

ACCESS SERVICE

13. Labor Rates, Miscellaneous and Other Services13.1 Labor Rates

In this section, normally scheduled working hours are an employee's scheduled work period in any given calendar day (e.g., 8:00 a.m. to 5:00 p.m.) for the application of rates based on working hours.

A Miscellaneous Service Order charge as described in 5.4.2 preceding may be applicable to services ordered from this section.

(A) Additional Engineering Services

Additional Engineering, including engineering reviews as set forth in 5.4.3 preceding, will be undertaken only after the Telephone Company has notified the customer that additional engineering charges apply as set forth in 17.4.2(A) following, and the customer agrees to such charges.

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

- (1) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in 6.1.6 and 7.1.6 preceding.
- (2) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service.
- (3) A customer requested Design Change requires the expenditure of additional engineering time. Such additional engineering time is incurred by the Telephone Company for the engineering review as set forth in 5.4.3 preceding. The charge for additional engineering time relating to the engineering review, which is undertaken to determine if a design change is indeed required, will apply whether or not the customer authorizes the Telephone Company to proceed with the Design Change. In this case the Design Change charge, as set forth in 17.4.1(C) following, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change.

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ACCESS SERVICE

13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.1 Labor Rates (Cont'd)(B) Additional Installation and Repair

Additional Labor is that labor requested by the customer on a given service and agreed to by the Telephone Company as set forth in 1 through 5 following. The Telephone Company will notify the customer that additional labor charges as set forth in 17.4.2(B) following will apply before any additional labor is undertaken. When provisioning or restoring Telecommunications Service Priority services, the Telephone Company will, when possible, notify the customer of the applicability of these additional labor charges.

(1) Overtime Installation

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

(2) Overtime Repair

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

(3) Stand by

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

(4) Testing and Maintenance with Other Telephone Companies

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

(5) Other Labor

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

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.1 Labor Rates (Cont'd)(C) Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 17.4.2(C) following. Other testing services, as described in 6.5.4 and 7.1.7 preceding, are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

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

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

(1) Switched Access Services

Testing Services for Switched Access are comprised of (a) tests which are performed during the installation of a Switched Access Service, i.e., Acceptance Tests, (b) tests which are performed after customer acceptance of such access services and which are without charge i.e., routine testing and (c) additional tests which are performed during or after customer acceptance of such access services and for which additional charges apply, i.e., Additional Cooperative Acceptance Tests and in-service tests.

Routine tests are those tests performed by the Telephone Company on a regular basis, as set forth in 6.5.4 preceding which are required to maintain Switched Access Service. Additional in-service tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a manual basis [Telephone Company technician(s) involved at Telephone Company office(s) and Telephone Company or customer technician(s) involved at the customer designated premises].

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.1 Labor Rates (Cont'd)(C) Testing Services (Cont'd)(1) Switched Access Service (Cont'd)

Testing services are ordered to the Dial Tone Office for FGA, to the access tandem or end office for FGB (wherever the FGB service is ordered) and to the end office for FGD.

(a) Additional Cooperative Acceptance Testing

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

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

(b) Additional Automatic Testing

Additional Automatic Testing (AAT) of Switched Access Services (Feature Groups B, C and D), is a service where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent. The customer may order, at additional charges, gain-slope and C-notched noise testing and may order the routine tests (1004 Hz loss, C-Message Noise and Balance) on an as needed or more than] routine schedule.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.1 Labor Rates (Cont'd)(C) Testing Services (Cont'd)(1) Switched Access Service (Cont'd)(b) Additional Automatic Testing (Cont'd)

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

The Additional Tests, (i.e., gain slope, C-notched noise, 1004 Hz loss, C-message noise and balance) may be ordered by the customer at additional charges, 60 days prior to the start of the customer prescribed schedule. The rates for Additional Automatic Tests are as set forth in 17.4.2(C) following.

(c) Additional Manual Testing

Additional Manual Testing (AMT) of Switched Access Services (Feature Groups A, B, C, and D and Directory Access Service not routed through an access tandem), is a service where the Telephone Company provides a technician at its office(s) and the Telephone Company or customer provides a technician at the customer designated premises, with suitable test equipment to perform the required tests. Such additional tests will normally consist of gain-slope and C-notched noise testing. However, the Telephone Company will conduct any additional tests which the IC may request.

