, the IC is entitled to receive full payment from the customer for all services provided. In such situations, any ILP PIC nonrecurring charge assessed against the IC by the Telephone Company is subject to rebilling to the customer by the alleged unauthorized IC.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)

(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

- (4) If an IC discontinues its Feature Group D or CST BSA - Option 3 Switched Access Service, the IC must, in writing, notify the Telephone Company and all customers who are presubscribed to that IC that it is canceling their service and that the customers are to contact the Telephone Company to select a new PIC. Further, the IC must notify the customers that it will pay the presubscription charge, as set forth in 31.13.4 following. The Telephone Company will bill the canceling IC a charge equal to the total number of lines presubscribed to that IC multiplied by the presubscription charge set forth in 31.13.4 following. (T)
- (5) If the Telephone Company discontinues the Features Group D or CST BSA - Option 3 Switched Access Service of an IC as set forth in 2.1.8(B), (C) or (D) preceding, the Telephone Company will notify the IC's customers, in writing, that the IC's service no longer will be available. Customers will be instructed to contact the Telephone Company to select a new PIC. The Telephone Company will bill the IC a charge equal to the total number of lines presubscribed to the IC multiplied by the presubscription charge, as set forth in 31.13.4 following. (T)
- (6) All notices to the IC's customers will advise those customers that if a new PIC is not selected within ten (10) calendar days, their lines will be changed by the Telephone Company to the selection PIC NONE, as described in 13.3.3(A) preceding, and they will have to dial 101XXXX or another access code (i.e., 950-XXXX) for all interLATA interstate calls. (T)

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

(D)

(D)

(7) End User Presubscription Charges - PIC NONE

(C)

Presubscription Charges, as described in (B) (4) (a) (1) preceding, will apply to the end user as follows:

- (a) When an end user submits a request to the Telephone Company to remove the PIC from their line, the applicable nonrecurring charge set forth in Section 31.13.4(A) following applies to the end user.
- (b) When a carrier submits a request to the Telephone Company on behalf of the end user to remove the carrier as the end user's PIC, the carrier must inform the Telephone Company that the end user desires to have no PIC. In such cases, the applicable nonrecurring charge set forth in Section 31.13.4(A) following applies to the end user.
- (c) For (B) (4) (a) (7) (b) preceding, the Telephone Company will verify that the end user's line is currently presubscribed to the carrier submitting the request. If the end user's line is currently presubscribed to the carrier submitting the request, then the Telephone Company will remove such carrier's PIC from the line thereby changing the end user's line PIC designation to PIC NONE.

(C)

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(a) (Cont'd)

(8) Carrier Presubscription Charges - PIC NONE

(C)

Presubscription Charges, as described in (B) (4) (a) (1) preceding,
will apply to the carrier as follows:

(a) When a carrier submits a request to the Telephone Company on its own behalf to remove its PIC from an end user's line, the applicable nonrecurring charge set forth in Section 31.13.4(A) following applies to the carrier.

(b) For (B) (4) (a) (8) (a) preceding, the Telephone Company will verify that the end user's line is currently presubscribed to the carrier submitting the request. If the end user's line is currently presubscribed to the carrier submitting the request, then the Telephone Company will remove such carrier's PIC from the line thereby changing the end user's line PIC designation to PIC NONE.

(C)

(9) The Telephone Company is not liable for any dispute of the change in PIC selection to PIC NONE resulting from an IC's notification to the Telephone Company. The IC shall furnish the Telephone Company with a copy of its customer notification upon request in order to resolve any customer PIC disputes.

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(M)

(10) If an IC blocks service to a customer who is presubscribed to the IC, and the customer contacts the Telephone Company with a repair report that the customer can not complete a 1+ interLATA call, the Telephone Company will 1) determine if the customer's line is blocked by the IC, and if so advise the customer that there is no problem with its telephone service; 2) direct the customer to contact the IC for further information and 3) bill an invalid Report Charge as set forth in Section 31.13 following to the IC.

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(B) (Cont'd)

(4) Presubscription Charge Application (Cont'd)

(D)

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(D)

- (b) Customers establishing new service or adding additional Telephone Exchange Service lines or trunks, Centrex or Centrex-CO lines, Feature Group A or CSL BSA Switched Access Services lines to existing service, will be asked to select a PIC at the time they place an order with the Telephone Company for service. (D)

New end users or Payphone Service Providers, including an existing customer who orders an additional line, will be asked to select a preferred carrier when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon a carrier at the time, the customer will have 30 days following completion of the service request to make a preferred carrier choice without charge. In the interim, the customer will be assigned a PIC NONE and will have to dial an access code to make interLATA or intraLATA toll calls. The free selection period available to new end users or Payphone Service Providers is the period within 30 days of installation of the new service. (D)

Initial free selections available to new end users or Payphone Service Providers are:

- (1) Designate a carrier as their preferred carrier thereby requiring no access code to access that carrier's service. Other carriers are accessed by dialing 101XXXX or other required codes.
- (2) Choose no carrier as a preferred carrier thus requiring 101XXXX code dialing to access all carriers. This choice can be made by directly contacting the Telephone Company. In addition, new end users or Payphone Service Providers that do not select a preferred carrier will be assigned as PIC-NONE.

Following a new end user's or Payphone Service Provider's initial free selection, any subsequent selection made following implementation of interLATA or intraLATA toll presubscription is subject to a nonrecurring charge as set forth in 31.13.4.

