
New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services
13.1 Additional Engineering

Rates and charges for services described herein are contained in Section 30.13.

13.1.1 Regulations	
A.	Additional Engineering will be provided by the Telephone Company at the request of the customer only under the following circumstances. 1. When a customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the design layout report as set forth in Sections 6.4.3D and 7.1.3D. 2. When additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Section 7.2.
B.	The Telephone Company will not notify the customer that additional engineering charges will apply before any additional engineering is undertaken. The charges for additional engineering are based on either a basic time basis (i.e., normally scheduled working hours, per engineer) or an overtime basis (i.e., outside of normally scheduled working hours, per engineer).

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services

13.2 Additional Labor

13.2.1 Regulations	
A.	Additional Labor is that labor requested by the customer on a given service and agreed to by the Telephone Company. The Telephone Company will notify the customer that additional labor charges apply before any additional labor is undertaken.
B.	Additional Labor is categorized as either installation or repair, stand-by, other labor or testing and maintenance. 1. Stand-By includes all time in excess of one-half hour during which Telephone Company personnel stand by to make cooperative tests with a customer to verify facility repair on a given service. Basic time, overtime and premium time charges apply as appropriate. 2. Other Labor is that additional labor not included in overtime installation, overtime repair, stand-by or testing and maintenance with other telephone companies, including but not limited to labor incurred for the installation of inside wire, used to extend the POT as set forth in Section 2.3.4, and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff. Basic time, overtime and premium time charges apply as appropriate. 3. Testing and Maintenance with Other Telephone Companies is the additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, if they are not concurring carriers, which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Telephone Company. Basic time, overtime and premium time charges apply as appropriate.
C.	Additional Labor is subject to rates based on the following periods of work hours. 1. Basic Time— Normally scheduled working hours, per technician. 2. Overtime— Outside of normally scheduled working hours, per technician. a. Overtime installation is that Telephone Company installation effort outside of normally scheduled working hours. Overtime repair is that Telephone Company maintenance effort performed outside of normally scheduled working hours. 3. Premium Time— Outside of scheduled work day per technician. a. Premium installation is that Telephone Company installation effort outside of normally scheduled work day. Premium repair is that Telephone Company maintenance effort performed outside of normally scheduled work day.
D.	Minimum Charges— A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period (i.e. time other than basic time) is subject to a minimum charge of four hours.

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services
13.3 Miscellaneous Services

13.3.1 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 the 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.
1.	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 de-tariffed CPE provided by the Telephone Company.
2.	In either case, no credit allowance will be applicable for the interruption involved if the maintenance of service charge applies.
B.	Maintenance of service is subject to rates based on the following periods of work.
1.	Basic Time — Scheduled working hours, per technician.
2.	Overtime — Time outside of normally scheduled working hours, per technician.
3.	Premium Time — Time outside of scheduled work day, per technician.
C.	Minimum Charges — A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period (i.e. time other than basic time) is subject to a minimum charge of four hours.

13.3.2 Standard Jacks	
A.	Standard jacks are provided by the Telephone Company to connect registered equipment to those services that are subject to the registration program. 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." A listing of standard jacks is contained in Section 30.13.
1.	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 and without additional charge for the use of such capacity.

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services

13.3 Miscellaneous Services

13.3.3 Testing	
A.	Testing services offered under this section are optional and subject to rates and charges set forth in Section 30.13. 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 Sections 6.1.3 and 7.1.3.
B.	Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made for a customer to request Telephone Company personnel to perform testing services at the customer's premises. In addition, the Telephone Company will, at the request of the IC, perform acceptance testing with the IC in accordance with the provisions set forth in Sections 6 and 7.
C.	The offering of testing services under this section is made subject to the availability of the necessary qualified personnel and test equipment at the various locations mentioned in the following paragraphs.
D.	Testing Services for Switched Access are comprised of tests which are performed during the installation of a switched access service, and tests which are performed after acceptance of such access services by the customer, (i.e., in-service tests). These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled. 1. Scheduled tests are those tests performed by the Telephone Company on a regular basis, (e.g., monthly), which result in the measure of switched access service. Scheduled tests may be done as follows. a. An automatic basis (no Telephone Company or customer technicians involved), b. A cooperative basis (Telephone Company technician(s) involved at Telephone Company office(s) and customer technician(s) involved at customer terminal location(s), or c. A manual basis (Telephone Company technician(s) involved at Telephone Company office(s) and at customer's premises). 2. 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. 3. Additional Cooperative Acceptance Testing (ACAT) of switched access service involves the Telephone Company provision of a technician at its office(s) and the customer provides 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. a. Impulse Noise b. Phase Jitter c. Signal to C-Notched Noise Ratio

