

ACCESS SERVICE

FLORIDA PRICE LIST NO. 1  
APPLICABLE TO  
ACCESS SERVICE  
WITHIN  
THE STATE OF FLORIDA  
ISSUED BY  
EMBARQ COMMUNICATIONS, INC.<sup>1</sup>

Florida Public Service Commission  
Florida Price List

This price list contains the regulations and rates applicable for the furnishing of Access Telecommunications Services provided by Embarq Communications, Inc. within the State of Florida. All regulated intercity telecommunications services offered by Embarq Communications, Inc., whether under that name, or the trade or brand name CenturyLink, are subject to terms and conditions of this price list. This price list is on file with the Florida Public Service Commission.

(N)  
|  
(N)

Note 1: Wherever in the Price List the term "Company" or the name "Embarq Communications, Inc." appears, that shall mean and shall refer to Embarq Communications, Inc. d/b/a CenturyLink Communications, unless the context clearly indicates otherwise.

(C)

ISSUE DATE:  
March 29, 2010

State Tariffs  
5454 West 110th Street  
Overland Park, Kansas 66211

EFFECTIVE DATE:  
March 30, 2010

ACCESS SERVICE

CHECK SHEET

The Title Page and Pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original price list sheets that are in effect on the date shown on each page.

\*Asterisk indicates changes in current price list filing.

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Gary L. Kepley, Director-Regulatory Systems  
5454 West 110th Street  
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EXPLANATION OF SYMBOLS

When changes are made on any price list page, a revised page will be issued canceling the price list page affected; such changes will be identified through the use of the following symbols:

- C - To signify a "Change" in existing rate and/or regulation.
- D - To signify the "Deletion/Discontinuance" of rates, regulations, and/or text.
- I - To signify a rate "Increase".
- M - To signify matter "Moved/Relocated" within the price list with no change to the material.
- N - To signify "New" text, regulation, service, and/or rates.
- R - To signify a rate "Reduction".
- T - To signify a "Text Change" in price list, but no change in rate or regulation.
- Z - To signify a correction.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

ACCESS SERVICE

1. Application of Price list

- 1.1 This price list contains regulations, rates and charges applicable to the provision of Intrastate Access Services, hereinafter referred to collectively as service(s), provided by Embarq Communications, Inc., hereinafter referred to as the Company, to Customer(s).
- 1.2 The provision of such services by the Company as set forth in this price list does not constitute a joint undertaking with the customer for the furnishing of any service.
- 1.3 The provision of service is subject to regulations and terms and conditions specified in this price list and may be revised, added to or supplemented by superseding issues.
- 1.4 As a Local Exchange Carrier (LEC) which provides local service through its own facilities or in combination with its own facilities, the Company has local services available on a non-discriminatory basis.

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## ACCESS SERVICE

2. General Regulations2.1 Undertaking of the Company2.1.1 Scope

- (A) The Company will provide services under this price list only to Customers in connection with their use and/or provision of intrastate service.
- (B) The Company does not undertake to transmit messages under this price list, but offers the use of its service when available, and shall not be liable for errors in transmission or for failure to establish connections.
- (C) The Company shall be responsible only for the installation, operation and maintenance of the services it provides.
- (D) The Company will, for maintenance purposes, test its services only to the extent necessary to detect and/or clear troubles.
- (E) Services are provided 24 hours daily, 7 days per week, except as set forth in other applicable sections of this price list.
- (F) The Company does not warrant that its facilities and services meet standards other than those set forth in this price list.
- (G) Service will be provided where facilities, billing capabilities and the resale of necessary underlying network elements are technologically and economically available and feasible. The furnishing of service under this price list is subject to the continuing availability of all necessary facilities.
- (H) The Company reserves the right to limit use of facilities when necessary due to a shortage of facilities or other cause beyond the Company's control.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.2 Limitations

- (A) The customer may not assign or transfer the use of services provided under this price list; however, where there is no interruption of use or relocation of the services, such assignment or transfer may be made to:
- (1) another customer, whether an individual, partnership, association or corporation, provided the assignee or transferee assumes all outstanding indebtedness for such services, and the unexpired portion of the minimum service period and the termination liability applicable to such services, if any; or
  - (2) a court-appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee assumes the unexpired portion of the minimum period and the termination liability applicable to such services, if any.

In all cases of assignment or transfer, the written acknowledgment of the Company is required prior to such assignment or transfer which acknowledgment shall be made within 15 days from the receipt of notification. All regulations and conditions contained in the price list shall apply to such assignee or transferee.

The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

- (B) Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this price list. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this price list.
- (C) Subject to compliance with the rules mentioned in (B) preceding, the services offered herein will be provided to customers on a first-come, first-served basis.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.2 Limitations (Cont'd)

(D) The use of the Automatic Number Identification (ANI) and Charge Number (CN) optional features shall be subject to the following limitations in accordance with Part 64, Subpart P, of the Federal Communications Commission's Rules. Any customer that is provided ANI or Charge Number service is:

- (1) permitted to use the telephone number and billing information for billing and collection, routing, screening, and completion of the originating telephone subscriber's call or transaction, or for services directly related to the originating telephone subscriber's call or transaction;
- (2) prohibited from reusing or selling the telephone number or billing information without first notifying the originating telephone subscriber and obtaining the affirmative consent of such subscriber for such reuse or sale; and
- (3) prohibited from disclosing any information derived from the ANI or Charge Number service, except as permitted by (1) and (2) above, for any purpose other than:
  - performing the services or transactions that are the subject of the originating telephone subscriber's call;
  - ensuring network performance security, and the effectiveness of call delivery;
  - compiling, using and disclosing aggregate information; and
  - complying with applicable law or legal process.

The above restrictions shall not prevent an ANI or Charge Number customer from using the telephone number and billing information, or information derived from analysis of the characteristics of calls received that include the ANI or Charge Number information, to offer a product or service that is directly related to the products or services previously purchased by an end user of the ANI or Charge Number customer.

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2. General Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.2 Limitations (Cont'd)

- (E) The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when service is used in violation of provisions of this price list or the law.
- (F) The Company reserves the right to discontinue service, limit service, or to impose requirements necessary to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material effect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgement.

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2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.3 Liability

- (A) The Company's liability, if any, for its willful misconduct is not limited by this price list. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, preemption, termination, maintenance, repair or restoration of service, and subject to the provisions of (B) through (I) following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.
- (B) The Company shall not be liable for any act or omission of any other carrier or customer providing a portion of a service, nor shall the Company for its own act or omission hold liable any other carrier or customer providing a portion of a service.
- (C) The Company is not liable for damages to the customer premises resulting from the furnishing of a service, including the installation and removal of equipment and associated wiring, unless the damage is caused by the Company's negligence.
- (D) The Company shall be indemnified, defended and held harmless by the customer or customer's end user against any claim, loss or damage arising from the use of services offered under this price list. This obligation to indemnify, defend and hold harmless shall attach to the customer or the End User separately, and each shall be responsible for its own acts and omissions, including:
  - (1) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the customer's own communication or customer's end user's own communications;
  - (2) Claims for patent infringement arising from combining or using the service furnished by the Company in connection with facilities or equipment furnished by the customer or customer's end user or;
  - (3) All other claims arising out of any act or omission of the customer or customer's end user in the course of using services provided pursuant to this price list.

Notwithstanding the other provisions of this Section, the Company shall be indemnified, defended and held harmless by the Customer from any and all claims by any person relating to the Customer's use of services provided under this price list.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.3 Liability (Cont'd)

- (E) The Company is not liable for any special, incidental or consequential damages, or for commercial loss of any kind, whether or not it has been informed of the possibility of such damages.
- (F) No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this price list. The Company will defend the customer against claims of patent infringement arising solely from the use by the customer of services offered under this price list and will indemnify such customer for any damages awarded based solely on such claims.
- (G) The Company's failure to provide or maintain services under this price list shall be excused by labor difficulties, governmental orders, civil commotions, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
- (H) The Company does not guarantee or make any warranty with respect to its service when used in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the customer from any and all claims by any person relating to such customer's use of service so provided.
- (I) Due to the interdependence among telecommunications providers and the interrelationship with non-Telephone Company processes, equipment and systems, the Company is not responsible for failures caused by circumstances beyond its control including, but not limited to, failures caused by: (1) the Customer; (2) other telecommunications providers; or (3) customer premises equipment. In addition, the Company does not ensure compatibility between Company and non-Telephone Company services used by the Customer.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.4 Provision of Services

The Company, to the extent that such services are or can be made available with reasonable effort, and after provision has been made for the Company's Exchange Services, will provide to the customer, upon reasonable notice, services offered in other applicable sections of this price list at rates and charges specified therein.

2.1.5 Installation and Termination of Services

The Access Services provided under this price list (A) will include any entrance cable or drop wiring and wire or intrabuilding cable to that point where provision is made for termination of the Company's outside distribution network facilities at a suitable location inside a customer-designated premises and (B) will be installed by the Company to such Point of Termination. Access Service has only one Point of Termination per customer premises. Any additional terminations beyond such Point of Termination are the sole responsibility of the customer. The Point of Termination is an inherent part of Switched Access Service; therefore, the preceding does not preclude the customer's ability to have the Point of Termination moved.

2.1.6 Maintenance of Services

The services provided under this price list shall be maintained by the Company. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Company, other than by connection or disconnection to any interface means used, except with the written consent of the Company.

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2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.7 Changes and Substitutions

Except as provided for equipment and systems subject to FCC Part 68 Regulations at 47 C.F.R. Section 68.110(b), the Company may, where such action is reasonably required in the operation of its business, (A) substitute, change or rearrange any facilities used in providing service under this price list, including but not limited to, (1) substitution of different metallic facilities, (2) substitution of carrier or derived facilities for metallic facilities used to provide other than metallic facilities and (3) substitution of metallic facilities for carrier or derived facilities used to provide other than metallic facilities, (B) change minimum protection criteria, (C) change operating or maintenance characteristics of facilities or, (D) change operations or procedures of the Company. The Company shall not be responsible if any such substitution, change or rearrangement renders any customer furnished services obsolete or requires modification or alteration thereof or otherwise affects their use or performance. If such substitution, change or rearrangement materially affects the operating characteristics of the facility, the Company will provide reasonable notification to the customer in writing. Reasonable time will be allowed for any redesign and implementation required by the change in operating characteristics. The Company will work cooperatively with the customer to determine reasonable notification requirements.

2.1.8 Refusal and Discontinuance of Service

- (A) If a customer fails to comply with the provisions set forth in this price list, including any payments to be made by it on the dates and times herein specified, the Company may, on thirty (30) days' written notice by Certified U.S. Mail to the person designated by that customer to receive such notice of noncompliance, refuse additional applications for service and/or refuse to complete any pending orders for service by the noncomplying customer at any time thereafter.

If the Company does not refuse additional applications for service on the date specified in the thirty (30) days' notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Company's right to refuse additional applications for service to the noncomplying customer without further notice.

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2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.8 Refusal and Discontinuance of Service (Cont'd)

- (B) If a customer fails to comply with the provisions set forth in this price list, including any payments to be made by it on the dates and times herein specified, the Company may, on thirty (30) days' written notice by Certified U.S. Mail to the person designated by that customer to receive such notices of non-compliance, discontinue that provision of the services to the noncomplying customer at any time thereafter. In the case of such discontinuance, all applicable charges, including termination charges, shall become due. If the Company does not discontinue the provision of the services involved on the date specified in the thirty (30) days' notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Company's right to discontinue the provision of the services to the noncomplying customer without further notice.
- (C) When access service is provided by more than one Company, the Companies involved in providing the joint service may individually or collectively deny service to a customer for nonpayment. Where the Company(s) affected by the nonpayment is incapable of affective discontinuance of service without the cooperation of the other joint providers of Switched Access Service, such other Telephone Company(s) will, if technically feasible, assist in denying the joint service to the customer. Service denial for such joint service will only include calls originating or terminating within, or transiting, the operating territory of the Telephone Company's initiating the service denial for nonpayment. When more than one of the joint providers must deny service to effectuate service discontinuance for nonpayment, and where a conflict exists in the applicable price list provisions, the regulations of the end office Telephone Company shall apply for joint service discontinuance.
- (D) When an access service is utilized for the provision of both interstate and intrastate traffic, and the call details are insufficient to identify the jurisdiction of the calls, discontinuance of service will result in the disconnection of all traffic, both interstate and intrastate.

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2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.8 Refusal and Discontinuance of Service (Cont'd)

- (E) If the National Exchange Carrier Association, Inc. notifies the Company that the customer has failed to comply with Section 8 of the National Exchange Carrier Association, Inc. Tariff F. C. C. No. 5 (Lifeline Assistance and Universal Service Fund charges) including any customer's failure to make payments on the date and times specified therein, the Company may, on thirty days' written notice to the customer by Certified U. S. Mail, take any of the following actions: (1) refuse additional applications for service; (2) refuse to complete any pending orders for service; and/or (3) discontinue the provision of service to the customer. In the case of discontinuance, all applicable charges, including termination charges, shall become due.

2.1.9 Notification of Service-Affecting Activities

The Company will provide the customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements, routine preventative maintenance and major switching machine change-out. Generally, such activities are not individual customer service specific; they affect many customer services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the customer to determine reasonable notification requirements.

2.1.10 Coordination with Respect to Network Contingencies

The Company intends to work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services.

## ACCESS SERVICE

2. General Regulations (Cont'd)2.1 Undertaking of the Company (Cont'd)2.1.11 Provision and Ownership of Telephone Numbers

The Company reserves the reasonable right to assign, designate or change telephone numbers, any other call number designations associated with Access Services, or the Company serving central office prefixes associated with such number, when necessary in the conduct of its business. Should it become necessary to make a change in such number(s), the Company will furnish to the customer 6 months notice, by certified U.S. Mail, of the effective date and an explanation of the reason(s) for such change(s).