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13.3 Miscellaneous Services (Cont'd)

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(Cont'd)

13.3 Miscellaneous Services (Cont'd)

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)

(B) (Cont'd)

(9) IC Consolidation of Multiple PIC Codes

- (a) IC requests for customer PIC changes in order to consolidate multiple four (4) digit PIC codes will be subject to a Change in Presubscription Charge. (T)
(C)
(C)
- (b) The IC ordering the PIC consolidation will be billed the Change in Presubscription charge and will be responsible for the notification of all customers affected by the change. The Telephone Company will negotiate a due date for PIC consolidation with the IC. (C)
(C)
(D)
(D)
- (c) The nonrecurring charge for a Change in Presubscription is found in 31.13.4(A) following. (T)

(10) Interstate IntraLATA Toll Calls

Interstate intraLATA toll calls between LATA 132 in New York and LATA 132 in Connecticut (Byram and Greenwich) will be carried by the IntraLATA Presubscription Primary Interexchange Carrier (ILP PIC) or the Intrastate Presubscription Primary Interexchange Carrier (ISP PIC) selected by the end user.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(C) International Direct Dial Blocking Service (IDDB)

- (1) International Direct Dial Blocking Service (IDDB) is an arrangement that prevents the use of certain line-side exchange services for the completion of international direct dialed calls. This arrangement recognizes and blocks, by routing such calls to a recorded announcement, any attempt to dial international direct dialed sequences of 011+ or 101XXXX 011+.

International Direct Dial Blocking Service is available for use with the following line-side exchange services.

- Centrex
- Private Branch Exchange Service (PBX)
- Public Telephone Service
- Business Exchange
- Business ISDN

In addition, IDDB will be provided with other line-side exchange services on an unbundled basis to all business customers where technically feasible and economically reasonable.

IDDB will be provided from suitably equipped serving wire centers as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., Tariff F.C.C. No. 4.

(2) Rate Regulations

Nonrecurring charges apply to International Direct Dial Blocking Service. No separate nonrecurring charge will apply for the installation of IDDB service when it is installed coincident with the initial installation of an exchange service. A separate nonrecurring charge will apply when IDDB service is installed at anytime subsequent to the initial installation of an exchange service.

Charges for International Direct Dial Blocking Service are set forth in 31.13 following.

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900 Pay-Per-Call Blocking Service is an arrangement that allows end users to prevent use of their telephone lines for the completion of calls to a customer's interstate or intrastate 900 Access Service. When an end user requests this service, it will be provided using certain blocking options which are provided under the state exchange tariffs. Based on the state in which the end user orders exchange service, the arrangement may also block other services (e.g., vendor-operated, entertainment-related teleconferencing services provided by Group Bridging Service (GBS) in the 550 exchange). The individual blocking options are offered where technically feasible as follows:

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<u>State</u>	<u>Blocking Option</u>	<u>Codes</u>
New York	Option 2	900, 970
	Option 3	900, 700, 394, 540, 550, 910, 920, 970 and 976
	Centrex Line Treatment "A-9"	900, 700, 411, 540, 550, 555, 970 and 976
Massachusetts	Option 1 (Comprehensive Blocking)	900, 920, 940, 976, 550 and 554
	Option 2 (Partial Blocking)	900, 940, 550 and 554
Rhode Island	Selective Blocking	900, 940, 976

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(E) 900 Pay-Per-Call Blocking Service (Cont'd)

The description and regulations for the individual blocking options are specified in the appropriate state exchange tariffs.

900 Pay-Per-Call Blocking Service is available where facilities permit.

Except for Verizon New York Inc., 900 Pay-Per-Call Blocking Service is available as a nonchargeable option. In Verizon New York Inc., 900 Pay-Per-Call Blocking Service is provided at no charge on a one-time basis to end users who subscribe to a new telephone number for a period of 90 days after the new number is effective. For 900 Pay-Per-Call Blocking Service requests not within this time frame, the rates and charges are set forth in Section 31.13 following.

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(1) Service Description

On Line Transfer Service enables a participating IC to receive transferred customer calls from the Telephone Company in order to complete processing of the customer's interexchange service requirements.

Upon completion of telephone contact with an ordering customer as set forth in (A) preceding, the Telephone Company will offer to transfer the customer to the IC of its choice provided that IC subscribes to On Line Transfer Service.

If the customer accepts the offer to have the call transferred, the Telephone Company will dial the IC's toll free number, transfer the customer call to the IC and disconnect from the call after verifying the connection is established.

If the IC selected by the end user has not obtained On Line Transfer Service from the Telephone Company or if the end user chooses not to have its call transferred, the Telephone Company will offer to provide the end user with the IC's telephone number.

(2) Obligations of the IC

In addition to the obligations of the IC set forth in Section 2. preceding, the IC has other obligations pertaining only to the provision of On Line Transfer Service. These obligations are as follows:

The IC must provide a toll free number within each of the operating territories of the Telephone Company that is exclusively dedicated by the IC for the purpose of establishing an account. The IC must establish Automatic Call Distribution on the toll free numbers and assign the highest call priority to all calls transferred by the Telephone Company. This will allow Telephone Company transferred calls to route to the first available IC representative regardless of other calls waiting in queue.

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A monthly recurring rate will apply to each IC for every month or fraction thereof that On Line Transfer Service is provided. No charges apply to the IC customers for On Line Transfer Service. Rates and charges for On Line Transfer Service are set forth in 31.13 following.