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services

13.3 Miscellaneous Services

13.3.3 Testing	
D.3. (Continued)	
d.	Intermodulation (Nonlinear Distortion)
e.	Frequency Shift (Offset)
f.	Envelope Delay Distortion
g.	Dial Pulse Percent Break
4.	Automatic Scheduled Testing (AST) of switched access services (FGB, and FGD), where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent will consist of monthly loss and C-message noise tests and annual balance test. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the customer may also order at additional charges, gain-slope and C-notched noise testing. The Telephone Company will provide a monthly AST 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.
a.	The basic tests for 1004 Hz loss, C-message noise and return loss represent the minimum offering. An order for AST must at a minimum consist of twelve 1004 Hz Tests per transmission path, twelve C-message noise tests per transmission path and one return loss test per transmission path, per year. Basic tests are subject to a one year minimum contract period, and annually thereafter.
b.	The additional tests may be ordered by the IC at additional charges 60 days prior to the start of the IC prescribed schedule. The IC also may specify a more frequent schedule of tests 60 days prior to the start of the IC prescribed schedule.
5.	Cooperative Scheduled Testing (CST) of switched access services (FGB, FGD and directory assistance 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. The Telephone Company will provide a monthly CST 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.
a.	The basic tests for 1004 Hz loss, C-message noise and return loss represent the minimum offering. An order for CST must at a minimum consist of four 1004 Hz tests per transmission path, four C-message noise tests per transmission path and one return loss test per transmission path, per year. Basic tests are subject to a one year minimum contract period, and annually thereafter.

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services

13.3 Miscellaneous Services

13.3.3 Testing	
D.5. (Continued)	
b.	The additional tests may be ordered by the IC at additional charges 60 days prior to the start of the IC prescribed schedule. The IC also may specify a more frequent schedule of tests 60 days prior to the start of the IC prescribed schedule.
6.	Manual Scheduled Testing (MST) of switched access services (FGB, FGD and directory assistance access service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and 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. The Telephone Company will provide a monthly 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.
a.	The basic tests for 1004 Hz loss, C-message noise and return loss represent the minimum offering. An order for MST must at a minimum consist of four 1004 Hz tests per transmission path, four C-message noise tests per transmission path and one return loss test per transmission path, per year. Basic tests are subject to a one year minimum contract period, and annually thereafter.
b.	The additional tests may be ordered by the IC at additional charges 60 days prior to the start of the IC prescribed schedule. The IC also may specify a more frequent schedule of tests 60 days prior to the start of the IC prescribed schedule.
7.	Nonscheduled Testing (NST) of switched access services may consist of any tests, (e.g., loss, noise, slope, envelope delay) which the customer may require. NST occurs whereas the following situations occur.
a.	The customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent (automatic testing), or
b.	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
c.	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).

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services
13.3 Miscellaneous Services

13.3.3 Testing	
E.	For Special Access Services , the Telephone Company will at the request of a customer, and at a mutually agreed upon time, provide assistance in performing the following tests.
1.	Additional Cooperative Acceptance Testing — When a customer provides a technician at its premises or at the end user 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 tests may consist of the following.
a.	Attenuation Distortion (i.e., Frequency Response)
b.	Intermodulation Distortion (i.e. harmonic distortion)
c.	Phase Jitter
d.	Impulse Noise
e.	Envelope Delay Distortion
f.	Echo Control
g.	Frequency Shift
2.	Nonscheduled Testing — 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.
F.	Minimum Charges — A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period (i.e. time other than basic time) is subject to a minimum charge of four hours for the following testing services.
1.	Switched Access ACAT, NST-Cooperative and NST-Manual
2.	Special Access ACAT and NST

13.3.4 Provision of Access Service Billing Information		
A.	The customer will receive their monthly bills in one of the following formats.	(C)
1.	A detailed paper bill	(N)
2.	Bill Data Record	
a.	Electronic Data Transmission	
b.	Storage device (CD Rom)	
	Charges for additional copies of Access billing information are detailed in Section 30.13.3 following	(N)
B.		(D)

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services
13.3 Miscellaneous Services

13.3.4 Provision of Access Service Billing Information		
B.	Billing detail and/or information may be transmitted to the customer premises by data transmission.	(D)
C.	Additional copies of the customer monthly bill or service and features record may be provided in standard paper.	(T)
D.	Upon acceptance by the Telephone Company of an order for data transmission, the Telephone Company will determine the period of time to implement the transmission of such material on an individual order basis.	(D) (T)