2.2 Use2.2.1 Interference or Impairment

- (A) The characteristics and methods of operation of any circuits, facilities, or equipment provided by other than the Company and associated with the facilities utilized to provide services under this price list shall not interfere with or impair service over any facilities of the Company, its affiliated companies, or its connecting and concurring carriers involved in its services, cause damage to their plan, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public.
- (B) Except as provided for equipment or systems subject to the FCC Part 68 Rules in 47 C.R.F. Section 68.108, if such characteristics or methods of operation are not in accordance with (A) preceding, the Company will, where practicable, notify the customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to preclude the Company's right to temporarily discontinue forthwith the use of a service if such action is reasonable under the circumstances. In case of such temporary discontinuance, the customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance.

2.2.2 Unlawful Use

The service provided under this price list shall not be used for an unlawful purpose.

## ACCESS SERVICE

2. General Regulations (Cont'd)2.3 Obligations of the Customer2.3.1 Damages

The customer shall reimburse the Company for damages to Company facilities utilized to provide services under this price list caused by the negligence or willful act of the customer, or resulting from the customer's improper use of the Company facilities, or due to malfunction of any facilities or equipment provided by other than the Company. Nothing in the foregoing provision shall be interpreted to hold one customer liable for another customer's actions. The Company will, upon reimbursement for damages, cooperate with the customer in prosecuting a claim against the person causing such damage and the customer shall be subrogated to the right of recovery by the Company for the damages to the extent of such payment.

2.3.2 Ownership of Facilities and Theft

Facilities utilized by the Company to provide service under the provisions of this price list shall remain the property of the Company. Such facilities shall be returned to the Company by the customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear will permit.

2.3.3 Equipment Space and Power

The customer shall furnish or arrange to have furnished to the Company, at no charge, equipment space and electrical power required by the Company to provide services under this price list at the points of termination of such services. The selection of ac or dc power shall be mutually agreed to by the customer and the Company. The customer shall also make necessary arrangements in order that the Company will have access to such spaces at reasonable times for installing, testing, repairing or removing Company Services.

2.3.4 Availability for Testing

The services provided under this price list shall be available to the Company at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

## ACCESS SERVICE

2. General Regulations (Cont'd)2.3 Obligations of the Customer (Cont'd)2.3.5 Design of Customer Services

Subject to the provisions of 2.1.7 preceding, the customer shall be solely responsible, at its own expense, for the overall design of its services and for any redesigning or rearrangement of its services which may be required because of changes in facilities, operations or procedures of the Company, minimum protection criteria or operating or maintenance characteristics of the facilities.

2.3.6 References to the Company

The customer may advise end users that certain services are provided by the Company in connection with the service the customer furnishes to end users; however, the customer shall not represent that the Company jointly participates in the customer's services.

2.3.7 Claims and Demands for Damages

- (A) With respect to claims of patent infringement made by third persons, the customer shall defend, indemnify, protect and save harmless the Company from and against all claims arising out of the combining with, or use in connection with, the services provided under this price list, any circuit, apparatus, system or method provided by the customer.
- (B) The customer shall defend, indemnify and save harmless the Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by third persons arising out of the construction, installation, operation, maintenance, or removal of the customer's circuits, facilities, or equipment connected to the Company's services provided under this price list, including, without limitation, Workmen's Compensation claims, actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications transmitted over the customer's circuits, facilities or equipment, and proceedings to recover taxes, fines, or penalties for failure of the customer to obtain or maintain in effect any necessary certificates, permits, licenses, or other authority to acquire or operate the services provided under this price list; provided, however, the foregoing indemnification shall not apply to suits, claims, and demands to recover damages for damage to property, death, or personal injury unless such suits, claims or demands are based on the tortuous conduct of the customer, its officers, agents or employees.
- (C) The customer shall defend, indemnify and save harmless the Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by the customer or third parties arising out of any act or omission of the customer in the course of using services provided under this price list.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.3 Obligations of the Customer (Cont'd)2.3.8 Sectionalization – Trouble Reporting

The customer will be responsible for reporting troubles, sectionalized to Company facilities and/or equipment. When troubles cannot be clearly sectionalized to the Company facilities and/or equipment, the Company will test cooperatively or independently to assist in trouble sectionalization. Additional charges, as set forth in Section 13, are applicable for cooperative or independent testing performed by the Company.

2.3.9 Jurisdictional Report Requirements(A) Percent Interstate Usage (PIU)

- (1) Pursuant to Federal Communications Commission order F.C.C. 85-145 adopted April 16, 1985, interstate usage is to be developed as though every call that enters a customer network at a point within the same state as that in which the called station (as designated by the called station number) is situated is an intrastate communication and every call for which the point of entry is in a state other than that where the called station (as designated by the called station number) is situated is an interstate communication.
- (2) The projected interstate percentages will be used by the Company to apportion the usage between interstate and intrastate until a revised report is received as set forth in (B)(3) following.

(B) Jurisdictional Reports

When the Company receives sufficient call detail to permit it to determine the jurisdiction of originating and terminating access minutes of use, the Company will bill using a PIU factor developed from these actual minutes of use and will not use the customer provided PIU factors provided as set forth in (1) through (4) following.

The Company developed PIU for access minutes of use will be determined at a statewide level. When the access minutes are measured, the interstate percentage will be developed on a quarterly basis by dividing the measured interstate originating or terminating access minutes (the access minutes where the calling number is in one state and the called number in another state) by the total measured originating or terminating access minutes. The Company will begin to utilize the Company developed PIU factors as soon as sufficient call detail is available, and will implement subsequent Company developed PIU factors on quarterly basis in accordance with the provisions set forth in 2.3.9(B)(3) following.

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2. General Regulations (Cont'd)2.3 Obligations of the Customer (Cont'd)2.3.9 Jurisdictional Report Requirements (Cont'd)(B) Jurisdictional Reports (Cont'd)

When the Company receives insufficient call detail to determine the jurisdiction, the Company will apply the customer's projected PIU factor, provided as set forth in (1) through (3) following, to apportion the usage between interstate and intrastate.

(1) When a customer orders Feature Group D or TFC Access Services, the projected interstate percentage will be determined as set forth in (a) and (b) following:

- (a) For terminating Feature Group D used in the provision of MTS/MTS-like service, terminating Feature Group D used in the provision of 900 service, originating Feature Group D used in the provision of 900 service, and originating and terminating Feature Group D used in the provision of Toll Free Code (TFC) service, the customer shall provide the projected interstate usage percentage in its access service order. In the event the customer fails to provide a projected interstate percentage, the Company will determine the projected interstate percentage as follows:

For originating access minutes, the projected interstate percentage will be developed on a monthly basis when the Feature Group D Switched Access Service minutes are measured by dividing the measured interstate originating minutes (the minutes where the calling number is in one state and the called number is in another state) by the total originating minutes when the call detail is adequate to determine the appropriate jurisdiction.

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2. General Regulations (Cont'd)2.3 Obligations of the Customer (Cont'd)2.3.9 Jurisdictional Report Requirements (Cont'd)(B) Jurisdictional Reports (Cont'd)

## (1) (Cont'd)

## (a) (Cont'd)

For terminating access minutes, the data used by the Company to develop the projected interstate percentage for originating access minutes will be used to develop projected interstate percentage for such terminating access minutes.

- (b) When originating call details are insufficient to determine the jurisdiction for the call, the prior month's projected interstate percentage shall be used by the Company as the projected interstate percentage for originating and terminating access minutes. The projected intrastate percentage of use will be obtained by subtracting the projected interstate percentage for originating and terminating access minutes from 100 (i.e.,  $100 - \text{interstate percentage} = \text{intrastate percentage}$ ).

- (2) Except where Company measured access minutes are used as set forth in (1) preceding, the customer reported number of interstate services or interstate percentage of use as set forth in (1) preceding will be used until the customer reports a different projected interstate percentage for an in service end office. When the customer adds or discontinues lines or trunks to an existing end office, the customer shall furnish an updated projected interstate percentage that applies to the end office. The revised report will serve as the basis for future billing and will be effective on the next bill date. No prorating or back billing will be done based on the report.

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## ACCESS SERVICE

## 2. General Regulations (Cont'd)

## 2.3 Obligations of the Customer (Cont'd)

## 2.3.9 Jurisdictional Report Requirements (Cont'd)

## (B) Jurisdictional Reports (Cont'd)

- (3) Effective on the first of January, April, July and October of each year the customer shall provide a revised jurisdictional report showing the interstate and intrastate percentage of use for the past three months ending the last day of December, March, June and September respectively, for each service arranged for interstate use. The customer shall forward the revised report to the Company, to be received no later than 15 days after the first of each such month. The revised report will serve as the basis for the next three months billing and will be effective on the customer's bill date for that service. No prorating or back billing will be done based on the report.

If the customer does not supply the revised reports, the Company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the Company will assume the percentages to be the same as those provided in the order for service as set forth in (1) and (2) preceding.

The Company reserves the right to request a report in accordance with this section and if the customer does not supply this report, the Company reserves the right to change the customer to 50% intrastate usage.

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2. General Regulations (Cont'd)2.3 Obligations of the Customer (Cont'd)2.3.9 Jurisdictional Report Requirements (Cont'd)(C) Jurisdictional Report Verification

If the Company disputes the reasonableness of the PIU provided by the customer or the reported PIU varies by more than five percentage points over the preceding PIU, the Company may ask the customer to provide the data used by the customer to determine the projected intrastate percentage. The customer shall retain, for a minimum of one year, accurate call detail records from which the percentage of interstate and intrastate use can be derived, and shall make such records available for inspection as reasonably necessary for PIU verification. Such records shall be made available for inspection and audit within 15 days of the Company's request for verification.

The Company shall limit audits to one per year, except where additional audits may be required to verify allocation changes which represent a five percent shift from the customer's most recent reported figures, and such change is not the result of seasonal shifts or other identifiable reasons. The customer may request that verification audits be conducted by an independent auditor. In such cases the associated auditing expenses will be paid by the customer.

In the event the customer fails to provide adequate records to enable the Company or an independent auditor to conduct an audit verifying the customer's PIU, the Company will bill the usage for all the contested periods using the PIU reported by the customer for the previous period. This PIU will remain in effect until the customer provides the call detail records from which the PIU can be derived. No prorating or back billing will be done based on the newly derived factor.

If the customer fails to provide the requested data, the Company reserves the right to utilize a PIU of 50% intrastate.

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2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.10 Determination of Intrastate Charges for Mixed Intrastate and Interstate Access Service

When mixed intrastate and interstate Access Service is provided, all charges (i.e., nonrecurring, monthly and/or usage) including optional features charges, will be prorated between interstate and intrastate. The percentage provided in the reports as set forth in 2.3.9 (B) preceding will serve as the basis for prorating the charges. The percentage of an Access Service to be charged as interstate is applied in the following manner:

- (A) For monthly and nonrecurring chargeable rate elements, multiply the percent intrastate use times the quantity of chargeable elements times the stated price list rate per element.
- (B) For usage sensitive (i.e., access minutes, calls and queries) chargeable rate elements, multiply the percent intrastate use times actual use (i.e., measured or Company assumed average use) times the stated price list rate.

The intrastate percentage will change as revised usage reports are submitted as set forth in 2.3.9 preceding.

(M)

(M)

(M) *Material omitted from this page now appears on Original Page 27.6.*

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2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic

(A) Scope

VoIP-PSTN Traffic is defined as traffic exchanged between a Telephone Company end user and the customer in Time Division Multiplexing ("TDM") format that originates and/or terminates in Internet Protocol ("IP") format. This section governs the identification **and compensation** of VoIP-PSTN Traffic that is required to be compensated **at access** rates, unless the parties have agreed otherwise, by the Federal

(C)  
(D)

Communications Commission in its Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (November 18, 2011)("FCC Order"). Specifically this section establishes the method of separating VoIP-PSTN Traffic from the customer's traditional intrastate access traffic, so that VoIP-PSTN Traffic can be billed in accordance with the FCC Order.

***The FCC released their Second Order of Reconsideration in WC Docket No. 10-90, etc., FCC Release No. 12-47 (April 25, 2012) which temporarily modified the compensation of originating VoIP-PSTN Traffic on a prospective basis. Upon receipt, validation and acceptance of the Percent VoIP Usage factor, originating VoIP-PSTN Traffic will be compensated as follows:***

(N) (M)

- ***Between the Initial Implementation date described in 2.3.11(D)(1) and July 12, 2012, the applicable rate elements used in providing originating access for VoIP-PSTN Traffic and associated facilities will be billed according to Interstate access rates.***
- ***Effective July 13, 2012 the applicable rate elements used in providing originating access for intrastate VoIP-PSTN Traffic and associated facilities will be billed according to intrastate access rates. The applicable rate elements used in providing originating access for interstate VoIP-PSTN Traffic and associated facilities will be billed according to interstate access rates.***
- ***Effective July 1, 2014 the applicable rate elements used in providing originating access for intrastate VoIP-PSTN Traffic and associated After the Initial Implementation date described in 2.3.11 (G)(2), terminating VoIP-PSTN Traffic and associated facilities will be billed according to interstate access rates.***
- ***After the Initial Implementation date described in 2.3.11(D)(1), terminating VoIP-PSTN Traffic and associated facilities will be billed according to interstate access rates.***

(M)

(N)

(M) Material moved to Original Sheet 27.1 of this section.