(G) Long Distance Trouble Management Services (LDTMS)(1) Service Description

LDTMS enables a participating Interexchange Carrier (IC) to receive, from the Telephone Company, specific trouble ticket information. This is accomplished by having information delivered electronically to a designated directory within a server owned and maintained by the Telephone Company. Each subscribing IC will have its own dedicated directory from which it can download its customers' trouble reports. The customer reporting the trouble must have as his/her Primary Interexchange Carrier (PIC) the IC that ordered LDTMS. ILP PICs (IntraLATA Presubscription Primary Interexchange Carriers) and/or ISP PICs (Intrastate Presubscription Primary Interexchange Carriers) are ineligible for LDTMS.

LDTMS supports the delivery of trouble reports related to certain switched access, special access, toll free, ATM, Frame Relay, calling card and operator-assisted services. For certain special access services, at least one end of the circuit must originate or terminate within the Telephone Company's operating region. For certain switched access or toll free services, the customer may or may not be presubscribed to the Telephone Company for local retail services, but must have as his/her Primary Interexchange Carrier (PIC) the IC that ordered LDTMS.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(G) Long Distance Trouble Management Services (LDTMS)(1) Service Description (Cont'd)

If, during a telephone contact between the Telephone Company's repair personnel and an IC's customer, it is determined that a trouble resides in the IC's network, the customer is informed that the ticket will be electronically delivered to his/her IC for full resolution. At that time, the IC's customer is also informed that his/her IC will contact him/her within one hour and provide a status report on the trouble. Telephone Company personnel will answer all repair calls using the Telephone Company brand name.

LDTMS will be provided on a negotiated interval basis, which will include joint-acceptance testing. LDTMS will be offered to all states covered by this tariff. The Telephone Company reserves the right to determine geographic availability, terms and conditions of the service. If the PIC for the customer has not subscribed to LDTMS, that customer will be treated in accordance with current operating procedures.

(2) Undertaking of the Telephone Company

Before delivering the ticket, the Telephone Company will inform the customer that he/she will be called back by his/her IC within one hour. On a subsequent call, the Telephone Company will inform the customer that he/she will be called back within thirty minutes. Also, if requested by the customer, the Telephone Company will obtain a status or provide the telephone number of the IC.

The Telephone Company will be responsible for providing the IC all the information needed to establish an LDTMS account and to access its directory within the Telephone Company server. The Telephone Company will also control the format of the information, access to the network components up to and including the server, and the information that will be available to the IC within its directory.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(G) Long Distance Trouble Management Services (LDTMS) (Cont'd)

(3) Obligations of the IC

Each IC is obligated to call their customer within one hour of receiving the trouble and to provide the customer with a status report. On a subsequent call, the IC is obligated to contact their customer within thirty minutes. Each IC will be solely responsible for the development of its own operation support systems that interface with the Telephone Company's server. Each IC will also be solely responsible for meeting the interface standards and requirements as set by the Telephone Company.

(4) Rate Regulations

A monthly recurring rate will apply to each participating IC for every month or fraction thereof that LDTMS is provided. No charges will apply to an IC's customer. Rates and charges for LDTMS are set forth in sections 31.13 following.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)

(H) Presubscription Change Charge Billing Options

At the option of the IC, the nonrecurring charge for a change in presubscription, as set forth in Section 31.13.4(A) following, may be billed to the IC, instead of the End User.

(1) Direct Billing

The direct billing option is available when an IC initiates a PIC change order through the Customer Account Record Exchange (CARE) interface by either paper, Network Data Mover or by on-line electronic interface using system specifications determined by the Telephone Company. (D)

The IC can designate direct billing on any PIC change orders it chooses by specifying the PIC Change Charge Indicator in position 405. The nonrecurring charge for a change in presubscription will then be assessed to the IC, instead of the End User.

The direct billing option is not available for orders placed via the Telephone Company's Residence, Business or Equal Access Service Centers. Lines equipped with selective access blocking are not eligible for this option.

The direct billing option should not be specified on a PIC change order which is normally provided at no charge to the End User. If the IC specifies the direct billing option on a PIC change that would normally be provided at no charge to the End User and the nonrecurring charge for a change in presubscription is applied to the IC, the Telephone Company will adjust the IC's bill to remove that charge.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(H) Presubscription Change Charge Billing Options (Cont'd)

(2) Reverse Billing

The Reverse Billing Option is available to ICs for End User-initiated PIC change orders placed at the Telephone Company's Residence or Business Service Centers. The nonrecurring charge for all of the IC's end-user initiated PIC change orders placed at the Telephone Company's Residence or Business Service Centers will then be assessed to the IC, instead of the End User. (D)

The IC must notify the Telephone Company in writing of its election to establish and/or cancel the Reverse Billing Option. Establishment and/or cancellation will be effective within ten (10) business days from the date the Telephone Company receives written notification and must be in effect for a minimum of six months. (D)

(TR 1156)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Presubscription (Cont'd)(H) Primary Interexchange Carrier (PIC) Verification Service

(1) Service Description

PIC Verification Service enables an IC to obtain verification of their end user's PIC selection in a Telephone company switch. The IC must provide the telephone number via telephone call or on-line electronic interface with the NYNEX Subscription System (NSS). The on-line electronic interface requires a specific hardware and software configuration including an IBM compatible 386 (preferably 486) personal computer with 8 to 16 megabytes of RAM running with Windows version 3.1 or OS/2 version 2.1 software, a modem (preferably 9.6 kbps), and a dial-up or private line.