13.3.5 Controller Arrangement	
A.	This arrangement enables the customer to control up to forty-eight transfer functions at a Telephone Company central office via a CPE remote keyboard terminal capable of either 300 or 1200 bps operation.
1.	Included as part of the controller arrangement is a dial-up data station located at the Telephone Company central office to provide access to the controller arrangement. The dial-up data station consists of a 212A Dataphone data set and an appropriate Telephone Company provided channel.
2.	The controller arrangement must be located in the same Telephone Company central office as the transfer functions which it controls.
B.	Transfer arrangements, as set forth in Section 7.2.3D11 are required in addition to the controller arrangement in order to obtain a complete operational service.

13.3.6 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 Telephone Company technician to inspect the line.
B.	If in the course of the investigation a trouble is located in the Telephone Company'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 trouble is determined to be in equipment or communication systems provided by other than the Telephone Company or, no trouble is found in the Telephone Company's billing or facilities.
1.	In either case, no credit allowance will be applicable for any service interruption.

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services**13.4 Responsibility of the Customer**

13.4.1 Testing Service	
A.	The customer shall provide the remote office test line priming data to the Telephone Company as appropriate, to support AST or NST as set forth in Section 13.3.
B.	When the customer subscribes to testing service, the customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

New England Telephone and Telegraph Company

13. Additional Engineering, Labor and Miscellaneous Services**13.5 Application of Rates and Charges**

13.5.1 General

- | | |
|-----------|---|
| A. | For the application of rates based on working hours, normally scheduled working hours referred to herein are an employee's scheduled work period in any given day (e.g., 7AM to 4PM). |
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Verizon New England Inc.

13. Additional Engineering, Labor and Miscellaneous Services**13.6 1+ Coin Rating Service**

(N)

13.6.1 General	
A.	1+ Coin Rating Service provides operator services coin processing for the customer's end user coin toll calls that are dialed from Telephone Company provided network controlled pay telephone access lines (PASL). 1+ Coin Rating Service includes real-time (automated) rating, live operator assistance, and management and reporting of coin deposits.
1.	Customers subscribing to 1+ Coin Rating Service will be required to complete a Technical Questionnaire (TQ). The TQ will 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.

13.6.2 Service Description	
A.	This service allows a customer's end user to place 1+ coin pay telephone calls from Telephone Company provided PASL lines used with network controlled pay telephones. The Telephone Company will transport these calls from the central office that serves the pay telephone to the Telephone Company operator services tandem switch. 1+ Coin Rating Service is available only for central offices designated by the Telephone Company and only to the extent that transport and other facilities are available for provision of this service from such central offices.
B.	Once the 1+ coin pay telephone 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 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.
C.	After verification of the coin deposit, the Telephone Company will release the 1+ coin pay telephone call to the customer for call completion by the customer. Customer must provide Feature Group D trunks that use Signaling System 7 (SS7) to the point designated by the Telephone Company for delivery of calls to the customer.
D.	The Telephone Company will route the call from the operator services tandem switch to the customer's trunks based on the CIC, as provided on the TQ. Customer requests to change or add CICs will require a 60-day implementation period.
E.	Branding for 1+ Coin Rating Service is an available option. The customer must provide branding tape(s) in a format acceptable to the Telephone Company at least 4-weeks prior to implementation.
F.	Live operator assistance will be provided: - when an end user encounters difficulty or requests assistance in placing 1+ coin calls; or, - 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 customer. The limit for one-time coin deposits (initial or subsequent) is \$3.00.

(N)

Verizon New England Inc.

13. Additional Engineering, Labor and Miscellaneous Services**13.6 1+ Coin Rating Service**

13.6.2 Service Description	
G.	Live operator assistance will not be provided for the following:
1.	
2.	Change of Class requests in time-out situations
3.	Payphone calls that are dialed using 0
a.	Any overtime charges that require additional cash deposits
H.	The customer must provide rate tables for all potential types of 1+ coin payphone calls. Any changes in rate tables must be provided to the Telephone Company 30 days prior to the effective date of the rate table change.

(D)

13.6.3 Application of Rates and Charges	
A.	Rates and charges for 1+ Coin Rating Service are shown in Section 30.13.5 following. Rate elements include a per-call rate for rating, a per-second charge for live operator assistance, and a nonrecurring charge for each rate table change. Billing of rates and charges will be based on CIC(s) specified in the TQ. 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 Telephone Company's network as specified in Section 30.6 following.