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2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

- (B) VoIP-PSTN Traffic **and associated facilities** identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rate as specified in CenturyLink Operating Companies Tariff F.C.C. No. 9, Section 6 **when applicable based on the schedule shown above.** (M) (C)  
(C) (C)  
(C) (C)
- (C) Calculation and Application of Percent VoIP Usage Factors (T)
- (1) Telephone Company will determine the number of VoIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied under (B) preceding, by applying an originating Percent VoIP Usage ("PVU") factor to the total intrastate access MOU originated by a Telephone Company end user and delivered to the customer and by applying a terminating PVU factor to the total intrastate access MOU terminated by a customer to the Telephone Company's end user. (M) (T)
- (2) **The Company will use state average data and the customer provided Facility PVU to determine the monthly recurring credit for terminating VoIP-PSTN Traffic.** (N)  
(N)
- (3) The customer will calculate and furnish to the Telephone Company an originating PVU factor representing the whole number percentage of the customer's total originating intrastate access MOU that the customer exchanges with the Telephone Company in the state that is received from the Telephone Company and that is terminated in IP format and that would be billed by the Telephone Company as intrastate access MOU. (M1) (T)
- (4) The customer will calculate and furnish to the Telephone Company a terminating PVU factor representing the whole number percentage of the customer's total terminating intrastate access MOU that the customer exchanges with the Telephone Company in the state that is sent to the Telephone Company and which originated in IP format and that would be billed by the Telephone Company as intrastate access MOU. (M1) (T)

(M) Material moved from Original Sheet 27.1 of this section.

(M1) Material moved from Original Sheet 27.2 of this section.

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2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

- (C) Calculation and Application of *Percent VoIP Usage* Factors (Cont'd) (T)
- (M)
- (5) *The customer will calculate and furnish to the Company a Facility PVU factor representing the whole number percentage of the customer's total monthly recurring switched transport charges that are associated with the intrastate access MOU included in the PVU factor.* (N)
- (6) The customer shall not modify their reported PIU factor to account for VoIP-PSTN traffic. (T)
- (7) *The customer provided originating PVU, the terminating PVU and the Facility PVU shall be based on information such as the number of the customer's retail VoIP subscriptions in the state (e.g. as reported on FCC Form 477), traffic studies, actual call detail or other relevant and verifiable information which will be provided to Telephone Company upon request.* (T)  
(C)
- (8) The customer shall retain the call detail, work papers and information used to develop the PVU factors for a minimum of one year. (T)
- (9) If the customer does not furnish the Telephone Company with a PVU factor, the Telephone Company will utilize a PVU equal to zero. (T)

(M) Material moved to Original Sheet 27.1.1 of this section.

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(N)

2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(D) Initial Implementation of PVU Factors

- (1) *If the PVU factors cannot be implemented in the Telephone Company's billing systems by December 29, 2011, once the factors can be implemented, the Telephone Company will adjust the customer's bills to reflect the PVU factors prospectively in the next bill period, if the PVU factors are provided by the customer to the Telephone Company prior to April 15, 2012.*
- (2) *The Telephone Company may choose to provide credits based on the reported PVU factors on a quarterly basis until such time as the billing system modifications can be implemented.*

(E) PVU Factor Updates

*The customer may update the PVU factors quarterly using the method set forth in (C)(1) and (2) preceding. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first of January, April, July and/or October of each year, revised PVU factors based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factors will serve as the basis for future billing and will be effective on the next bill date, and shall serve as the basis for subsequent monthly billing until superseded by new PVU factors. No prorating or backbilling will be done based on the updated PVU factors.*

(F) PVU Factor Verification

- (1) *Not more than twice in any year, the Telephone Company may request from the customer an overview of the process used to determine the PVU factors, the call detail records, description of the method for determining how the end user originates or terminates calls in IP format, and other information used to determine the customer's PVU factors furnished to the Telephone Company in order to validate the PVU factors supplied. The customer shall comply, and shall reasonably supply the requested data and information within 15 days of the Telephone Company's request.*

(N)

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2. General Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(F) PVU Factor Verification (Cont'd)

(2) The Telephone Company may dispute the customer's PVU factor based upon:

(a) A review of the requested data and information provided by the customer, **or customer's refusal to provide the data and information to support the PVU factors.**

(C)  
(C)

(b) The Telephone Company's reasonable review of other market information, FCC reports on VoIP lines, such as FCC Form 477 or state level results based on FCC Local Competition Report or other relevant data.

(c) A change in the reported PVU factor by more than five percentage points from the preceding quarter.

(3) If after review of the data and information, the customer and the Telephone Company **establish** revised PVU factors, the customer and the Telephone Company will begin using those revised PVU factors with the next bill period.

(T)

(4) If the dispute is unresolved, the Telephone Company may initiate an audit. The Telephone Company shall limit audits of the customer's PVU factor to no more than twice per year. The customer may request that the audit be conducted by an independent auditor. In such cases, the associated auditing expenses will be paid by the customer.

(a) In the event that the customer fails to provide adequate records to enable the Telephone Company or an independent auditor to conduct an audit verifying the customer's PVU factors, the Telephone Company will bill the usage **and associated facilities** for all contested periods using the most recent undisputed PVU factors reported by the customer. **If no undisputed PVU factors exist, then PVU factors of zero percent will be used for all contested periods.** These PVU factors will remain in effect until the audit can be completed.

(C)  
|  
(C)

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(N)

**2. General Regulations (Cont'd)**

**2.3 Obligations of the Customer (Cont'd)**

**2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)**

**(F) PVU Factor Verification (Cont'd)**

**(4) (Cont'd)**

- (b) During the audit, the undisputed PVU factors from the previous reporting period will be used by the Telephone Company.**
- (c) The Telephone Company will adjust the customer's PVU factors based on the results of the audit and implement the revised PVU in the next billing period or quarterly report date, whichever is first. The revised PVU factors will apply for the next two quarters before new factors can be submitted by the customer.**
- (d) If the audit supports the customer's PVU factors, the usage for the contested periods will be adjusted to reflect the customer's audited PVU factors.**

(N)

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ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements

2.4.1 Payment of Rates, Charges and Deposits

- (A) *The Company will, in order to safeguard its interests, only require a customer which has a proven history of late payments to the Company or does not have established credit, to make a deposit prior to or at any time after the provision of a service to the customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a customer which is a successor of a Company which has established credit and has no history of late payments to the Company. Such deposit may not exceed the actual or estimated rates and charges for the service for a two month period. The fact that a deposit has been made in no way relieves the customer from complying with the Company's regulations as to prompt payment of bills. At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded.*

(M) *Certain material found on this page formerly appeared on Original Page 27.*

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(N)  
(N)  
(M)  
(M)

## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

## (A) (Cont'd)

Such a deposit may be refunded or credited to the account when the customer has established credit or, in any event, after the customer has established a one-year prompt payment record at any time prior to the termination of the provision of the service to the customer. In case of a cash deposit, for the period the deposit is held by the Company, the customer will receive interest at the same percentage rate as that set forth in (B)(2)(b)(i) or in (B)(2)(b)(ii), whichever is lower. The rate will be compounded daily for the number of days from the date the customer's deposit is received by the Company to and including the date such deposit is credited to the customer's account or the date the deposit is refunded by the Company. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

(B) The Company shall bill on a current basis all charges incurred by and credits due to the customer under this price list attributable to services established or discontinued during the preceding billing period. In addition, the Company shall bill in advance charges for all services to be provided during the ensuing billing period, except for charges associated with usage service. The bill day (i.e., the billing date of a bill for a customer for Access Service under this price list), the period of service each bill covers and the payment date will be as follows:

(1) The Company will establish a bill day each month for each customer account. The bill will cover charges for the billing period for which the bill is rendered, plus any known unbilled charges and adjustments for prior periods. The billing period for usage shall be the last bill day through one day before the current bill day. Payment for such bills is due as set forth in (2) following. If payment is not received by the payment date, as set forth in (2) following in immediately available funds, a late payment penalty will apply as set forth in (2) following.

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2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

## (B) (Cont'd)

- (2) (a) All bills, dated as set forth in (1) preceding for service, provided to the customer by the Company are due 31 days (payment date) after the billing date, and are payable in immediately available funds. In the event that the Company renders the bill more than seven (7) days after the normal billing date, the Company will extend the payment date by one day for each day in excess of seven (7) until the bill is rendered. The date the bill is rendered will be considered to be the date the bill is post marked. If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, Veterans Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for such bills will be due from the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

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2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

- (b) Further, if any portion of the payment is received by the Company after the payment date as set forth in (a) preceding, or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, then a late payment interest charge shall be due to the Company. The late payment interest charge shall be the portion of the payment not received by the payment date times a late interest factor. The late factor shall be the lesser of:
- (i) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Company, or
  - (ii) 0.000329 per day, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Company.

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2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

## (B) (Cont'd)

- (2) (c) In the event that a billing dispute concerning any charges billed to the customer by the Company is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to the late payment interest charge set forth in (b) preceding. If the customer disputes the bill on or before the payment date, and pays the undisputed amount on or before the payment date, any late payment interest charge for the disputed amount will not start until 10 working days after the payment date. If the billing dispute is resolved in favor of the customer, no late payment interest charge will apply to the disputed amount. In addition, if a customer who has paid the total billed amount disputes the billed amount within six months of the payment date, as set forth in (a) preceding, and the billing dispute is resolved in favor of the customer, the customer shall be entitled to the principal amount of such overpayment plus an interest amount, calculated from the date the customer pays the bill to the date the money is refunded, for disputes found in favor of the customer which are filed within six months of the payment date. For disputes filed after six months from the payment date, interest will be paid from the claim date to the date the money is refunded to the customer. The disputed amount late payment interest charge shall be the disputed amount resolved in the customer's favor times an interest factor. The interest factor shall be the lesser of:
- (i) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the first date to and including the last date of the period involved, or
  - (ii) 0.000329 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

## (B) (Cont'd)

- (2) (d) In the event of a dispute concerning withheld payment amounts or overbilling, the customer shall notify the Company in writing at the earliest possible date, but in no event later than the normal payment date if the dispute concerns withheld payment amounts. The Company shall respond no later than 15 working days, or other mutually agreed period, from the date of receipt of the notice of dispute. Such response shall state agreement or disagreement with the customer's position and, if disagreement, shall state clearly the reasons for such disagreement.
- (C) Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this price list will be prorated to the number of days or major fraction of days based on a 30 day month.
- (D) The Company will furnish sufficient supporting detail (e.g., type of charge, service type, invoice number, account number, adjustments, and payments) with bills rendered for access services to enable the customer to verify the accuracy of such bills.
- (E) When a rate as set forth in this price list is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).
- (F) When more than one copy of a customer bill for services provided under the provisions of this price list is furnished to the customer, an additional charge applies for each additional copy of the bill as set forth in Section 8.5.3.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.2 Minimum Period

The minimum period for which services are provided and for which rates and charges are applicable is one month except for those services set forth in 5.2.5(A) and 6.4.2 following.

The minimum period for which service is provided and for which rates and charges are applicable on an individual case basis, is one month unless a different minimum period is established with the individual case filing.

When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not, as follows:

- (A) When a service with a one month minimum period is discontinued prior to the expiration of the minimum period, a one month charge will apply at the rate level in effect at the time service is discontinued.
- (B) When a service with a minimum period greater than one month is discontinued prior to the expiration of the minimum period, the applicable charge will be the lesser of (1) the Company's total nonrecoverable costs less the net salvage value for the discontinued service or (2) the total monthly charges, at the rate level in effect at the time service is discontinued, for the remainder of the minimum period.

2.4.3 Cancellation of an Order for Service

Provisions for the cancellation of an Access Order for Switched Access service is set forth in 5.2.4 following.

2.4.4 Customer Bill Verification

Upon reasonable notice, the customer, or its duly authorized representatives, shall have the right of access to mutually agreed upon Company information and records as may be necessary to verify the accuracy of access bills rendered to the customer in connection with Access Services provided under this price list.

## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.5 Reestablishment of Service Following Fire, Flood or Other Occurrence(A) Nonrecurring Charges Do Not Apply

Charges do not apply for the reestablishment of service following a fire, flood or other occurrence attributed to an Act of God provided that:

- (1) The service is of the same type as was provided prior to the fire, flood or other occurrence.
- (2) The service is for the same customer.
- (3) The service is at the same location on the same premises.
- (4) The reestablishment of service begins within 60 days after Company service is available. (The 60 days period may be extended a reasonable period if the renovation of the original location on the premises affected is not practical within the allotted time period.)

(B) Nonrecurring Charges Apply

Nonrecurring Charges apply for establishing service at a different location on the same premises or at a different premises pending reestablishment of service at the original location.

2.4.6 Title or Ownership Rights

The payment of rates and charges by customers for the services offered under the provisions of this price list does not assign, confer or transfer title or ownership rights to proposals or facilities developed or utilized, respectively, by the Company in the provision of such services.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved

The billing method set forth in (A) following is applicable to interconnection arrangements between Exchange Telephone Companies involved in the provision of all Access Services.

In accordance with the Federal Communications Commission's Memorandum Opinion and Order in CC Docket No. 86-106, adopted July 20, 1987, the Company will adhere to the standards set forth in the Multiple Exchange Carrier Access Billing (MECAB) and the Multiple Exchange Carrier Ordering and Design (MECOD) Guidelines when providing access service under Multiple Telephone Company (Interconnection Point) Billing arrangements.

The Exchange Telephone Companies involved in providing the Access Service, will develop a mutually agreeable working arrangement to allow one of the Exchange Telephone Companies to perform "Access Service Coordination" (ASC) for all services requested.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved (Cont'd)(A) Multiple Telephone Company (Interconnection Point) Billing

When an Access Service ordered by a customer involves more than one Exchange Telephone Company or rate schedule, the Exchange Telephone Companies involved will use a multiple bill method.