PIC Verification Service will be provided from suitably equipped wire centers as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., Tariff F.C.C. No. 4.

(2) PIC Verification Service Restrictions

The verification information:

- Shall not be resold or otherwise provided to any other person, corporation, partnership or entity.
- Shall be used only for establishing and maintaining IC service for end users who have requested service.
- Shall not be used for marketing purposes.

(3) Rate Regulations

Nonrecurring Charges will apply for PIC Verification Service. An IC will be billed for each successful PIC verification. A separate rate will apply per telephone request or on-line electronic interface request.

Nonrecurring Charges for PIC Verification Service are set forth in Section 31.13.5(G) following.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Standard Jacks - Registration Program

Standard jacks are provided by the Telephone 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 1. The use of jacks is covered in part 68 of the F.C.C.'s Rules and Regulations. (T)

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 Telephone Company. Other services or facilities provided by the Telephone 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 nonrecurring charges, which include installation, for standard jacks and their typical uses are found in 31.13 following.

13.3.5 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 31.13 following. Other testing services provided by the Telephone Company in association with Access Services are furnished at no additional charge. These other testing services are described in 6.1.6 and 7.1.7 preceding.

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (A) (5) and (B) (1) and (2) following for a customer to request Telephone Company personnel to perform testing services at the customer's premises.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)

The offering of Testing Services under this section of the tariff is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (A), (B) and (C) following.

(A) Switched Access Service

Testing Services for Switched Access are comprised of (a) tests which are performed during the installation of a Switched Access Service, and (b) tests which are performed after acceptance of such access services by a customer, i.e., in-service tests. These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled.

Scheduled tests are those tests performed by the Telephone Company on a regular basis, e.g., monthly, which result in the measurement of Switched Access Service. Scheduled tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a cooperative basis (Telephone Company technician(s) involved at Telephone Company office(s) and customer technician(s) involved at customer's premises), or a manual basis (Telephone Company technician(s) involved at Telephone Company office(s) and at customer's premises).

Nonscheduled tests are performed by the Telephone Company "on demand", which result in the measurement of Switched Access Services. Nonscheduled tests may involve Telephone Company technicians at Telephone Company offices and at the customer's premises.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)

(1) Additional Cooperative Acceptance Testing

Additional Cooperative Acceptance Testing (ACAT) of Switched Access Service involves the Telephone Company provision of a technician at its office(s) and the customer provision of a technician at its premises, with suitable test equipment to perform the required tests.

Additional Cooperative Acceptance Tests may, for example, consist of the following tests:

Impulse Noise
Phase Jitter
Signal to C-Notched Noise Ratio
Intermodulation (Nonlinear) Distortion
Frequency Shift (Offset)
Envelope Delay Distortion
Dial Pulse Percent Break

(2) Reserved for Future Use

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Services (Cont'd)(3) Cooperative Scheduled Testing

Cooperative Scheduled Testing of Switched Access Services (Feature Groups B, D or CST BSA - Option 1 and 3 and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance measurements, the customer may also order, at additional charges, gain-slope and C-notched noise testing. (D)

The Telephone Company will provide, on a quarterly basis, a Cooperative Scheduled Testing report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

(4) Manual Scheduled Testing

Manual Scheduled Testing (MST) of Switched Access Services (Feature Groups B, D or CST BSA - Option 1 and 3, and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and at the customer's premises, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance measurements, the customer may also order, at additional charges, gain-slope and C-notched noise testing. (D)

The Telephone Company will provide, on a quarterly basis, an MST report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(5) Nonscheduled Testing

Nonscheduled Testing (NST) of Switched Access Services is where:

- The customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent ("automatic testing"); or
- The Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests ("cooperative testing"); or
- The Telephone Company provides a technician at its office(s), and/or at the customer's premises with suitable test equipment to perform the required tests ("manual testing").
- Nonscheduled Tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

(6) Obligations of the Customer

The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support NST as set forth in 13.3.5(A) (5) preceding.

The customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(B) Special Access Service

The Telephone Company will, at the request of a customer, provide assistance in performing specific tests requested by the customer.

(1) Additional Cooperative Acceptance Testing (ACAT)

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 Telephone 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 Telephone Company will provide a technician at the customer's premises or at the end user premises. These test 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

(2) Nonscheduled Testing (NST)

When a customer provides a technician at its premises, with suitable test equipment to perform the required tests, the Telephone Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the customer's request, the Telephone 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.

(3) Obligation of the Customer

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 Telephone Customer at times mutually agreed upon.

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(C) Rates and Charges

The rates and charges for Testing Services are found in 31.13 following.

13.3.6 Provision of Access Service Billing(A) Primary Bill

(1) The customer will receive its primary monthly access bill in standard format on paper at no charge.

(2) At the customer's option, at no additional charge, the customer may receive its primary monthly access bill on a storage device (CD-ROM)# in lieu of paper if the bill(s) for the requested bill period has a data capacity of at least one (1) megabyte. To the extent the Telephone Company can, with reasonable effort, comply with the customer's request, changes to existing bill period(s) will be made to either (a) meet the minimum requirement or (b) maximize available storage device capacity. Data on the storage device will be formatted using standards determined by the Telephone Company.