The Telephone Company will provide an AMT report listing the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on a per occurrence basis.

The Additional Manual Tests 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 Telephone Company.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.1 Labor Rates (Cont'd)(C) Testing Services (Cont'd)(1) Switched Access Service (Cont'd)(c) Additional Manual Testing (Cont'd)

The rates for Additional Manual Testing are as set forth in 17.3.4(C) following.

(d) Obligations of the Customer

- (1) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support routine testing as set forth in 13.1(C)(1)(c) preceding.
- (2) The customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

(2) Special Access Service

The Telephone Company will provide assistance in performing specific tests requested by the customer.

(a) Additional Cooperative Acceptance Testing

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

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

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.1 Labor Rates (Cont'd)(C) Testing Services (Cont'd)(2) Special Access Service (Cont'd)(b) Additional Manual Testing

The Telephone Company will provide a technician at its premises, and the Telephone Company or customer will provide a technician at the customer's designated premises with suitable test equipment to perform the requested tests.

(c) Obligation of the Customer

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

(D) Maintenance of Service

- (1) When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of service charge as set forth in 17.4.2(B) following for the period of time from when Telephone Company personnel are dispatched to the customer designated premises to when the work is completed. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer designated premises, and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.

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

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ACCESS SERVICE

13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services13.2.1 Telecommunications Service Priority (TSP) System

- (A) Priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services shall be provided in accordance with Part 64.401, Appendix A. of the Federal Communications Commission's (FCC's) Rules and Regulations.

In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" NCS Handbook 3-1-2 dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual" (NCSM 3-1-1).

The TSP System is the regulatory, administrative and operation system authorizing and providing for priority treatment, to provision and restore NSEP telecommunications services. These services include both Switched and Special Access Services. Under the rules of the TSP System, telephone companies are authorized and required to provision and restore services with TSP assignments before services without such assignments.

For Switched Access Service, the TSP System's applicability is limited to those services which the Telephone Company can Discretely identify for priority installation and or restoration.

- (B) The customer for TSP System Service must also be the same customer for the Access Service with which it is associated.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.1 Telecommunications Service Priority (TSP) System (Cont'd)

- (C) A Telecommunications Service Priority charge applies as set forth in 17.4.3 when a request to provide or change a Telecommunications Service Priority is received subsequent to the issuance of an Access Order to install the service.

Additionally, a Miscellaneous Service Order Charge as set forth in 17.4.1(D) will apply to Telecommunications Service Priority requests that are ordered subsequent to the initial installation of the associated access service.

A Telecommunications Service Priority charge does not apply when a Telecommunications Service Priority is discontinued or when ordered coincident with an Access Order to install or change service.

In addition, Additional Labor rates as set forth in 17.4.2 may be applicable when provisioning or restoring Switched or Special Access Services with Telecommunications Service Priority.

When the customer requests an audit or a reconciliation of the Telephone Company's Telecommunications Service Priority records, a Miscellaneous Service Order Charge as set forth in 17.4.1(D) and Additional Labor rates as set forth in 17.4.2 are applicable.

- (D) Under certain conditions, it may be necessary to preempt one or more customer services with a lower or no priority assignment in order to install or restore NSEP telecommunications service(s) of a higher priority. If such preemption is necessary, and if circumstances permit, the Telephone Company will make reasonable effort to notify the preempted service customer of the action to be taken. Credit allowance for such service preemption shall be made in accordance with the provisions set forth in 2.4.4(E) preceding, concerning Temporary Surrender of a Service.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.1 Telecommunications Service Priority (TSP) System (Cont'd)

- (E) The customer, in obtaining TSP System service, acknowledges and consents to the provision of certain customer service record information by the Telephone Company to the Federal Government in order for the Government to maintain and administer its overall TSP System. This customer service record information will include only customer name, TSP Authorization Code, Telephone Company Circuit/Service ID, customer telephone number and customer mailing address.
- (F) When Priority Restoration Maintenance and Administration is discontinued and the associated Access Service is continued in service, no charge applies for such a discontinuance.
- (G) Credit allowance for service interruption for Priority Restoration Maintenance and Administration shall be the same as for the Access Service with which it is associated as set forth in 2.4.4 preceding.