Multiple Bill Method: Each Exchange Telephone Company involved will provide the portion of the service in its operating territory and bill the customer in accordance with its Access Service price list.

- (1) When Feature Group D Switched Access Service is ordered by a customer where one end of the Transport element is in the Company operating territory and the other end is in another Exchange Telephone Company operating territory, the orders shall be received as follows:
  - (a) For Feature Group D Switched Access Service ordered to an end office, the Exchange Telephone Company in whose operating territory the end office is located must receive the order from the customer.
  - (b) For Feature Group D Switched Access Service ordered to an access tandem, the Exchange Telephone Company in whose operating territory the access tandem is located must receive the order from the customer.
  - (c) For the Service ordered set forth in (a), and (b) preceding, the Exchange Telephone Company in whose operating territory the customer point of termination is located must also receive a copy of the order from the customer.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.7 Ordering, Rating and Billing of Access Services Where More Than One Exchange Telephone Company or Rate Schedule is Involved (Cont'd)(A) Multiple Telephone Company (Interconnection Point) Billing (Cont'd)

## (1) (Cont'd)

Each Exchange Telephone Company will provide the portion of the Transport element in its operating territory to an interconnection point with another Exchange Telephone Company and will bill the charges in accordance with its Access Service price list. The rate for the Transport element will be determined as set forth in (2) following. All other appropriate charges in each Exchange Telephone Company price list are applicable.

## (2) The rate for the Transport or Channel Mileage element for services provided is determined as follows:

(a) Determine the appropriate Transport by computing the airline mileage between the two ends of the Transport element.

(b) Determine the rate for the airline mileage determined in (a) preceding using the Company's price list. Multiply such rate by the Company's billing percentage factor and divide by 100 to obtain the Transport element charges.

## (3) The interconnection points will be determined by the Exchange Telephone Companies involved. The billing percentage factor for the Company for the service between the two involved offices is listed in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

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2. General Regulations (Cont'd)

2.5 Definitions

Certain terms used herein are defined as follows:

Access Code

The term "Access Code" denotes a uniform seven digit code assigned by the Company to an individual customer. The seven digit code has the form 950-0XXX or 950-1XXX and 101XXXX.

Access Minutes

The term "Access Minutes" denotes that usage of exchange facilities in intrastate service for the purpose of calculating chargeable usage. On the originating end of an intrastate call, usage is measured from the time the originating end user's call is delivered by the Company to and acknowledged as received by the customer's facilities connected with the originating exchange. On the terminating end of an intrastate call, usage is measured from the time the call is received by the end user in the terminating exchange. Timing of usage at both originating and terminating ends of an intrastate call shall terminate when the calling or called party disconnects, whichever event is recognized first in the originating and terminating exchanges, as applicable.

Access Tandem

The term "Access Tandem" denotes a Company switching system that provides a concentration and distribution function for originating or terminating traffic between end offices and a customer's premises.

Account

The term "Account" denotes the set of billing information for a customer. Each account is uniquely identified by the billing account number (BAN) located on either the customer's bill or service record. Generally, services are aggregated by geographical location for a given account.

Answer/Disconnect Supervision

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



## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Attenuation Distortion

The term "Attenuation Distortion" denotes the difference in loss at specified frequencies relative to the loss at 1004 Hz, unless otherwise specified.

Bit

The term "Bit" denotes the smallest unit of information in the binary system of notation.

Business Day

The term "Business Day" denotes the times of day that a Company is open for business. Generally, in the business community, these are 8:00 or 9:00 A.M. to 5:00 or 6:00 P.M., respectively, with an hour for lunch, Monday through Friday, resulting in a standard forty (40) hour work week. However, Business Day hours for the Company may vary based on Company policy, union contract and location.

Call

The term "Call" denotes a customer attempt for which the complete address code (e.g., 0-, 911, or 10 digits) is provided to the serving dial tone office.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Carrier or Common Carrier

See Interexchange Carrier.

CCS

The term "CCS" denotes a hundred call seconds, which is a standard unit of traffic load that is equal to 100 seconds of usage or capacity of a group of servers (e.g., trunks).

Central Office

The term "Central Office" denotes a local Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Central Office Prefix

The term "Central Office Prefix" denotes the first three digits (NXX) of the seven digit telephone number assigned to a customer's Telephone Exchange Service when dialed on a local basis.

Centralized Automatic Reporting on Trunks Testing

The term "Centralized Automatic Reporting on Trunks Testing" denotes a type of testing which includes the capacity for measuring operational and transmission parameters.

Channel(s)

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Channel Service Unit

The term "Channel Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format errors and remote loop back.

Channelize

The term "Channelize" denotes the process of multiplexing/demultiplexing wider bandwidth or higher speed channels into narrower bandwidth or lower speed channels.

C-Message Noise

The term "C-Message Noise" denotes the frequency weighted average noise within an idle voice channel. The frequency weighting, called C-Message, is used to simulate the frequency characteristic of the 500-type telephone set and the hearing of the average subscriber.

C-Notched Noise

The term "C-Notched Noise" denotes the C-message frequency weighted noise on a voice channel with a holding tone, which is removed at the measuring end through a notch (very narrow band) filter.

Common Line

The term "Common Line" denotes a line, trunk, pay telephone line or other facility provided under the general and/or local exchange service price lists of the Company, terminated on a central office switch. A common line-residence is a line or trunk provided under the residence regulations of the general and/or local exchange service price lists. A common line-business is a line provided under the business regulations of the general and/or local exchange service price lists.

Common Trunk Port

The Common Trunk Port provides for the use of shared end office trunk ports for the termination of common transport trunks for tandem or end office routed traffic.

Customer(s)

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or any other entity which subscribes to the services offered under this price list, including both Interexchange Carriers (ICs) and end users.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Dedicated Trunk Port

The Dedicated Trunk Port provides for termination of a dedicated trunk as a trunk side arrangement to an end office or provides access into the access tandem at the serving wire center side of the switch.

Direct-Trunked Transport

The term "Direct-Trunked Transport" denotes switched access transport from the serving wire center to the end office on circuits dedicated to the use of a single access customer without tandem switching, or from the serving wire center to the access tandem when the transport from the access tandem to the end office is routed on circuits used in common by multiple access customers.

Echo Control

The term "Echo Control" denotes the control of reflected signals in a telephone transmission path.

Echo Path Loss

The term "Echo Path Loss" denotes the measure of reflected signal at a 4-wire point of interface without regard to the send and receive Transmission Level Point.

ACCESS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Echo Return Loss

The term "Echo Return Loss" denotes a frequency weighted measure of return loss over the middle of the voiceband (approximately 500 to 2500 Hz), where talker echo is most annoying.

End Office Switch

The term "End Office Switch" denotes a local Telephone Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to trunks. Included are Remote Switching Modules (RSM) and Remote Switching Systems (RSS) served by a host office in a different wire center.

End User

The term "End User" denotes any customer of an intrastate telecommunications service that is not a carrier, except that a carrier other than a Telephone Company shall be deemed to be an "end user" when such carrier uses a telecommunications service for administrative purposes, and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an "end user" if all resale transmissions offered by such reseller originate on the premises of such reseller.

Entry Switch

See First Point of Switching

Envelope Delay Distortion

The term "Envelope Delay Distortion" denotes a measure of the linearity of the phase versus frequency of a channel.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Expected Measured Loss

The term "Expected Measured Loss" denotes a calculated loss which specifies the end-to-end 1004-Hz loss on a terminated test connection between two readily accessible manual or remote test points. It is the sum of the inserted connection loss and test access loss including any test pads.

Exchange

The term "Exchange" denotes a unit generally smaller than a local access and transport area, established by the Company for the administration of communications service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. The exchange includes any Extended Area Service area that is an enlargement of a Company's exchange area to include nearby exchanges. One or more designated exchanges comprise a given local access and transport area.

Exchange Access Signaling

The signaling system which is used, by equal access end offices, to transmit originating information and address digits to the customer's premises and which includes the means of verifying the receipt of these address digits. Features of this system include overlap outpulsing, identification of the type of call, identification of the ten-digit telephone number of the calling party, and acknowledgment wink supervisory signals.

Field Identifier

The term "Field Identifier" denotes two to four characters that are used on service orders to convey specific instructions. Field Identifiers may or may not have associated data. Selected field identifiers are used in Company billing systems to generate nonrecurring charges.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Firm Access Order

The term "Firm Access Order" denotes an access service order for which the customer has provided the Company sufficient information to proceed with the provision of facilities and/or terminations.

Firm Order Confirmation (FOC) Date

The date on which the Company confirms to the customer that the requested service can be provided.

First-Come, First-Served

The term "First-Come, First-Served" denotes a procedure followed when the first service order received will be the first service order processed.

First Point of Switching

The term "First Point of Switching" denotes the first Telephone Company location at which switching occurs on the terminating path of a call proceeding from the customer premises to the terminating end office and, at the same time, the last Telephone Company location at which switching occurs on the originating path of a call proceeding from the originating end office to the customer premises.

Frequency Shift

The term "Frequency Shift" denotes the change in the frequency of a tone as it is transmitted over a channel.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Immediately Available Funds

The term "Immediately Available Funds" denotes a corporate or personal check drawn on a bank account and funds which are available for use by the receiving party on the same day on which they are received and includes U.S. Federal Reserve bank wire transfers, U.S. Federal Reserve notes (paper cash), U.S. coins, U.S. Postal Money Orders and New York Certificates of Deposit.

Impedance Balance

The term "Impedance Balance" denotes the method of expressing Echo Return Loss and Singing Return Loss at a 4-wire interface whereby the gains and/or loss of the 4 wire portion of the transmission path, including the hybrid, are not included in the specification.

Impulse Noise

The term "Impulse Noise" denotes any momentary occurrence of the noise on a channel over a specified level threshold. It is evaluated by counting the number of occurrences which exceed the threshold.

Individual Case Basis

The term "Individual Case Basis" denotes a condition in which the regulations, if applicable, and rates and charges for an offering under the provisions of this price list are developed based on the circumstances in each case.

Inserted Connection Loss

The term "Inserted Connection Loss" denotes the 1004 Hz power difference (in dBs) between the maximum power available at the originating end and the actual power reaching the terminating end through the inserted connection.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Interexchange Carrier (IC) or Interexchange Common Carrier

The terms "Interexchange Carrier" (IC) or "Interexchange Common Carrier" denote any individual, partnership, association, joint-stock Telephone Company, trust, governmental entity or corporation engaged for hire in intrastate communication by wire or radio, between two or more exchanges.

Intermodulation Distortion

The term "Intermodulation Distortion" denotes a measure of the non-linearity of a channel. It is measured using four tones, and evaluating the ratios (in dBs) of the transmitted composite four-tone signal power to the second-order products of the tones (R2), and the third-order products of the tones (R3).

Interstate Communications

The term "Interstate Communications" denotes both interstate and foreign communications.

Intrastate Communications

The term "Intrastate Communications" denotes any communications within a state subject to oversight by a state regulatory commission as provided by the laws of the state involved.

Local Access and Transport Area (LATA)

The term "Local Access and Transport Area" denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes. For the purposes of this price list Geographical Market Area (GMA) and LATA are intended to be interchangeable.

Local Calling Area

The term "Local Calling Area" denotes a geographical area, as defined in the Company's appropriate Local and/or General Exchange Service price list, in which an end user (Telephone Exchange Service subscriber) may complete a call without incurring MTS charges.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Local Tandem Switch

The term "Local Tandem Switch" denotes a local Telephone Company switching unit by which local or access telephonic communications are switched to and from an End Office Switch.

Location Routing Number

The term "Location Routing Number" denotes a ten digit number used to uniquely identify a switch that has ported numbers.

Loss Deviation

The term "Loss Deviation" denotes the variation of the actual loss from the designed value.

Message

The term "Message" denotes a "call" as defined preceding.

N-1 Carrier

The term "N-1 Carrier" denotes the telecommunications carrier responsible for determining the Location Routing Number and delivering a call to the Company's switch. The N-1 Carrier is the telecommunications carrier immediately preceding the terminating carrier in the Local Number Portability process.

Network Control Signaling

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charge signals), address signaling (e.g., dialing), calling and called number identifications, rate of flow, service selection error control and audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the telecommunications system.

North American Numbering Plan

The term "North American Numbering Plan" denotes a three-digit area (Numbering Plan Area) code and a seven-digit telephone number made up of a three-digit Central Office code plus a four-digit station number.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Off-hook

The term "Off-hook" denotes the active condition of Switched Access or a Telephone Exchange Service line.

On-hook

The term "On-hook" denotes the idle condition of Switched Access or a Telephone Exchange Service line.

Operator Service System (OSS)

The term "Operator Service System" (OSS) denotes the group of interacting hardware (switching equipment, data links, and operator terminals) and software components for the provision of operator service functionality.

Originating Direction

The term "Originating Direction" denotes the use of Access Service for the origination of calls from an end user premises to a customer premises.

Overlap Outpulsing

The feature of the exchange access signaling system which permits initiation of pulsing to the customer's premises before the subscriber has completed dialing an originating call.

ACCESS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Pay Telephone

The term "Pay Telephone" denotes coin or coinless instruments and related facilities that are available to the general public for public convenience and necessity.

Phase Jitter

The term "Phase Jitter" denotes the unwanted phase variations of a signal.

Point of Termination

The term "Point of Termination" denotes a point of demarcation within a customer designated premises at which the Company's responsibility for the provision of Access Service ends.

Premises

The term "Premises" denotes a building, or a portion of a building in a multitenant building, or buildings on continuous property (except Railroad Right-of-Way, etc.), not separated by a public highway.

Primary Exchange Carrier

The term "Primary Exchange Carrier" denotes the Local Exchange Telephone Company in whose exchange a customer's first point of switching is located.

## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Query

A query is a request for specific information generated by a computer processor and sent to a data base with a predefined set of responses expected.

Registered Equipment

The term "Registered Equipment" denotes the customer's premises equipment which complies with and has been approved with the Registration Provisions of Part 68 of the F.C.C.'s Rules and Regulations.

Remote Switching Modules and/or Remote Switching Systems

The term "Remote Switching Modules and/or Remote Switching Systems" denotes small, remotely controlled electronic end office switches which obtain their call processing capability from an ESS-type Host Office. The Remote Switching Modules and/or Remote Switching Systems cannot accommodate direct trunks to a customer.

Response

A response is one response from a set of predetermined expected responses to a request for information contained in a query from a computer processor.

Responsible Organization

The term "Responsible Organization" denotes that entity which is responsible for the management and administration of a Toll Free Code (TFC) service record in the TFC Service Management System.

Return Loss

The term "Return Loss" denotes a measure of the similarity between the two impedances at the junction of two transmission paths. The higher the return loss, the higher the similarity.

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## ACCESS SERVICE

2. General Regulations (Cont'd)2.5 Definitions (Cont'd)Secondary Exchange Carrier

The term "Secondary Exchange Carrier" denotes the Local Exchange Telephone Company in whose exchange a customer's end user's end office is located and where the customer's first point of switching is provided by a Primary Exchange Carrier who is not the same Exchange Carrier as the Secondary Exchange Carrier.

Service Control Point

A Service Control Point (SCP) is a transaction processor based system that provides a network interface to various data base services.

Serving Wire Center

The term "Serving Wire Center" denotes the wire center from which the customer designated premises would normally obtain dial tone from the Company.

Signal-to-C-Notched Noise Ratio

The term "Signal-to-C-Notched Noise Ratio" denotes the ratio in dB of a test signal to the corresponding C-Notched Noise.

Singing Return Loss

The term "Singing Return Loss" denotes the frequency weighted measure of return loss at the edges of the voiceband (200 to 500 Hz and 2500 to 3200 Hz), where singing (instability) problems are most likely to occur.

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2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Subtending End Office of an Access Tandem

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

Tandem-Switched Transport

The term "Tandem-Switched Transport" denotes switched access transport from the access tandem to an end office subtending that tandem. Tandem-switched transport consists of circuits used in common by multiple access customers from the tandem to the end office.

Toll Free Code (TFC)

The term "Toll Free Code" denotes a three-digit Numbering Plan Area (NPA) or Area Code that is specifically assigned by the telecommunications industry for use by Telecommunications Service Providers in the provision of telephone numbers that, unlike traditional telephone numbers and calls, when dialed are toll free to the originating caller. The specific codes assigned and used, or reserved for use, for this purpose are 800, 822, 833, 844, 855, 866, 877, and 888.

Toll VoIP-PSTN Traffic

*The term "Toll VoIP-PSTN Traffic" denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. "Toll VoIP-PSTN Traffic" originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.*

(N)

(N)

Transmission Path

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering; e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived channels consisting of any form or configuration of facilities typically used in the telecommunications industry.

Trunk

The term "Trunk" denotes a communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

Trunk Group

The term "Trunk Group" denotes a set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

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ACCESS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Trunk Side Connection

The term "Trunk Side Connection" denotes the connection of a transmission path to the trunk side of a local exchange switching system.

V and H Coordinates Method

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the vertical (V) and horizontal (H) coordinates of the two points.

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services, are located.

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## ACCESS SERVICE

3. Carrier Common Line Access Service

The Company will provide Carrier Common Line Access Service (Carrier Common Line Access) to customers in conjunction with Switched Access Service provided in Section 6 of this price list.

3.1 General Description

Carrier Common Line Access provides for the use of end users' Company provided common lines by customers for access to such end users to furnish Intrastate Communications.

Premium Access is (1) Switched Access Service provided to customers under this price list which furnish intrastate MTS or (2) Switched Access Service in an end office converted to equal access.

3.2 Limitations3.2.1 Exclusions

Neither a telephone number nor detail billing are provided with Carrier Common Line Access. Additionally, directory listings and intercept arrangements are not included in the rates and charges for Carrier Common Line Access.

3.3 Determination of Usage Subject to Carrier Common Line Access Charges

Switched Access Service provided to the customer will be subject to Carrier Common Line Access charges.

3.4 Determination of Charges

Charges for the involved customer account will be determined as follows:

- (A) Access minutes for all Switched Access Service subject to Carrier Common Line charges will be multiplied by the Access per minute rate as set forth in Section 8 following.
- (B) Terminating per minute charge(s) apply to:
  - all terminating access minutes of use;
  - all originating access minutes of use associated with calls placed to Toll Free Code (TFC) and 900 numbers, less the percentage of originating access minutes of use reported by the customer that are associated with calls placed to TFC and 900 numbers that terminate in a Switched Access Service that is assessed Carrier Common Line charges.

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4. Reserved for Future Use

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service5.1 General

This section sets forth the regulations and order related charges of Access Orders for Switched Access Services. These charges are in addition to other applicable charges as set forth in other sections of this price list.

An Access Order is an order to provide the customer with Switched Access Service or to provide changes to existing services.

5.1.1 Ordering Conditions

The customer shall provide all information necessary for the Company to provide and bill for the requested service. In addition to the order information required in 5.2 following, the customer must also provide:

- Customer name and premises address(es).
- Billing name and address (when different from customer name and address).
- Customer's contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service (Cont'd)5.1 General (Cont'd)5.1.2 Provision of Other Services

- (A) In addition to Switched Access Services, other services offered under provisions of this price list shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these other services, as set forth in other sections of this price list, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.
- (B) With the agreement of the Company, other services mentioned in (A) preceding may subsequently be added to an Access order at any time, up to and including the service date for an Access Service.
- (C) Additional Engineering is not an ordering option, but will be applied to an Access Order when the Company determines that Additional Engineering is necessary to accommodate a customer's request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations for Additional Engineering are set forth in 13.1 following and are in addition to the regulations, rates and charges specified in this section.

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service (Cont'd)5.1 General (Cont'd)5.1.3 Discontinuance of Service

Orders for discontinuance of service must be received in writing 24 hours in advance of the customer desired disconnect date. The Company will insure that the service is disconnected on the requested date. No charges will apply after the requested disconnect date, except as defined for minimum periods in Section 2 preceding.

5.2 Access Order

An Access Order is used by the Company to provide a customer Access Service as follows:

- Switched Access Services as set forth in 6. following, and
- Other Services as set forth in 5.1.2 preceding.

When placing an order for Access Service, the customer shall provide all standard ASR ordering information as specified in industry guidelines, including the following information.

- For Feature Group D Switched Access Service, the customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and the Switched Transport and Local Switching Options desired. When ordering FGD trunks to an access tandem, the customer must also provide the Company an estimate of the amount of traffic by type it will generate to and/or from each end office subtending the access tandem to assist the Company in its own efforts to project further facility requirements. The basic traffic type must also be specified using the same categories as described in 6.1.1(D) following, to enable efficient provisioning and billing functions. When a customer orders FGD, the customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic.

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5. Ordering Options for Switched Access Service (Cont'd)5.2 Access Order (Cont'd)

- When ordering FGD with SS7 Signaling, in addition to the information listed in 5.2 preceding, the customer shall specify the signaling point codes and trunk circuit identification codes. The customer must also identify the Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service link associated with the FGD trunk group.
- For Toll Free Code (TFC) Access Service, the customer shall order in the same manner which is set forth preceding for ordering Feature Group D, except that customers may request direct connections to only those end offices equipped with TFC Service Switching Point (TFC SSP) functionality. All TFC traffic originating from end offices not equipped with the TFC SSP function must be routed via an access tandem at which the function is available and the TFC Access Service must be ordered accordingly. TFC SSP locations are identified in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.
- For 900 Access Service, the customer shall order in the same manner which is set forth preceding for ordering Feature Group D, except that customers may request direct connections to only those end offices designated by the Company 900 Access Service screening offices. Additionally, when new NXX(s) are to be opened in the state, for exchanges served by the Company, or when existing NXX(s) are to be deleted, and such change is to occur coincident with the service date established for the order, the customer shall provide such information when placing the order for service. All 900 number assignments and administration shall be in accordance with the North American Numbering Plan (NANP).

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5. Ordering Options for Switched Access Service (Cont'd)5.2 Access Order (Cont'd)

- For Operator Transfer Service, the customer must specify the specific states where the customer desires the service to be provided. It is not necessary to order Operator Inward Assistance Service. The customer must specify whether Feature Group D Switched Access Service will be used to interconnect between the OSS Tandem(s) and the customer's premises and whether or not operator functionality, coin station control, or both are to be provided to the customer.

Operator Service System (OSS) Tandem interconnection requirements are specified in Section 9.2 following. Information regarding OSS Tandem locations is contained in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

- When Switched Access Service is ordered in trunks, the trunks may be determined by the customer in the following manner. For each day the customer shall determine the highest number of trunks in use for a single hour. The customer shall, for the same hour period (i.e., busy hour), pick the twenty consecutive business days in a calendar year which add up to the largest number of trunks in use. The customer shall then determine the average busy hour trunks by dividing the largest number of trunks in use figure, for the same hour period, for the consecutive twenty business day period by 20. This computation shall be performed for each end office and/or access tandem the customer wishes to serve.

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.1 Access Order Service Date Interval

The Company will make every effort to provide access service to customers on the date specified by the customer.

To the extent the access service can be made available with reasonable effort, the Company will provide the access service in accordance with the Company's standard ordering interval.

5.2.2 Access Order Charge

The Access Order Charge is designed to recover the costs associated with processing the customer's order, and will apply on a per order basis. This charge will be in addition to any other applicable nonrecurring charges as set forth in Sections 6, and/or 13 following.

At the time the Customer places an Access Order with the Company, the Customer will be informed that if the Access Order is canceled prior to installation of access facilities, where installation of access facilities has commenced, a cancellation charge as set forth in Section 5.2.4(B) will apply.

5.2.3 Access Order Modifications

The customer may request a modification of its Access Order at any time prior to notification by the Company that service is available for the customer's use. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the Access Order modification, the Company will schedule a new service date. All charges for Access Order modifications will apply on a per access order basis.

Any increase in the number of Switched Access Service lines or trunks will be treated as a new Access Order (for the increased amount only).

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Access Order Modifications (Cont'd)(A) Service Date Change

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 120 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 120 calendar days, the Company will accordingly delay the start of service. If the customer requested service date is more than 120 calendar days after the original service date, the order will be canceled by the Company and reissued with the appropriate cancellation charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.4(A) following.

A new service date may be established that is prior to the original date agreed to by the Company and the customer if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers.

(B) Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service trunks will be treated as a partial cancellation and the charges as set forth in 5.2.4(B) following will apply.

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Access Order Modifications (Cont'd)(C) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Company personnel of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the Customer's request. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer premises, end user premises or end office switch. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Company will review the requested change, notify the customer whether the change is a design change, if it can be accommodated and if a new service date is required. If the customer authorizes the Company to proceed with the design change, a Design Change Charge will apply. The Design Change Charge will apply on a per order occurrence basis, for each order requiring a design change.

If, as a result of the change, the original service date cannot be met without the Company incurring additional labor, and the Customer provides authorization to the Company to proceed, then charges will apply. If the Customer is unwilling to pay such costs and the service date must be changed as a result of the design change, a Service Date Change Charge as set forth in Section 5.2.3(A) would apply.

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## ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days of the latest agreed upon service date (i.e., firm order confirmation date), the customer has the choice of the following options:

- The Access Order shall be canceled and charges set forth in (B) following will apply, or
- Billing for the service will commence.

In any event, the cancellation date or the date billing is to commence (depending on which option is selected by the customer) shall be the 31st day beyond the latest agreed upon service date (i.e., firm order confirmation date), of the Access Order.

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (1) Costs incurred in conjunction with the provision of Switched Access Service start on the Firm Order Confirmation date.
- (2) When the customer cancels an Access Order or portion thereof prior to the Firm Order Confirmation date, no charges shall apply.
- (3) When the customer cancels an Access Order on or after the Firm Order Confirmation date, a Cancellation Charge will apply.

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## ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.4 Cancellation of an Access Order (Cont'd)

## (B) (Cont'd)

## (4) Calculation of the Cancellation Charge is as follows:

- (a) If the customer has requested a Service Date Change beyond the original service date, the resulting additional installation days are included in the service interval.
  - (b) When counting the number of days in the service interval or the number of days from the Firm Order Confirmation date through the Access Order Cancellation Date, the Firm Order Confirmation date will count as day one.
  - (c) The Cancellation Charge will be a percentage of all of the nonrecurring charges associated with the access order, or that part of the order being canceled. This percentage is calculated by dividing the number of days from the Firm Order Confirmation date through the Cancellation Date by the number of days in the agreed to service interval. The Cancellation Charge is then developed by multiplying the nonrecurring charges associated with installation of the canceled service by the calculated percentage.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

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## ACCESS SERVICE

5. Ordering Options for Switched Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.5 Minimum Period

- (A) The minimum period for Switched Access Service Feature Group D is three months. The minimum period for all other Access Services is one month.
- (B) Service Rearrangements for Switched Access Services may be made without a change in minimum period requirements.
- (C) Changes, set forth following, will be treated as a discontinuance of service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also remain responsible for all outstanding minimum period obligations associated with the disconnected service.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period will be established.

- (1) A change of customer of record (i.e., Access Service is provided to and billed to a different entity).
- (2) A move to a different building.

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5. Ordering Options for Switched Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.6 Minimum Period Charges

When Access Service is disconnected at the customer's request prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period.

The Minimum Period Charge for services provided with a one month minimum period will be determined as follows:

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity as set forth in 6.4.3 following.