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Effective February 20, 2019, the CD-ROM medium is no longer available for any new customer requests. The Telephone Company will continue to provide the CD-ROM medium pursuant to this Section 13.3.6 to existing customers until (a) the customer selects another medium; or (b) the Telephone Company discontinues offering the CD-ROM medium.

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(N)

(TR 1390)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.6 Provision of Access Service Billing (Cont'd)

(A) Primary Bill (Cont'd)

- (3) At the customer's option, at no additional charge, the customer may receive its primary monthly access bill by electronic data transmission in lieu of paper. The customer is responsible for expenses incurred in providing a data transmission system compatible with the Telephone Company billing data output specifications. A negotiated service date interval will apply as set forth in 5.2.1(B) preceding.

- (4) 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 options are 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 Telephone Company electronically. (T) (D)

- (5) The rules and regulations concerning payment arrangements and credit allowances described in Section 2.4 preceding applies to all primary monthly access bills, regardless of the chosen bill medium. (T)

(B) Changes in Billing Media

The Telephone 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 Telephone Company can, with reasonable effort, comply with that request, such combinations will be provided to the customer.

Availability is limited. Refer to # footnote on Page 13-35.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing (Cont'd)

(C) Additional Copies

At the request of the customer, an additional copy of the access bill will be provided in either standard paper format, on a storage device (CD-ROM) # or via electronic data transmission. (C)

Charges for the provision of an additional copy of the access bill are set forth in 31.13 following.

(D) Electronic Data Transmission

Regulations regarding electronic data transmission failure will apply as follows:

- (1) In the event of transmission failure resulting from Telephone Company error, the Telephone Company will re-send a bill by electronic data transmission at no charge to the customer.

Availability is limited. Refer to # footnote on Page 13-35.

(N)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing (Cont'd)

(D) Electronic Data Transmission (Cont'd)

- (2) In the event of transmission failure resulting from failure of the customer's transmission line or other customer error, the Telephone 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 31.13 following.

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(E) Rates and Charges

The rates and charges for the Provision of Access Service Billing Information are found in 31.13 following.

13.3.7 Protective Connecting Arrangements

Protective Connecting Arrangements (PCA) are grandfathered and are offered subject to on-the-shelf availability to Verizon New York Inc. customers only. Rates and charges for PCAs are found in 31.13 following.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.8 Reserved for Future Use

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(TR 1385)

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Vice President, Federal Regulatory (T)
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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.9 Wiring/Line Investigation *

- (A) Customers may request a wiring or line investigation of their end user's line. An investigation includes preliminary examination of the end user's billing history and recent service order activity, central office testing to verify that the line is wired correctly, and, when necessary, dispatch of a company technician to inspect the line.
- (B) If in the course of the investigation a trouble is located in Verizon New England Inc.'s billing, wiring or line equipment, the trouble will be corrected as soon as possible and no charge will apply to the customer for the investigation.
- (C) When a customer requests a wiring or line investigation, the customer shall be responsible for payment of a Wiring/Line Investigation charge when:
 - (1) Trouble is determined to be in equipment or communications systems provided by other than Verizon New England Inc., or
 - (2) No trouble is found in Verizon New England Inc.'s billing or facilities. In either case, no credit allowance will be applicable for any service interruption.
- (D) The charge for Wiring/Line Investigation is found in 31.13. following.

* Verizon New England Inc. only

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.10 Fire Retardant Cable *

Fire Retardant Cable is low smoke, flame resistant sheathed cable for use in air return plenums or other air handling areas. It is furnished by the Company, upon customer request, as an alternative to exposed wiring or customer-provided conduit for cable when authorized by local building codes.

The nonrecurring charge for Fire Retardant Cable is in addition to all other applicable tariff rates and charges.

The nonrecurring charge for Fire Retardant Cable will not apply when the cable is reused in place.

Fire Retardant Cable is measured by the running foot.

The nonrecurring charges for Fire Retardant Cable are set forth in 31.13 following.

13.3.11 Public Access Line Optional Features

Public Access Line (PAL) optional features are supervisory and screening features for use with Public Access Line Service as provided under the general and/or local exchange service tariffs of the Telephone Company.

PAL optional features are provided at the rates specified in Section 31.13.12 following. The Local Switching Installation Nonrecurring Charge as set forth in Section 31.6.2(C) following applies when a PAL optional feature is ordered subsequent to the initial installation of the associated Public Access Line Service. When more than one PAL optional feature is ordered at the same time on the same Access Order, for the same due date and on the same Public Access Line Service, only one Local Switching Installation Nonrecurring Charge is applicable. Nonrecurring charge(s) are not applicable for any other optional feature(s) which are installed on the same Access Order, for the same due date and on the same Public Access Line Service.

PAL optional features are as specified in (A) through (D) following.

* Verizon New York Inc. only

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.11 Public Access Line Optional Features (Cont'd)(A) PAL Line Side Answer Supervision

Line Side Answer Supervision provides "off-hook" supervisory signals to the customer premises equipment of a Public Access Line Service when the called party answers the call. When a called party on-hook at the end of a call is detected, the reverse battery is returned to normal indicating that the called party has disconnected from the call. Line Side Answer Supervision is available in 5ESS and DMS-100 central offices where facilities permit.