13.2.2 Miscellaneous Equipment(A) Controller Arrangement

This arrangement enables the customer to control up to 48 transfer functions at a Telephone Company central office via a remote keyboard terminal capable of either 300 or 1200 bps operation. Included as part of the Controller Arrangement is a dial-up data station located at the Telephone Company Central Office to provide access to the Controller Arrangement. This dial-up data station consists of a 212A DATAPHONE data set and an appropriate Telephone Company provided channel.

The Controller Arrangement must be located in the same Telephone Company central office as the transfer functions which it controls.

Charges for the Controller Arrangement are set forth in 17.4.3(B) following.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.3 Carrier Selection Process for Equal Access(A) Carrier Selection is a procedure whereby:

- (1) An end user or an agent may select an interexchange carrier (IC) or exchange carrier (EC) to place intraLATA toll calls without the 10XXX(X) access code. This IC or EC is referred to as the end user's intraLATA primary interexchange carrier (IPIC).
- (2) An end user or an agent may select an interexchange carrier (IC) to place interLATA, intrastate calls without the 10XXX(X) access code. This IC is referred to as the end user's primary interexchange carrier (PIC).
- (3) The Telephone Company will accept a PIC and/or IPIC from the IC and/or EC by telephone, if the end user or agent participates in the telephone conversation.
- (4) Existing local exchange carrier customers, as of September 23, 1997, who do not elect to change their intraLATA toll provider shall continue to receive intraLATA toll service from their current provider.

An agent is the person or persons who has legal authority to subscribe service(s) provided by the Telephone Company for the end user.

(B) PIC or IPIC Charge Application

New end users may presubscribe to the IPIC and/or PIC of their choice at the time an order is placed for service. The IPIC may be an IC or EC.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.3 Carrier Selection Process for Equal Access (Cont'd)(B) PIC or IPIC Charge Application (Cont'd)

If an IPIC and/or PIC is not chosen at the time the order for service is submitted, the end user or agent will be sent a list of ICs and ECs approved by the CPUC to offer intraLATA and/or interLATA service. There will be no charge for this initial selection if made within six months of implementation of intraLATA presubscription. Until the end user or agent chooses an intraLATA and/or interLATA carrier, he may access an intraLATA and/or interLATA carrier of his choice by dialing the appropriate 10XXX(X) carrier identification code.

If an end user or agent in a single transaction, requests the same carrier for intraLATA and interLATA service, charges as set forth in 17.4.3(C)(3) will be applied to the end user.

(C) End User/Agent Choice Discrepancy

All PIC and IPIC changes must conform with P.U. Code 2889.5.

When an end user or agent indicates more than one PIC or more than one IPIC per access line, the Telephone Company will contact the end user or agent for clarification.

If an end user or agent disputes a change in their PIC or IPIC. The rules governing slamming complaints as outlined in G.O. 168 shall apply.

(C)

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(C)

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.3 Carrier Selection Process for Equal Access (Cont'd)

(D)

(D)

(D) Liability for Charges Involving Slamming Complaints

(N)

If an end user subscriber's PIC or IPIC is changed without authorization, the unauthorized carrier is liable to the subscriber's authorized carrier for an amount equal to 150% of all charges paid to the unauthorized carrier by the subscriber plus any additional charges as described in this section.

If the subscriber has not already paid charges, the subscriber is absolved of liability charges imposed by the unauthorized carrier during the first 30 days after the unauthorized change.

Charges imposed by the unauthorized carrier on the subscriber for service provided after the 30-day period shall be paid by the subscriber to the authorized carrier at the rates the subscriber was paying at the time of the unauthorized change.

(N)

Material omitted now located on Original Sheet 284.2.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.3 Carrier Selection Process for Equal Access (Cont'd)(D) Liability for Charges Involving Slamming Complaints (Cont'd)

(N)

If the subscriber already paid charges to the unauthorized carrier and the authorized carrier receives payment from the unauthorized carrier, the authorized carrier shall refund or credit to the subscriber 50% of all charges paid by the subscriber to the unauthorized carrier.

The unauthorized carrier shall also be liable to the subscriber for any charge required to return the subscriber to the proper authorized carrier, if applicable.

The subscriber has the option of asking that the unauthorized carrier's charges be re-rated based on rates of the authorized carrier and, on behalf of the subscriber, the authorized carrier may seek an additional refund from the unauthorized carrier to the extent the re-rated amount exceeds the 50% of all charges paid by the subscriber to the unauthorized carrier. The authorized carrier shall send notice to the Consumer Affairs Branch (CAB) that a refund or credit has been given to the customer.