The Minimum Period Charge for Feature Group D Switched Access Service will be determined as set forth in 2.4.2 preceding.

All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.

5.3 Rates and Charges

Rates are included in Section 8.

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## ACCESS SERVICE

6. Switched Access Service6.1 General

Switched Access Service, which is available to customers for their use in furnishing their services to end users, provides a two-point electrical communications path between a customer's premises and an end user's premises. It provides for the use of common terminating, common switching, switched transport facilities, and common subscriber plant of the Company. Switched Access Service provides for the ability to originate calls from an end user's premises to a customer's premises, and to terminate calls from a customer's premises to an end user's premises in the LATA where it is provided.

Rates and charges for Switched Access Service depend generally on its use by the customer. Rates and charges for Switched Access Service are contained in Section 8. The application of rates for Switched Access Service is described in 6.4 following. Rates and charges for services other than Switched Access Service, e.g., a customer's interLATA and intraLATA toll message service, may also be applicable when Switched Access Service is used in conjunction with these other services.

6.1.1 Switched Access Service Arrangements and Manner of Provision

Switched Access Service is provided in various service categories of standard and optional features called Feature Group D, Toll Free Code (TFC) Access Service, and 900 Access Service.

(A) Feature Group D (FGD)

FGD Access, which is available to all customers, provides trunk side access to Company end office switches, with an associated 101XXXX access code for the customer's use in originating and terminating communications. A more detailed description of FGD Access is provided in 6.2.1 following.

The provision of FGD Access is subject to local availability.

## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.1 Switched Access Service Arrangements and Manner of Provision (Cont'd)(B) Toll Free Code (TFC) Access Service

TFC Access Service is an originating service that is provided via TFC Access Service switched trunk groups, or may be provided in conjunction with FGD. The service provides for the forwarding of end user dialed TFC calls to a Company Service Switching Point (SSP) which will initiate a query to the Company's TFC data base to perform the customer identification function. The call is forwarded to the appropriate customer based on the dialed TFC number. The customer has the option of having the TFC dialed number (e.g., 800-NXX-XXXX) or, if the TFC to Local Exchange Number Translation optional feature is specified, a translated ten digit local exchange number (i.e., NPA-NXX-XXXX) delivered to the customer premises.

When TFC Access Service traffic is combined in the same trunk group arrangement with other traffic, usage for the TFC Access Service traffic will be aggregated with the other traffic for billing purposes. When separate trunk groups are provided for TFC Access Service, usage will be provided separately. A more detailed description of TFC Access Service is as set forth in 6.2.2.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.1 Switched Access Service Arrangements and Manner of Provision (Cont'd)(C) 900 Access Service

900 Access Service is an originating service that is provided via 900 Access Service switched trunk groups, or may be provided in conjunction with FGD. The Service provides the customer identification function (900 NXX screening) based on the first six digits of the dialed 900 number. When a 1 + 900 + NXX + XXXX call is originated by an end user, a customer identification function determines the customer to which the call is to be routed based on the NXX dialed.

When a customer requests that the Company open a 900 NXX access code for exchanges served by the Company within a specified state, LATA or service area subtending an access tandem, the order must include the provisioning of all Company offices within that state, LATA or all offices subtending the specified access tandem.

When 900 Access Service traffic is combined in the same trunk group arrangement with other traffic, usage for the 900 Access Service traffic will be aggregated with the other traffic for billing purposes. When separate trunk groups are provided for 900 Access Service, usage will be provided separately. A more detailed description of 900 Access Service is as set forth in 6.2.3.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.1 Switched Access Service Arrangements and Manner of Provision (Cont'd)(D) Manner of Provision

FGD is furnished on a per-trunk basis.

Trunks are differentiated by type and directionality of traffic carried over a Switched Access Service arrangement. Differentiation of traffic is necessary for the Company to properly design Switched Access Service to meet the traffic carrying capacity requirement of the customer.

There are two major traffic types. These are: Originating and Terminating. Originating traffic type represents access capacity within a LATA for carrying traffic from the end user to the customer; while Terminating traffic type represents access capacity within a LATA for carrying traffic from the customer to the end user. When ordering capacity for FGD Access, the customer must at a minimum specify such access capacity in terms of Originating traffic type and/or Terminating traffic type.

6.1.2 Rate Categories

There are two rate categories which apply to Switched Access Service:

- Switched Transport
- Local Switching

In addition to these two rate categories, there are also charges that apply only to TFC and 900 Access Services. The description and application of TFC Access Service is located in Section 6.2.2 following. The description and application for 900 Access Service is located in Section 6.2.3 following.

## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.2 Rate Categories (Cont'd)(A) Switched Transport

The Switched Transport rate category provides the transmission facilities between the customer's premises and the end office switch(es) where the customer's traffic is switched to originate or terminate the customer's communications.

Switched Transport provides a one-way or two-way voice frequency transmission path composed of facilities determined by the Company which permit the transport of calls in the originating direction and in the terminating direction, though not simultaneously.

Switched Transport is comprised of an Entrance Facility, Direct-Trunked Transport, Tandem-Switched Transport and various optional features and functions. Descriptions of the Switched Transport components are provided in (1) through (4) following.

(1) Entrance Facility

An Entrance Facility provides the communication path between a customer's premises and the Company's serving wire center for that premises. The Entrance Facility is dedicated to the use of a single customer and is available for use with all line side and trunk side Switched Access services. An Entrance Facility is provided even if the customer's premises and the serving wire center are located in the same building. Entrance Facilities will be at the DS1 or mutually agreed upon level.

(a) DS1 Entrance Facility

DS1 Entrance Facility provides 24 channels for the transmission of nominal 56kbps or 1.544 Mbps isochronous serial data. The actual bit rate and framing format is a function of the channel interface selected by the customer.

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6. Switched Access Service (Cont'd)

6.1 General (Cont'd)

6.1.2 Rate Categories (Cont'd)

(A) Switched Transport (Cont'd)

(1) Entrance Facility (Cont'd)

(b) DS3 Entrance Facility

DS3 Entrance Facility provides 28 DS1's or 672 channels for the transmission of nominal 44.736 Mbps isochronous serial data.

DS3 Entrance Facility rates may vary based on distance. The mileage used to determine the monthly rate for entrance facilities located outside a Company Central Office is the airline distance between the customer's designated premises and the Company serving wire center. The mileage measurement is determined by utilizing exchange maps and mileage tables located in designated Company offices for such purposes.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.2 Rate Categories (Cont'd)(A) Switched Transport (Cont'd)(2) Direct-Trunked Transport

Direct-Trunked Transport provides the communication path between the serving wire center of a customer's premises and an end office or between the serving wire center and an access tandem when transport from the access tandem to the end office is routed on circuits used in common by multiple access customers. Direct-Trunked Transport is dedicated to the use of a single customer and does not require switching at an access tandem. Direct-Trunked Transport is available for use with all trunk side Switched Access services.

Direct-Trunked Transport is not available to end offices that lack recording and measuring capabilities needed to provide Direct-Trunked Transport. Direct-Trunked Transport is also not available for TFC Access Service when the required SSP function is located at the access tandem.

Direct-Trunked Transport provides for the transmission facilities between the Company's serving wire center and an end office when such facilities are not switched through an access tandem, or between the Company's serving wire center and the access tandem. This includes the transmission medium itself as well as certain circuit equipment that is used at the ends of the interoffice links and employed to provision the channels on the transmission medium and circuit equipment used within the network to manage the circuits at intermediate locations.

Direct-Trunked Transport also provides for the transmission facilities between the Company's serving wire center and a hub that interconnects facilities for both Tandem-Switched Transmission and Direct-Trunked Transport.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.2 Rate Categories (Cont'd)(A) Switched Transport (Cont'd)(3) Tandem-Switched Transport

Tandem-Switched Transport provides the communication path between the access tandem and an end office that subtends that tandem, and includes tandem switching functions. Tandem-Switched Transport is available for use with all trunk side Switched Access services

Tandem-Switched Transport provides for the transmission facilities between the access tandem and an end office that subtends the tandem.

- (a) Tandem-Switched Transmission, which provides for the transmission facilities from the Company's access tandem switch to an end office subtending that tandem. This includes the transmission medium itself as well as certain circuit equipment that is used at the ends of the interoffice links and employed to derive the channels of the transmission medium, and circuit equipment used within the network to manage the circuits at intermediate locations.
- (b) Tandem Switching provides for the use of the Company's Access Tandem.
- (c) Common Transport Multiplexing provides for the use of the multiplexing equipment at the remote, the end office, and at the access tandem.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.2 Rate Categories (Cont'd)(A) Switched Transport (Cont'd)(3) Tandem-Switched Transport (Cont'd)

(d) Dedicated Transport Multiplexing provides for the use of multiplexing equipment at the end office and access tandem. The dedicated transport multiplexing rate element is a flat rated charge and is assessed at both the end office and tandem. Dedicated transport multiplexing is provided at the rates set forth in Section 8 following for DS3 to DS1 multiplexing.

(e) Tandem Trunk Port

The trunk port rate elements are defined as follows:

- Common Trunk Port

The Common Trunk Port provides for the use of shared end office trunk ports for the termination of common transport trunks for tandem or end office routed traffic.

- Dedicated Trunk Port

The Dedicated Trunk Port provides for termination of a dedicated trunk as a trunk side arrangement to an end office or provides access into the access tandem at the serving wire center side of the switch.

Switched Transport is provided at the rates and charges set forth in Section 8 following.

## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.2 Rate Categories (Cont'd)(A) Switched Transport (Cont'd)(4) Chargeable Optional Features(a) Multiplexing

Multiplexing provides for arrangements to convert a single higher capacity or bandwidth circuit for bulk transport to several lower capacity or bandwidth circuits. Multiplexing is only available at Company designated Hubs (end offices) arranged for multiplexing or at the access tandem trunk on the serving wire center side of the access tandem. All Types of multiplexing may not be available at each Hub location.

Listed below are the multiplexing arrangements offered with switched access.

(1) DS3 to DS1

An arrangement that multiplexes twenty-eight DS1 digital circuits to a single DS3 digital circuit at a rate of 44.736 Mbps, or multiplexes a single DS3 digital circuit at a rate of 44.736 Mbps to twenty-eight DS1 digital circuits.

The rates and charges for multiplexing are located in Section 8 following.

(B) Local Switching

The Local Switching rate element provides for the use of end office switching equipment for the termination of end user lines in the local end office, and for the termination of a call at a Company operator or recording.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.1 General (Cont'd)6.1.2 Rate Categories (Cont'd)(C) 900 Access Service Nonrecurring Charges

The 900 Access Service nonrecurring charge is assessed depending upon how the service is ordered:

- (1) If the service is ordered to only one end office performing six digit screening, the customer charge for the assembly of route tables is assessed for each end office subtending the access tandem. A second nonrecurring charge element applies per NXX activated or deactivated, times the designated Company end office(s) modified to perform six digit screening for 900 Access Service. This option can be applied repetitively to different tandems to customize the intended offering area.

The route pattern nonrecurring charge applies only once, on the customer's initial request to the Company for 900 Access Service for each end office

(D) Toll Free Code (TFC) Access Service

The TFC Access Service Data Base Query Charge will apply for each TFC call query received at the Company's TFC data base. Per query charges will be accumulated over a monthly period and billed to the customer on a monthly basis.

6.1.3 Ordering Options and Conditions

Switched Access Service is ordered under the Access Order provisions set forth in 5 preceding. Also, included in that section are other charges which may be associated with ordering Switched Access Service (e.g., Service Date Change Charges, etc.).

## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements

Switched Access Service is provided via Feature Group D arrangements and as TFC and 900 Access Service. The provision of each service type requires Switched Transport facilities and the appropriate Local Switching functions.

Feature Group D is arranged for either originating, terminating or two-way calling, based on the customer end office switching capacity ordered, while TFC Access Service and 900 Access Service are arranged for originating calling only. Originating calling permits the delivery of calls from Telephone Exchange Service locations to the customer's premises.

Terminating calling permits the delivery of calls from the customer's premises to Telephone Exchange Service locations. Two-way calling permits the delivery of calls in both directions, but not simultaneously. The Company will determine the type of calling to be provided unless the customer requests that a different type of directional calling is to be provided. In such cases, the Company will work cooperatively with the customer to determine the directionality.

There are various chargeable and nonchargeable optional features available with Switched Access Service. These additional optional features are provided as Switched Transport and Local Switching options.

Following are detailed descriptions of each of the available Switched Access Services. Each service is described in terms of its specific physical characteristics and calling capabilities and optional features available for use with it.

The Local Switching optional features, which are described in 6.3 following, unless specifically stated otherwise, are available at all suitably equipped Company end office switches.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)6.2.1 Feature Group D (FGD)(A) Description

- (1) FGD is provided at Company designated end office switches whether routed directly or via designated access tandem switches.
- (2) FGD is provided as trunk side switching through the use of end office trunk equipment. The switch trunk equipment is provided with wink start start-pulsing signals and answer and disconnect supervisory signaling.
- (3) FGD switching is provided with out of band SS7 signaling. With SS7 signaling, up to 12 digits of the called party number dialed by the customer's end user using dial pulse address signals will be provided by Company equipment to the customer's premises where the Switched Access Service terminates. Such address signals will be subject to the ordinary transmission capabilities of the Switched Transport provided.
- (4) FGD switching, when used in the terminating direction, may be used to access valid NXXs in the local exchange and other customers' services (by dialing the appropriate codes) when such services can be reached using valid NXX codes. When directly routed to an end office, only those valid NXX codes served by that office may be accessed. When routed through an access tandem, only those valid NXX codes served by end offices subtending the access tandem may be accessed.  
  