(B) PAL Direct Dial Screening

PAL Direct Dial Screening blocks directly dialed toll calls made from a Public Access Line Service, except when the directly dialed call is placed to 800 numbers. With this service, toll calls may be placed on an operator handled basis. Direct Dial Screening is available from suitably equipped electronic end office switches where facilities permit. Direct Dial Screening is not available when the Public Access Line Service is provided with municipal calling service. (D)

(C) PAL Operator Screening

PAL Operator Screening alerts the operator that operator handled calls and operator handled directory assistance calls which originate from a Public Access Line Service may not be billed to the originating number. With the assistance of an operator, calls may be placed on a calling card, collect or charge to a third number basis. PAL Operator Screening is available where facilities permit.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.11 Public Access Line Optional Features(D) PAL Terminating (Billed) Number Screening

PAL Terminating (Billed) Number Screening provides screening of terminating calls to a Public Access Line Service as follows:

- (1) Option A alerts operators throughout the country that collect and third number calls cannot be billed to a particular number.
- (2) Option B alerts operators throughout the country that third number calls cannot be billed to a particular number.
- (3) Option C alerts operators throughout the country that collect calls cannot be billed to a particular number.

PAL Terminating (Billed) Number Screening is available where facilities permit.

13.3.12 Service Provider Number Portability(A) Service Provider Number Portability (SPNP) General Description

SPNP allows, where facilities permit: (1) a local exchange telephone service customer to maintain the same Directory Number (DN) when changing from one telecommunications service provider to another while remaining at the same location; and (2) callers to complete calls to numbers that have been ported. This capability has been activated in the Telephone Company's nine (9) largest Metropolitan Statistical Areas (MSAs) on a switch specific basis as specified in the National Exchange Carrier Association Inc. Tariff, F.C.C. No. 4. This capability will be activated in the remaining Telephone Company switches by the end of 1999.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(B) SPNP and SPNP Database Service (SPNPDS) Service Description

SPNP is an advanced intelligent network capability which utilizes the common channel signaling network to query a database to secure network routing instructions before completion of a call. This database contains the Location Routing Number (LRN) that identifies the switch of the Local Service Provider (LSP) that serves a customer with a ported DN. The LRN is used to direct the call to the correct network switching element for completion to the end user customer. Where more than one network is involved in completing the call, the network prior to the termination (i.e., the N-1 Network) is normally responsible for querying a SPNP database to secure the LRN which is then used in routing the call.

Where the N-1 carrier does not perform a database query, and forwards a call to a switch in the Telephone Company's network for a NXX designated as a number portable code in the National Exchange Carrier Association Inc. F.C.C. No. 4, the Telephone Company will perform a query for the N-1 carrier and bill that N-1 carrier a SPNP Query charge, as shown in Section 13.3.12(E) following.

When the Telephone Company is the first point of switching for terminating traffic to another local exchange carrier (e.g., a Telephone Company tandem switch), the Telephone Company will perform the query on behalf of the N-1 carrier and bill the N-1 carrier a SPNP Query charge, as shown in Section 13.3.12(E) following.

Where the N-1 Network queries the Telephone Company SPNP database, the Telephone Company will bill that N-1 carrier a SPNP database query charge.

SPNP Database Service procedures will be applied uniformly to all users of the Telephone Company's SPNP Database Network. The Telephone Company SPNP Database will receive and respond to all queries, including the Telephone Company's queries as defined in the Technical Reference filed with this service.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(C) Service Provider Number Portability Database Service (SPNPDS)
Service Application

There are two service arrangements of SPNPDS available through the Telephone Company's network:

- SPNP Query
 - Tandem
 - End Office
- SPNP Database Query

Following are detailed descriptions of each of the available service applications.

(1) SPNP Query

When the Telephone Company performs a query on behalf of the N-1 carrier, the Telephone Company's end office or access tandem switch will suspend call processing, formulate and launch a query via the common channel signaling network to a SPNP database to obtain information necessary to route calls to numbers in portable NXX codes. When the necessary routing information has been returned from the SPNP database to the switch originating the query, call processing is resumed and the call is routed to the correct network switching element for completion to the called party.

When a Telephone Company tandem switch performs the query on behalf of the N-1 carrier, an SPNP Query-Tandem charge is applied whenever the call is to an NXX from which a DN has been ported.

When a Telephone Company end office switch performs the query on behalf of the N-1 carrier, an SPNP Query-End Office charge will apply when the called DN has ported out of the Telephone Company switch.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(C) Service Provider Number Portability Database Service (SPNPDS)
Service Application (Cont'd)(2) SPNP Database Query

N-1 carriers may query the Telephone Company's SPNP database interconnecting with the Telephone Company's common channel signaling network as provided in Section 6 preceding (Common Channel Signaling Access/Signaling System 7 (CCSA/SS7) Service). This is an optional service.

N-1 carriers may arrange in advance to query, via the common channel signaling network, the Telephone Company's SPNP database which contains information necessary to route calls to number portable NXX codes. When the necessary routing information has been returned from the SPNP database to the switch originating the query, call processing is resumed by the originating N-1 carrier, and the call is routed to the correct network switching element for completion to the called party. The N-1 carrier will be assessed a SPNP Database Query Charge on all queries to the SPNP Database.

