

FACILITIES FOR INTRASTATE ACCESS

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5. SPECIAL ACCESS (Cont'd)

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5.7 Rates and Charges (Cont'd)

5.7.7 High Capacity Digital DS1 (1.544 Mbps) Facilities (Cont's)

MISSOURI
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(B) Optional Arrangements

Supplemental Features
Automatic Protection Switching
Nonrecurring Monthly

ICB ICB

MetroLAN Special Transport
Monthly Rate

(USOC)

(10XTX)

\$75.00

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5. SPECIAL ACCESS (Cont'd)

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5.8 (Reserved for Future Use)

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5.9 Individual Case Basis Rates and Charges

Rates and Charges for Special Access Service provided on an individual case basis are filed following:

<u>Customer Name</u>	<u>Description and Location</u>	<u>MTL/NRC MRC</u>	<u>Termination Liability Period</u>
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6. MISCELLANEOUS SERVICES

MISSOURI
Public Service Commission

6.1 General

Miscellaneous Services available to the customer include the following:

- (A) Additional Labor (i.e., Overtime Installation, Overtime Repair, Additional Installation Testing, Standby, Testing and Maintenance with Other Telephone Companies)
- (B) Maintenance of Service
- (C) Telecommunications Service Priority (TSP) System
- (D) Balloting and Allocation Process For Equal Access
- (E) Additional Testing
- (F) End User List
- (G) Billing Name and Address Service

These services are described in detail as set forth in 6.2 through 6.9 following.

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6. MISCELLANEOUS SERVICES (Cont'd)6.2 Additional Labor**MISSOURI
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Additional Labor is that labor requested by the customer on a given FIA and agreed to by the Telephone Company as set forth in (A) through (E) following. The Telephone Company will notify the customer that Additional Labor charges as set forth in (G) following will apply before any Additional Labor is undertaken. Additional Labor charges will also apply if the requirement for the Additional Labor is the fault of the customer or parties on whose behalf it acts.

(A) Overtime Installation

Overtime installation is that Telephone Company installation effort outside the business day. Overtime rates will apply anytime outside the business day and all day Saturday. Premium time rates will apply all day Sunday and on all Telephone Company approved holidays. For applicable holidays in each jurisdiction contact Issuing Carrier identified on Title Pages 2 and 3 preceding.

(B) Overtime Repair

Overtime repair is Telephone Company repair which could have been performed during the normal business day, but that is delayed at the specific request of the customer to a later time period which is outside the normal business day or to a weekend day or holiday. The request will result in the application of overtime rates anytime outside the business day and all day Saturday. Premium time rates will apply on Sunday and Telephone Company approved holidays. These rates, as set forth in Section 6.2 following, will only apply when there is a delay of repair at the request of the customer to the time periods stated above.

(C) Additional Installation Testing

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

(D) Standby

Standby includes all time in excess of one-half (1/2) hour during which Telephone Company personnel are available to make coordinated tests on a given FIA. The standby charge applies only when Telephone Company personnel must wait more than 30 minutes beyond a prearranged, mutually agreed appointment time. Standby charges will cease when testing begins, or when Telephone Company personnel are released from the standby requirement, or when testing is rescheduled for a later date or time. Charges will not be applicable if Telephone Company personnel cause the delay.

(E) Testing and Maintenance with Other Telephone Companies

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 Telephone Company.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.2 Additional Labor (Cont'd)

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(G) Charges for Additional Labor

Labor Periods

		<u>Basic Time, Business Day, Per Technician</u>	
	<u>First Half Hour</u>		<u>Each Additional Half Hour</u>
(USOC)	<u>or Fraction Thereof</u>		<u>or Fraction Thereof</u>
	(UBCXT)		(UBCXT)
	(USMXT)		(USMXT)
	(USSXT)		(USSXT)
	(SNTXT)		(SNTXT)
	(SNOXT)		(SNOXT)
	(ALH)		(ALH)
	(ALT)		(ALT)
	(ALK)		(ALK)
	\$21.88		\$14.58

Labor Periods

		<u>Overtime, Outside the Business Day, Per Technician*</u>	
	<u>First Half Hour</u>		<u>Each Additional Half Hour</u>
(USOC)	<u>or Fraction Thereof</u>		<u>or Fraction Thereof</u>
	(UBCOT)		(UBCOT)
	(USMOT)		(USMOT)
	(USSOT)		(USSOT)
	(SNTOT)		(SNTOT)
	(SNOOT)		(SNOOT)
	(ALH)		(ALH)
	(ALT)		(ALT)
	(ALK)		(ALK)
	\$27.32		\$18.21

Labor Periods

		<u>Premium Time, Outside the Business Day, Per Technician*</u>	
	<u>First Half Hour</u>		<u>Each Additional Half Hour</u>
(USOC)	<u>or Fraction Thereof</u>		<u>or Fraction Thereof</u>
	(UBCPT)		(UBCPT)
	(USMPT)		(USMPT)
	(USSPT)		(USSPT)
	(SNTPT)		(SNTPT)
	(SNOPT)		(SNOPT)
	(ALH)		(ALH)
	(ALT)		(ALT)
	(ALK)		(ALK)
	\$32.76		\$21.83

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* A call out of a Telephone Company employee at a time not consecutive with the business day is subject to a minimum charge of four hours.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.3 Maintenance of Service Charge (USOC - MVV)

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Public Service Commission

(A) When a customer reports trouble to the Telephone Company, the customer shall be responsible for payment of a Maintenance of Service Charge when Telephone Company personnel are dispatched to the customer's location and no trouble is found in the Telephone Company's facilities. 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.