Calls in the terminating direction will not be completed to 950-XXXX access codes, local operator assistance (0- and 0+), Directory Assistance (411 and 555-1212), service codes 611 and 911, and 101XXXX access codes.
- (5) The Company will establish a trunk group or groups for the customer at end office switches or access tandem switches where FGD switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGD switching arrangement provided.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)6.2.1 Feature Group D (FGD) (Cont'd)(A) Description (Cont'd)

- (6) The access code for FGD switching is a uniform access code of the form 101XXXX. This uniform access code will be the assigned access number of all FGD access provided to the customer by the Company. No access code is required for calls to a customer over FGD Switched Access Service if the end user's telephone exchange service is arranged for presubscription to that customer.

Where no access code is required, the number dialed by the customer's end user shall be a seven or ten digit number for calls in the North American Numbering Plan (NANP). For international calls outside the NANP, a twelve to fifteen digit number may be dialed. The form of the numbers dialed by the customer's end user is NXX-XXXX, 0 or 1 + NXX-XXXX, NPA + NXX-XXXX, 0 or 1 + NPA + NXX-XXXX, and, when the end office is equipped for International Direct Distance Dialing (IDDD), 01 + CC + NN or 011 + CC + NN.

- (7) FGD switching will be arranged to accept calls from telephone exchange service locations without the need for dialing the 101XXXX uniform access code. Each telephone exchange service line may be marked with a presubscription code to identify which 101XXXX code it calls will be directed to for interLATA service.

(B) Optional Features (where equipment is available)(1) Local Switching Optional Features (where equipment is available)

- (a) Automatic Number Identification (ANI)
- (b) Flexible Automatic Number Identification (Flex ANI)
- (c) Charge Number

## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)6.2.2 Toll Free Code (TFC) Access Service(A) Description

TFC Access Service is an originating trunk side switched service that is available to the customer via TFC Access Service trunk groups, or may be provided in conjunction with FGD. The service provides for the forwarding of end user dialed TFC calls to a designated Service Switching Point (SSP) which will initiate a TFC data base query. The call is forwarded to the appropriate customer based on the dialed TFC number. The customer has the option of having the TFC dialed number (e.g., 800-NXX-XXXX) or, if the TFC to Local Exchange Number Translation optional feature is specified, a translated ten digit local exchange number (i.e., NPA-NXX-XXXX), delivered to the customer premises.

No access code is required for TFC Access Service. When the TFC call is originated by an end user, the Company will perform the TFC data base query based on the dialed digits to determine the customer location to which the call is to be routed. TFC data base query charges will be applied for each completed customer identification query. A query is deemed to have been completed when the signaling information enabling the call to be directed to the appropriate carrier is returned by the TFC data base to the switch that originated the query. The TFC data base query will be performed from suitably equipped end offices or access tandems. If the call originates from an end office not equipped to perform the TFC data base query, the call will be routed to an access tandem at which the query function is available. Once customer identification has been established, the call will be routed to the customer. TFC calls may be routed to multiple carriers based on the local access transport area in which the call originates, however, calls originating from an end office switch not included in the customer's area of service for TFC Access Service will not be completed.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)6.2.2 Toll Free Code (TFC) Access Service (Cont'd)(A) Description (Cont'd)

The provision of TFC Access Service requires access to the TFC Service Management System (TFC SMS) by a Responsible Organization on behalf of the customer or through direct access by the customer to the TFC SMS.

Unless prohibited by network considerations (e.g., different dialing plans), the customer's TFC Access Service traffic may, at the option of the customer, be combined in the same trunk group arrangement with the customer's non-TFC switched access traffic except as follows. Combining TFC Access Service traffic with the customer's direct routed switched access traffic will be allowed only when the end office is equipped to perform the TFC data base query. When required by network considerations, a separate trunk group must be established for TFC Access Service.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)6.2.3 900 Access Service(A) Description

Originating 900 Access Service is a trunk side switched service that is available to the customer via 900 Access Service trunk groups, or can be provided to the customer in conjunction with FGD service. When combined with FGD, 900 Access Service traffic can, at the option of the customer, be carried on the same group with non-900 Access traffic. When a 1+900+NXX+XXXX or 0+900+NXX+XXXX call is originated by an end user, the Company will perform the customer identification function based on the dialed digits to determine the customer to which the call is to be routed. If the call originates from an end office not equipped to provide the customer identification function, the call will be routed to an office where the function is available. Once customer identification has been established, the call will be routed to the customer.

The manner in which 900 Access Service is provided depends on whether the end office from which the call originates has equal access capability and/or the customer identification function. In equal access end offices which have customer identification function capability, 900 Access Service is provided in accordance with technical characteristics available with FGD (however, ANI is required with 900 Access Service), either direct to the end office or via an equal access tandem on existing trunk groups. At the customer's option, 900 Access Service and TFC Access Service may be combined on the same trunk group. 900 Access Service calls which are routed through operator services will be delivered at the equal access tandem over FGD. At the customer's option, 900 Access Service can be provided from both equal access and non-equal access end office switches over a FGD trunk group from the access tandem to the customer's premises if the customer can accept, on that trunk group, both exchange access and conventional signaling.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)6.2.3 900 Access Service (Cont'd)(A) Description (Cont'd)

The Company will block calls to a 900 number dialed 1+ from pay telephones, 0+, 0-, 101XXXX, third number service, detention centers, mental institutions, hotel/motel service and calling cards. The customer may request, via an ASR to the Company, unblocking of 0+ and 0-900 calling on all classes of service except detention centers.

At the carrier's option all 900 attempts will be passed to the identified IC, who subsequently can screen the appropriate ANI II digits for call disposition. This option is available in technically capable equal access offices.

900 Access Service originating from equal access end offices with the customer identification function will be provided using exchange access signaling with overlap outputting and ten digit ANI. 900 Access Service originating from equal access end offices without the customer identification function, or for calls routed through operator services, will be provided using conventional signaling. On traffic using conventional signaling, the customer's facilities shall provide off hook supervision upon receipt of the transmitted digits.

6.3 Optional Features6.3.1 Local Switching Optional Features(A) Automatic Number Identification (ANI)

This option provides the automatic transmission of a seven or ten digit number and information digits to the customer's premises for calls originating in the exchange, to identify the calling station. Customer use of the ANI feature is subject to the limitations set forth in Section 2.1.2(D) preceding. The ANI feature is an end office software function which is associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an end office and an access tandem, and trunk group between an access tandem and a customer's premises.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.3 Optional Features (Cont'd)6.3.1 Local Switching Optional Features (Cont'd)(B) Flexible Automatic Number Identification (Flex ANI)

The Flex ANI feature provides an enhancement to the existing ANI Information Indicator (ANI II) digits which are included in the ANI optional feature as described in 6.3(A) preceding. The Flex ANI feature provides additional values for the ANI II digits that are associated with various classes of service not available with the standard ANI digits. This feature is provided per host central office on a Carrier Identification Code (CIC) basis. Flex ANI is available with Feature Group D service in equal access end offices where technically feasible and must be provisioned with the ten digit ANI optional feature.

(C) Charge Number (CN)

This option provides for the automatic transmission of the ten digit billing number of the calling station number and originating line information. Customer use of the Charge Number feature is subject to the limitations set forth in Section 2.1.2(D) preceding. The specific protocol for CN is contained in Technical Publication GR-905 and related documentation.

## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.4 Rate Regulations

This section contains the specific regulations governing the rates and charges that apply for Switched Access Service.

6.4.1 Description and Application of Rates and Charges

There are three types of rates and charges that apply to Switched Access Service. These are monthly recurring rates, nonrecurring charges and usage rates. These rates and charges are applied differently to the various rate elements as set forth in (D) following.

(A) Monthly Rates

Monthly rates are flat recurring rates that apply each month or fraction thereof that a specific rate element is provided regardless of the amount of usage. For billing purposes, each month is considered to have 30 days.

(B) Usage Rates

Usage rates are rates that apply only when a specific rate element is used. These are applied on a per access minute basis or on a per query basis. Access minute charges are accumulated over a monthly period.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.4 Rate Regulations (Cont'd)6.4.1 Description and Application of Rates and Charges (Cont'd)(C) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation or change to an existing service) and are developed at full cost recovery on a labor hours per labor time basis. Under the Multiple Bill Method, the nonrecurring charges reflect only the Company's costs and are applicable only when the nonrecurring function occurs within its territory. The types of nonrecurring charges that apply for Switched Access Service are: installation of service, service rearrangement, installation of optional features and 900 Access Service.

(1) Installation of Service

Nonrecurring charges apply to each Switched Access Service installed. For FGD, TFC and 900, the per trunk installation charge is applicable on a per end office or tandem basis.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.4 Rate Regulations (Cont'd)6.4.1 Description and Application of Rates and Charges (Cont'd)(C) Nonrecurring Charges (Cont'd)(2) Service Rearrangements

Service rearrangements are changes to existing services installed which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at the customer's premises or the customer's end user's premises. Changes which result in the establishment of new minimum period obligations are treated as disconnects and starts. Changes in the physical location of the point of termination are treated as moves.

For all service rearrangements without separate nonrecurring charges, a charge equal to one half the Switched Transport nonrecurring (i.e., installation) charge will apply.

(3) 900 Access Service

A nonrecurring charge applies each time a change is made which involves the addition or deletion of 900 NXX codes to be routed to the customer. The charge is assessed per 900 NXX code added or deleted for each Company end office switch or access tandem in which translation changes are required. This charge applies to the initial loading of one or more 900 NXX codes required to establish service for the customer, and to any subsequent changes (i.e., additions or deletions) to those codes. There is also an Assembly of Route Pattern nonrecurring charge which applies once for each Company end office, but only on the customer's initial request to the Company for 900 Access Service in each state, LATA, access tandem or end office.

(D) Application of Rates

Switched access usage rates apply to all access minutes that originate or terminate at end offices. Switched access usage rates also apply to all TFC and 900 Access Service minutes that originate from end offices.

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## ACCESS SERVICE

6. Switched Access Service (Cont'd)6.4 Rate Regulations (Cont'd)6.4.2 Minimum Periods

Feature Group D is provided for a minimum period of three months. The minimum period for all other Access Services is one month.

6.4.3 Minimum Monthly Charge

Switched Access Service is subject to a minimum monthly charge. The minimum charge applies for the total capacity provided. For usage rated Switched Access Services, the minimum monthly charge is the applicable usage charge for the month's usage. For flat rated Switched Access services, the minimum monthly charge is the applicable monthly rate for the service.

6.4.4 Measuring Access Minutes

Customer traffic to end offices will be measured by the Company at end office switches or access tandem switches. Originating and terminating calls will be measured by the Company to determine the basis for computing chargeable access minutes. For terminating and originating calls over FGD, the measured minutes are the chargeable access minutes.

For FGD access minutes or fractions thereof, the exact value of the fraction being a function of the switch technology where the measurement is made, are accumulated over the billing period for each end office, and are then rounded up to the nearest access minute for each end office.

For originating calls over FGD with SS7 signaling, usage measurement begins with the transmission of the initial address message. The measurement of originating FGD call usage ends when the entry switch receives or sends a release message, whichever occurs first.

For terminating calls over FGD with SS7 signaling, usage measurement begins when the terminating recording switch receives answer supervision from the terminating end user. The Company switch receives answer supervision and sends the indication to the customer in the form of an answer message. The measurement of terminating FGD call usage ends when the entry switch receives or sends a release message, whichever occurs first.

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6. Switched Access Service (Cont'd)

6.5 Obligations of the Company

In addition to the obligations of the Company set forth in Section 2 preceding, the Company has certain other obligations pertaining only to the provision of Switched Access Service. These obligations are as follows:

6.5.1 Design and Traffic Routing of Switched Access Service

When ordering line side or trunk side Switched Access Services, the customer must, at a minimum, specify the Switched Transport facilities to be used (i.e., Entrance Facility, Direct-Trunked Transport, and Tandem-Switched Transport). When specifying the Switched Transport facilities to be used, the customer must indicate if the facilities are new or existing. The customer is also required to specify whether the service should be provided by originating only, terminating only, or two-way trunk groups.

6.6 Rates and Charges

Rates and Charges are included in Section 8.

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## ACCESS SERVICE

8. Rates and Charges

8.1	<u>Access Order Charge Service</u>	<u>Charge</u>
8.1.1	Access Order Charge - Per Order	\$0.00
8.1.2	Service Date Change Charge - Per Order	\$0.00
8.1.3	Design Change Charge - Per Order	\$60.00

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## ACCESS SERVICE

8. Rates and Charges (Cont'd)8.2 Switched Access Service8.2.1 Switched Transport – Entrance Facilities(A) DS1

DS1 Switched Transport Entrance Facilities monthly rate and nonrecurring charge is included in the Local Switching rate element.

(B) DS3

DS3 Switched Transport Entrance Facilities monthly rate and nonrecurring charge is included in the Local Switching rate element.

8.2.2 Switched Transport – Direct-Trunked Transport(A) DS1

DS1 Direct-Trunked Transport is included in the Local Switching rate element.

(B) DS3

DS3 Direct-Trunked Transport is included in the Local Switching rate element.

8.2.3 Switched Transport – Tandem Switched Transport(A) Transport

The Transport rate element is included in the Local Switching rate element.

(B) Tandem-Switched Transmission

Tandem-Switched Transmission is included in the Local Switching rate element.

(C) Tandem Switching

Tandem Switching is included in the Local Switching rate element.

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8. Rates and Charges (Cont'd)

8.2 Switched Access Service (Cont'd)

8.2.3 Switched Transport - Tandem Switched Transport (Cont'd)

(D) Common Transport Multiplexing

Common Transport Multiplexing is included in the Local Switching rate element.