(D) SPNPDS Service Provisioning(1) SPNPDS Provisioning

SPNP Database access is available in the New York Metropolitan and Eastern Massachusetts LATAs. The database in the New York Metropolitan LATA provides LRN information on ported telephone numbers in the state of New York and the cities of Greenwich and Byram, Connecticut. The database in the Eastern Massachusetts LATA provides LRN information on ported telephone numbers in the states of Massachusetts and Rhode Island. Customer requests for SPNP Database Query Service will be treated as projects. (D)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(D) SPNPDS Service Provisioning (Cont'd)(2) Limitations

SPNP Database Service is to be used only on a call-by-call basis for routing calls to number portable NXX codes and cannot be used for purposes other than those functions described herein.

Information residing in the Telephone Company's SPNP database is protected from unauthorized access and may not be stored in a customer's database or elsewhere for any reason.

(3) Network Management

The Telephone Company will administer its network to ensure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services.

The Telephone Company maintains the right to apply automated or manual protective controls which would generally be applied as a result of occurrences such as failure or overload of Telephone Company facilities, customer facilities, or other networks, natural disasters, mass calling, or national security demands.

(E) Rate Regulations

The rates and charges associated with SPNPDS which are "query" based will be billed monthly, based on recorded usage. For billing purposes, each month is considered to have thirty (30) days.

(1) Rate Elements

The following provides a list of the various SPNP rate elements.

- SPNP Query
 - Tandem
 - End Office
- SPNP Database Query
- SPNP Database Service Activation and/or Rearrangement
- Wireless SPNP Surcharge

(C)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)(E) Rate Regulations (Cont'd)(1) Rate Elements (Cont'd)(a) SPNP Query

The SPNP Query rate element provides for the identification of the LRN information associated with the directory number including transport of the query to and from the database. This charge is assessed at either a Tandem or End Office rate depending on where the query was launched.

(1) SPNP Query - Tandem Query Charges are assessed to each non-queried call delivered at the Telephone Company Tandem to numbers in NXXs from which a DN has ported. This charge is also assessed when the N-1 carrier delivers calls to other LECs through a Telephone Company Tandem.

(2) SPNP Query - End Office Query Charges are assessed to each non-queried call to a directory number that has been ported out of a Telephone Company end office switch, and the end office switch performs the query.

(3) The SPNP Database Query rate element provides for the identification of the LRN associated with the directory number being queried including transport from the Telephone Company STP to the SPNP database (this service is provided in connection with CCSA/SS7 Service described in Section 6 preceding). This charge will be assessed to each query made to the SPNP Database.

(b) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity. These nonrecurring charges are applicable for the installation of the service and for rearrangements of the service. In addition, an Access Order Charge will apply to the SPNP Database Query Service, as shown in Section 5 preceding.

(1) SPNPDS Activation and/or Rearrangement Charge: A nonrecurring charge applies for the translation of the signaling point code as applicable to the SPNP Database Query.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.12 Service Provider Number Portability (Cont'd)

(E) Rate Regulations (Cont'd)

(1) Rate Elements (Cont'd)

(c) Wireless SPNP Surcharge

(C)

The Wireless SPNP Surcharge recovers Telephone Company incremental costs directly related to providing long term wireless number portability. It is billed on a monthly basis to all Telephone Company end users, line side access customers, unbundled switch port customers, and resale customers, except for those customers who participate in the Lifeline Assistance Program. This surcharge will be recovered over 6 months commencing September 1, 2004, and ending February 28, 2005.

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(C)

(C)

The Wireless SPNP Surcharge will apply to lines, PBX trunks and ISDN PRI. The PBX trunk charge is equivalent to 9 line charges, and the ISDN PRI charge is equivalent to 5 line charges.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.13 ISP Traffic Origination Service(A) General

ISP Traffic Origination Service applies to all telecommunications delivered by the Company to another telecommunications service provider (the "interconnecting carrier") for which the interconnecting carrier imposes on the Company an interstate charge pursuant to federal tariff for delivery of telecommunications to an Internet Service Provider (the "delivery charge"). ISP Traffic Origination Service reimburses the Company for the interstate cost of handing off traffic that is bound for the Internet to the interconnecting carrier and is not intended to cover the cost of any subscriber or common line facilities.

(B) Rates

For each call for which the interconnecting carrier attempts to assess a delivery charge of \$0.008 per minute to the Company, the Company will assess to the interconnecting carrier an ISP Traffic Origination rate per minute which is the Interconnection Charge set forth in Section 31.13.15 following. For each call for which the interconnecting carrier attempts to assess a delivery charge of other than \$0.008 per minute to the Company, the Company will assess to the interconnecting carrier an ISP Traffic Origination rate per minute which is the Alternative Interconnection Charge set forth in Section 31.13.15 following. The Alternative Interconnection Charge is the actual delivery charge, per minute, that the interconnecting carrier assesses on the Company.

The Interconnection Charge set forth in Section 31.13.15 following will apply to the same calls, and for the same duration, as the interconnecting carrier attempts to assess on the Company through its delivery charge.

13.4 Reserved for Future Use

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.5 Billing Name and Address (BNA) Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for an end user's telephone number assigned by the Telephone Company.

BNA is offered to telecommunications service providers for the following limited purposes and may not be resold or used for any other purpose:

Billing customers for using telecommunications services of that service provider and collecting amounts due.

Any purpose associated with the "equal access" requirement of the United States v. AT&T, 552 F.Supp. 131 (D.D.C. 1982).

Verification of service orders of new customers, identification of customers who have moved to a new address, fraud prevention, and similar nonmarketing purposes.