The unauthorized carrier shall reimburse the authorized carrier for reasonable billing and collections expense incurred in collecting charges from the unauthorized carrier.

If the subscriber incurs charges beyond 30 days, the unauthorized carrier must forward the billing information to the authorized carrier, whom may bill the subscriber by either re-rating the charges based on the authorized carriers rates or by using a 50% proxy rate as follows: upon receiving billing information from the unauthorized carrier, the authorized carrier may bill 50% of what the unauthorized carrier would have charged. However, the subscriber shall have the right to reject this method and require the authorized carrier to perform a re-rating for the services.

(N)

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.3 Carrier Selection Process for Equal Access (Cont'd)(D) Liability for Charges Involving Slamming Complaints (Cont'd)

(N)

If the authorized carrier has not received payment from the unauthorized carrier as required, the authorized carrier is not required to provide any refund or credit to the subscriber. The authorized carrier must notify the CAB and the subscriber within 45 days of receiving the CAB's determination if the unauthorized carrier has failed to forward the appropriate charges, and also inform the subscriber of their rights to pursue a claim against the unauthorized carrier for a refund of all charges paid to the unauthorized carrier.

(N)

(E) Customer Account Records Exchange (CARE) Lists

(T) (L)

The Telephone Company will accept IC and EC customer lists identifying end users and agents who have made individual arrangements with the IC or EC to designate the IC or EC as their PIC or IPIC. The list must be in the form of magnetic tape, file transfer protocol (FTP), or paper format.

(T)

(T)

(F) Provisions

(T)

(1) If the IC and/or EC elects to discontinue Feature Group D service, the IC and/or EC is obligated to contact in writing all end users and agents who have selected the canceling IC and/or EC as their PIC and/or IPIC, they must:

- inform the end users and agents of the cancellation;
- request the end users and agents to select a new IC and/or EC;
- state that the canceling IC and/or EC will pay for the change charge.

(L)

(L) Material formerly located on 2nd Revised Sheet 284.

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.3 Carrier Selection Process for Equal Access (Cont'd)(G) Provisions (Cont'd)

(T)

(1) (Cont'd)

The Telephone Company will bill the IC and/or EC

- the Miscellaneous Service Order Charge as set forth in 17.4.1(D) and
- the amount equal to the product of the Carrier Selection Charge, as set forth in 17.4.3 following, multiplied by the total number of end users and agents assigned to the IC and/or EC at the time the IC and/or EC notifies the Telephone Company of discontinuance of Feature Group D.

(2) For a change in identity which results in a change in the IC's and/or EC's carrier identification code (CIC) assigned to the end user, the IC and/or EC will be charged the following:

- the Miscellaneous Service Order Charge as set forth in 17.4.1(D) and
- the amount of the Carrier Selection Charge, as set forth in 17.4.3 following, multiplied by the total number of end user's and agent's access lines assigned to the IC and/or EC.

(G) Reserved

(T)

(D)

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(D)

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)

13.2 Miscellaneous Services (Cont'd)

13.2.3 Carrier Selection Process for Equal Access (Cont'd)

(G) Reserved (Cont'd)

(T)

(D)

(D)

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13. Labor Rates, Miscellaneous and Other Services (Cont'd)

13.2 Miscellaneous Services (Cont'd)

13.2.3 Carrier Selection Process for Equal Access (Cont'd)

(F) Reserved (Cont'd)

(T)

(D)

(D)

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ACCESS SERVICE

13. Labor Rates, Miscellaneous and Other Services (Cont'd)13.2 Miscellaneous Services (Cont'd)13.2.4 Aggregation Service (NetGate)(A) Description

Aggregation Service will provide analog and ISDN dial up data access into a Central Office based platform where the traffic can be aggregated onto a single platform.

(B) Provisions

Aggregated traffic is delivered to a customer destination via a variety of existing transport services. These services are available in Schedule Cal. P.U.C. No. 1 and include Frame Relay and DS1 services as defined in Sections 3 and 7, respectively. These transport services are purchased separately.

Minimum service period is one month.

(C) Rate Application

Aggregation service is billed on a per Port basis.

Rate Stability Payment Plans as defined under Rate Regulations, Section 7.4.7 (A), (B), (C), and (D) apply.

Transport services are in addition to the Port Charges.

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