(E) Common Trunk Port

The Common Trunk Port is included in the Local Switching rate element.

(F) Dedicated Trunk Port

DS1

The DS1 Dedicated Trunk Port is included in the Local Switching rate element.

8.2.4 Switched Transport - Optional Features

Multiplexing

DS3 to DS1

DS3 to DS1 Multiplexing is included in the Local Switching rate element.

8.2.5 Local Switching

Rate  
Per Access Minute

**"A" for customers directly connected**

**Originating  
Terminating**

**\$0.035030  
0.006328**

**(N)  
(R)**

**"B" for customers indirectly connected**

**Originating  
Terminating**

**\$0.035030  
0.004784**

**(N)  
(R)**

8.2.6 Installation

Nonrecurring  
Charges

Per Line or Trunk

\$52.00

8.2.7 Carrier Common Line Access Service

Carrier Common Line is included in the Local Switching rate element.

ACCESS SERVICE

8. Rates and Charges (Cont'd)

8.3 Toll Free Code (TFC) Access Service

Rate

8.3.1 TFC Access Service Data Base Query  
- Per Query

\$0.016000

8.4 900 Access Service

Nonrecurring Charge

8.4.1 Assembly of Route Pattern

- Per end office switch (including end offices collocated with access tandem)

\$23.80

8.4.2 900 NXX Code Activation or Deactivation

- Per NXX Code added or deleted per end office

\$7.70

8.5 Additional Labor and Miscellaneous Services

8.5.1 Additional Labor Rates

First Half Hour or Fraction Thereof

Each Add'l Half Hour or Fraction Thereof

Additional Labor Periods

(A) Basic Time, normally scheduled working hours, per engineer or technician

\$40.00

\$30.00 (R)

(C)

(B) Overtime, outside of normally scheduled working hours, per engineer or technician

\$45.00

\$35.00 (R)

(C)

(C) Premium time, outside of scheduled work day, per engineer or technician

\$55.00 (I)

\$45.00

(C)

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8. Rates and Charges (Cont'd)

8.5 Additional Labor and Miscellaneous Services (Cont'd)

8.5.2 Additional Testing Services

(A) Additional Automatic Testing

(1004 Hz loss, C-Message Noise, Balance, Gain Slope and C-Notched Noise)

The Additional Automatic Tests, as set forth following, may be ordered by the customer, at additional charges, 60 days prior to the start of the customer's prescribed schedule.

Rate Per Test, Per  
Transmission Path

\$5.00

Nonrecurring Charge  
Per Report Provided

**\$21.00 (I)**

(C)

(B) Additional Cooperative Testing

(1004 Hz loss, C-Message Noise, Balance, Gain Slope and C-Notched Noise)

The Additional Cooperative Tests, as set forth following, may be ordered by the customer, at additional charges, 60 days prior to the start of the testing schedule as mutually agreed to by the customer and the Company.

Rate Per Test, Per  
Transmission Path

\$8.00

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8. Rates and Charges (Cont'd)

8.5 Additional Labor and Miscellaneous Services (Cont'd)

8.5.3 Provision of Access Service Billing Information

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
(A)	Additional copies of the customer's monthly bill or service and features records			
-	Per copy, per account in standard paper format	\$25.00	\$20.00	
(B)	Additional copies of the customer's monthly bill or service and features records			
-	Per CD-ROM*	\$125.00	\$100.00	(C)

8.5.4 Telecommunications Service Priority (TSP) System

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
-	Per Circuit	\$0.00	\$0.00

8.6 Operator Services

8.6.1 Operator Inward Assistance (OIA) Service

<u>Busy Line Verification</u>	<u>Busy Line Interrupt</u>
\$6.50	\$13.00

\* This option is limited to existing customers receiving monthly bills or service and equipment records on CD-ROM as of March 30, 2010. (N)  
(N)

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9. Operator Services9.1 Operator Services Description

Operator Services includes the service category of Operator Inward Assistance. Operator Inward Assistance service is provided from OSS Tandems to the customer's premises in conjunction with the rules and regulations of the specified Access Services found in Sections 2, 3, 5, and 6 preceding. Operator Services are available at all Company end offices, however may be unavailable in certain LATAs due to existing trunking arrangements. In locations where the provider of operator services is not the Company, availability of operator services is at the discretion of the operator services provider. If operator services are available, the Company rates are applicable and billed by the Company. In locations where the Company is the provider of operator services for other telephone companies, availability of operator services is contingent on the availability of operator services price lists of that telephone company. The OSS Tandem locations are provided in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

9.1.1 Operator Inward Assistance (OIA) Service

Operator Inward Assistance provides operator service functions on inward calls received from customers. Operator Inward Assistance is provided when a customer's operator contacts a Company operator requesting line status verification or verification with call interruption. Inward Assistance functions will be performed for only one telephone number per inward call received. The Operator Inward Assistance service functions available are detailed as follows:

- (A) Busy Line Verification - The operator will check the status of the requested telephone line to verify if there is conversation on the line and advise the requesting customer of the line status.
- (B) Verification with Call Interruption - After verification of a conversation on the requested line is made, and upon request, the operator will interrupt and inform the called party of the waiting call. The operator only interrupts the ongoing call and does not complete the subsequent telephone call for the customer.

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9. Operator Services (Cont'd)9.2 Manner of Provisioning

Operator Services trunking between the customer's premises and the OSS Tandem is provisioned as Feature Group D service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish Feature Group D service to the Company's OSS Tandem(s). The Company will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.

9.2.1 Signaling

For Operator Inward Assistance, the Company will provide Equal Access signaling for Feature Group D service.

9.2.2 Ordering and Billing Options and Conditions

- (A) An access order is not required to receive Operator Inward Assistance services.
- (B) Billing for all Operator Services will occur on a monthly basis as other billing is performed, but will be rendered on a statement detailing the flat-rated charges for the entire state applicable to that customer for the specified monthly period.

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9. Operator Services (Cont'd)9.3 Liability of the Telephone Company

In addition to the liability statements as set forth in Section 2 preceding, the following also applies.

- (A) The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this price list. With respect to any other claim or suit, by a customer or any others, for damages arising out of negligent mistakes, omissions, interruptions, delays or errors, defects in transmission, omission from or defects in the applicable list of customers or transfers to customers occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such mistake, omission, interruptions, delays, errors, defects in transmission or service, omissions from or defects in the applicable list of customers or transfers to customers continues. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service, omissions from or defects in the applicable list of customers or transfers to customers which are caused by or contributed to by the negligent omission or willful act of the customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company. The Company expressly disclaims any express or implied warranty for the aforesaid service or offering including no warranty of merchantability or warranty of fitness for any particular purpose. It is expressly acknowledged by all subscribers to the aforesaid service that errors, mistakes and omissions can and will occur and that the Company neither warrants nor guarantees faultless or perfect service or transmission.
- (B) The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright and trademark arising from the information transmitted over facilities furnished hereunder and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (C) The customer indemnifies and saves the Company harmless against claims or suits for damages arising where the connection between the calling end user and a local emergency agency is in some way faulty or impaired, due in whole or in part to the negligent mistake or delay of the Company. Examples of this may include, but are not limited to, instances in which the Company, through negligent mistake or delay, may provide an incorrect local emergency agency number, delay in locating a local emergency agency number, or disconnect an in-progress call between a calling end user and a local emergency agency.

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9. Operator Services (Cont'd)9.4 Obligations of the Customer

In addition to the general regulations as set forth in Section 2 preceding, the following also applies.

- (A) The customer shall provide the necessary on-hook, off-hook, answer supervision, and disconnect supervision at the customer's premises.
- (B) Jurisdictional reporting will apply as required in Section 2.3.9 for determining the Percent Interstate Usage (PIU).

9.5 Rate Regulations9.5.1 Description and Application of Rates and Charges

The Operator Inward Assistance flat-rated charges are specific to the operator function performed and are applied per attempt to the requesting customer. The charges include all operator work time and equipment necessary to perform the requested operator function. The specific charges for Inward Assistance are shown below:

- (1) Busy Line Verification - applicable per busy line verify attempt.
- (2) Verification with Call Interrupt - applicable per busy line verify/call interrupt attempt.

Switched Access rates, including CCL charges and nonrecurring charges are not applicable for Operator Inward Assistance services.

9.5.2 Rates and Charges

Rates are included in Section 8.

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10. Reserved for Future Use

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12. Specialized Services or Arrangements

Rates for special pricing arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer to develop a competitive bid for service(s) offered under this Price list. Rates quoted in response to competitive requests may be different than those specified for such in this Price list. Special pricing will be offered to the Customer in writing on a non-discriminatory basis.

Rates for individual case basis (ICB) arrangement will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for services not offered under this price list. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

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13. Additional Labor and Miscellaneous Services

In this Section, Basic Time refers to the period when services are performed by the Company on business days during regularly scheduled work hours. Overtime refers to the period when services are performed by the Company on business days but outside of regularly scheduled work hours. Premium time refers to the period when services are performed by the Company on non-business days, such as weekends and holidays.

13.1 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Company as set forth in 13.1.1 through 13.1.7 following. The Company will notify the customer that additional labor charges as set forth in 13.1.8 following will apply before any additional labor is undertaken. Rates are included in Section 8.

13.1.1 Engineering

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

- (A) A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR). The Company will notify the customer that additional labor charges will apply before any additional engineering is undertaken.

13.1.2 Overtime Installation

Overtime installation is that Company installation effort performed outside of the Company's normally scheduled working day.

13.1.3 Overtime Repair

Overtime repair is that Company maintenance effort performed outside of the Company's normally scheduled working day.

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13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.4 Stand By

Stand by includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make cooperative tests with a customer to verify facility repair on a given service.

13.1.5 Testing and Maintenance with Other Telephone Companies

Testing and Maintenance with Other Telephone Companies is that additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Company.

13.1.6 Additional Installation Testing

Additional installation testing is that testing performed by the Company at the time of installation which is in addition to the normal preservice acceptance testing to ensure the satisfactory performance of Access Service ordered by the Customer. In no event shall a charge be made for Additional Labor that is related solely to testing with other telephone companies.

13.1.7 Other Labor

Other labor is that additional labor not included in 13.1.1 through 13.1.6 preceding and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this price list.

13.1.8 Charges for Additional Labor

Hourly charges are calculated from the time Company personnel are dispatched to when the work is completed.

Service by a Company employee at a time not consecutive with his scheduled work period is subject to a minimum charge of 3 hours at the rate specified in Section 8.

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

13.1 Additional Labor (Cont'd)

13.1.9 Maintenance of Service

- (A) When a customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Company personnel are dispatched to when the work is completed. Failure of Company personnel to find trouble in 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 Company dispatches personnel and the trouble is in equipment or communications systems provided by other than the Company or in detariffed CPE provided by the Company.

Maintenance of Service charges are applied on a per half hour, per technician basis. Rates are included in Section 8.

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13. Additional Labor and Miscellaneous Services (Cont'd)13.1 Additional Labor (Cont'd)13.1.10 Testing Services

Testing Services such as Additional Automatic Testing and Additional Cooperative Testing are optional and subject to additional rates and charges. Other testing services provided by the Company in association with Access Services are furnished at no additional charge.

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

The offering of Testing Services under this section of the price list is made subject to the availability of the necessary qualified personnel and test equipment at the test location. In order to facilitate scheduling of the Company's test equipment and personnel, the customer should request any desired Additional Tests with 60 days advance notice. Whenever feasible, the Company will accommodate requests with less than 60 days advance notice.

Testing is available where technically feasible.

Rates for testing services are located in Section 8.

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

13.2 Miscellaneous Services

13.2.1 Provision of Access Service Billing Information

- (A) The customer shall select the medium in which its official access service bills and customer service records are to be provided. This selection shall be made on a per account basis and shall be submitted in writing to the Company. The customer may request that access service billing information be provided via electronic data transfer, standard paper format or CD-ROM\*. Should the customer fail to make a selection, the official copy of the customer's access service bills and customer service records will be provided in standard paper format. (C)
- (B) At the customer's option, additional copies of the current month's access service bill and/or customer service records will be provided via standard paper format or CD-ROM\* at the charges specified in Section 8. Requests for additional copies of the current month's bill and/or customer service records must be submitted in writing and shall specify the medium selected by the customer (i.e., standard paper format or CD-ROM\*). (C)  

Additional copies of a customer's previous monthly access service bills will be provided via standard paper format or CD-ROM\* on an individual case basis. Requests for additional copies of previous monthly bills must be submitted in writing and shall specify the bill dates requested and the medium in which the copies are to be provided (i.e., standard paper or CD-ROM\*). The charges for providing additional copies of previous monthly access service bills will be developed by the Company on an individual case basis. (C)
- (C) Upon acceptance by the Company of an order for electronic data transfer, the Company will determine the period of time to implement the transmission of such material on an individual order basis. (C)
- (D) The rates and charges for the provision of Access Service Billing Information are included in Section 8. (C)

\* This option is limited to existing customers receiving monthly bills or service and equipment records on CD-ROM as of March 30, 2010. (N)  
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13. Additional Labor and Miscellaneous Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.2 Telecommunications Service Priority (TSP) System1. Description

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP system applies only to NSEP services, which includes Switched Access facilities and local exchange and intrastate services and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Company.

The Executive Office of the President is empowered with the authority to receive, evaluate and process requests for NSEP TSP Services. The Executive Office of the President, through the TSP Program office as its administrative branch, makes the priority level assignments and issues the TSP authorization code reflecting the priority assignments associated with the Customer's request. The Customer initiates the request for TSP service from the TSP Program office through an agency of the federal government. The Customer then provides the TSP authorization code, in addition to all other details necessary to complete the order, and submits it to the Company for appropriate action.

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