13.5.1 General Description

BNA Service is provided electronically through CARE, or by using the Telephone Company's Xpress Electronic Access (XEA) on-line system.

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

13.5.2 Undertaking of the Telephone Company

BNA information is furnished for sent-paid, collect, bill to third party, 700 and 900 service calls and calls made with a calling card bearing an account number assigned by the Telephone Company and validated by access to data maintained by the Telephone Company.

(D)
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(D)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)

13.5 Billing Name and Address (BNA) Service (Cont'd)

13.5.2 Undertaking of the Telephone Company (Cont'd)

(D)

(D)

- (A) When the customer places an order for BNA Service, the Telephone Company will specify the format in which requests are to be submitted. (T)
(D)

- (B) The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Telephone Company data base. (T)

In addition, the Telephone Company will not provide BNA information for those end users with unlisted or nonpublished telephone numbers who have requested that their BNA not be disclosed for collect, bill to third party and calling card calls.

- (C) The Telephone Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated. (T)

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13. Additional Engineering, Additional Labor and Miscellaneous Services
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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.5 Billing Name and Address (BNA) Service (Cont'd)13.5.4 Rate Regulations

- (D)
(D)
- (A) A charge applies for each message processed to supply BNA information. (C)
- The Telephone Company will keep a count of the messages processed. The Telephone Company will bill the customer in accordance with this count whether or not the Telephone Company was able to provide BNA information for all messages. (C)
(T)
(C)
- (C) Where the recorded message detail is sufficient to determine a message is an interstate message, the rates set forth in 31.13 following will apply to each such message. (C)
(C)
- Usage for which the recorded message detail is insufficient to determine jurisdiction will be prorated by the Telephone Company between interstate and intrastate. The percentages provided in the reports as set forth in 2.3.10 preceding will serve as the basis for prorating charges. (C)

13.5.5 Rates and Charges

Rates and charges for BNA Service are found in Section 31.13 following.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.6 1+ Coin Service

(S) (x)

(A) General

- (1) 1+ Coin Service provides operator services coin processing for the customer's end user coin InterLATA and IntraLATA toll calls that are dialed from Telephone Company provided network controlled payphone access lines. 1+ Coin Service includes real-time (automated) rating, live operator assistance, and management and reporting of coin deposits.

(S) (x)

- (2) Customers subscribing to 1+ Coin Service will be required provide information specific to the customer, including rate tables, Carrier Identification Code(s) (CIC), Service Provider Identification (SPID), branding requirements, and technical contacts. Customers are also required to subscribe to originating Switched Access service for all end user calls pursuant to applicable tariffs.

(C)
(S) (x)(B) Service Description

- (1) This service allows a customer's end user to place 1+ coin payphone calls from Telephone Company provided network controlled payphone access lines used with network controlled payphones. The Telephone Company will transport these calls from the central office that serves the payphone to the Telephone Company operator services tandem switch.

(S) (x)
(C)

- (2) Once the 1+ coin payphone call reaches the Telephone Company operator services tandem switch, the applicable rate (based on customer provided rate tables) will be announced to the end user, and the sufficiency of the coin deposit amount will be verified. Any changes in rate tables must be provided to the Telephone Company 30 days prior to the effective date of the rate table change.

(S) (x)

- (3) After verification of the coin deposit, the Telephone Company will release the 1+ coin payphone call to the customer for call completion. The customer must provide Feature Group D trunks that use Signaling System 7 (SS7) to the operator services tandem switch for delivery of calls to the customer.

(S) (x)
(C)
(S) (x)

- (4) The Telephone Company will route the call from the operator services tandem switch to the customer's trunks based on the CIC, as provided by the customer. Customer requests to change or add CICs will require a 60-day implementation period.

(S) (x)
(C)
(S) (x)

(x) Reissued material originally filed under TR 374 and effective November 7, 2003.

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)

13.6 1+ Coin Service (Cont'd)

(B) Service Description (Cont'd)

- (5) Branding for 1+ Coin Service is an available option. The customer must provide branding tape(s) in a format acceptable to the Telephone Company at least four weeks prior to implementation. (S) (x)
- (6) Live operator assistance will be provided:
- (a) When an end user encounters difficulty or requests assistance in placing 1+ coin payphone calls, or
- (b) When the call duration exceeds the time covered by the initial deposit (time-outs). In time-out situations, an operator will request additional coin deposits from the end user. Any overtime will require additional coin deposits. The limit for one-time coin deposits (initial or subsequent) is \$3.00.
- (7) Live operator assistance will not be provided for the following:
- (a) Alternate billing (e.g., collect, bill-to-third number, or calling card) or person-to-person call requests.
- (b) Change of Class requests in time-out situations. The end user may not change method of payment for the call.
- (c) Payphone calls that are dialed using 0-.

(C) Rate Regulations

Rates and charges for 1+ Coin Service are shown in Section 31.13.15 following. Rate elements include a per-call rate for rating and branding, a per-second charge for live operator assistance, and a nonrecurring charge per rate table change. Billing of rates and charges will be based on CICs specified by the customer. These rates and charges are in addition to the rates and charges for originating switched access (including tandem switched transport and switching) applicable to end user calls originating from the Telephony Company's network as shown in Section 30.6 following. (S) (x)
(C)
(C)
(S) (x)
(C)
(S) (x)
(S) (x)

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