In this case, or in (B) following, no credit allowance will be applicable for the interruption involved, unless the trouble is found in the Telephone Company's facilities.

(B) The customer shall be responsible for payment of a Maintenance of Service Charge when the Telephone Company dispatches personnel to the customer's location 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.

(C) The Maintenance of Service Charge time period will begin when Telephone Company personnel are dispatched. This will only include the actual time required to reach the customer's location and perform an investigation. The time period will end when the investigation is finished. The labor charge as set forth in 6.2 (G) preceding will apply to Maintenance of Service at the appropriate Basic, Overtime or Premium rate. These charges apply whether the trouble is in the equipment of communications systems provided by other than the Telephone Company, or in detariffed CPE provided by the Telephone Company.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.4 Telecommunications Service Priority (TSP) System

**MISSOURI
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(A) Description of the Service

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, includes both Switched and Special FIA and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All FIA that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Telephone Company.

The rates and charges associated with a customer subscribing to the TSP System are as specified in Section 6.4(G).

(B) Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order (ASR) to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per ASR basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxx-n-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

(C) Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are as specified in Section 6.4(G)(2)(a).

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6.4 Telecommunications Service Priority (TSP) System (Cont'd)**MISSOURI
Public Service Commission**(C) Provisioning Priority (Cont'd)

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Company will adjust its available resources to meet the customer's requested due date. Rates and charges associated with invoking this priority treatment are specified in Section 6.4(G)(2)(b). The value "0" implies no provisioning priority.

(D) Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2 or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

(E) Obligations of the Customer

- (1) In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.
- (2) The TSP System service customer must also be the customer for the FIA with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Telephone Company is allowed to order TSP System service.
- (3) All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
- (4) In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.
- (5) The Telephone Company will attempt to notify the customer of expected charges. The customer when invoking NSEP Treatment, recognizes that quoting charges and obtaining permission beforehand may not be practicable and may cause unnecessary delays and, as a result, grants the Telephone Company the right to quote and bill charges after provisioning of the service.
- (6) During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order (ASR) to the Telephone Company within two working days following the verbal request. If the written order (ASR) is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

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**MISSOURI
Public Service Commission**6. MISCELLANEOUS SERVICES (Cont'd)6.4 Telecommunications Service Priority (TSP) System (Cont'd)(E) Obligations of the Customer (Cont'd)

- (7) The customer must request and justify revalidation of all priority level assignments at least every three years.
- (8) Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

(F) Obligations of the Telephone Company

- (1) The Telephone Company will allocate resources to ensure best efforts to provide NSEP services by the time required.
- (2) The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:
- Restore NSEP services assigned restoration priority 1
 - Provision Emergency (E) NSEP services
 - Restore NSEP services assigned restoration priority 2, 3, 4 or 5
 - Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.
- (3) The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.
- (4) Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

(G) Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this tariff which operate in conjunction with the TSP System.

(1) Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) specified in Section 6.4(G)(4) which applies when a FIA is ordered with provisioning and/or restoration priority. If both are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.

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6. MISCELLANEOUS SERVICES (Cont'd)

6.4 Telecommunications Service Priority (TSP) System (Cont'd)

(G) Rates and Charges (Cont'd)

(2) Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(a) Emergency Provisioning

The Telephone company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section 10, Special Construction.

(b) Essential Provisioning

The Telephone Company will adjust its available resources to meet the customers requested due date. The rates and charges will apply as set forth in Section 3.2.2(E).

(3) Restoration Priority

Restoration Priority is a monthly rate per circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code. The rates are specified in Section 6.4(G)(5).

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6.4 Telecommunications Service Priority (TSP) System (Cont'd)

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(G) Rates and Charges (Cont'd)

(4) Establishment of TSP System Service Charge

(USOC) Nonrecurring Charge
Per Circuit
(P1APX) (PR5PX) (PR8PX)
(PLASX) (PR5SX) (PR8SX)

\$14.50

(5) Restoration Priority Rates

(USOC) Monthly Rate
Per Circuit
(PR9PX)
(PR9SX)

\$ 4.90

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6. MISCELLANEOUS SERVICES (Cont'd)

6.5 Balloting and Allocation Process For Equal Access

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The Balloting and Allocation Process is an arrangement whereby an end user may select or be allocated to an IC to place interLATA MTS/MTS-type calls without the 10XXX access code. Balloting and allocation also applies to agents of Public or Semipublic Pay Telephone service whereby the agent may select or be allocated to an IC to place interLATA calls without dialing the 10XXX access code. This IC is referred to as the end user's or agent's Primary Interexchange Carrier (PIC).

In the event that only one IC orders FGD from an end office in accordance with 3.1.1(D) preceding, the Balloting and Allocation Process set forth below will not apply.

On the effective date of equal access (i.e., introduction of FGD in a serving end office), end users or agents who have not designated or been allocated to an IC will continue with the same IC service arrangement as existed prior to office conversion until the allocation process described in (B) following occurs.

(A) End User and Agent Notification and Equal Access Balloting Process

End users and agents will be notified of the availability of equal access by means of an equal access ballot. ICs intending to participate in the Balloting Process for each serving end office must inform the Telephone Company in writing no later than 120 days prior to the end office conversion to FGD. The notification from ICs wishing to participate in pay telephone balloting must specify if the carrier will handle 0+ traffic only, both 0+ and 1+ traffic, or 0+ with 1+ traffic being handled by a secondary service provider. When 1+ coin traffic is handled by a secondary service provider, the participating IC must identify the secondary service provider. The initial ballot, the first of two ballots the end user and agent may receive, listing all ICs participating in the balloting process, and an explanation of equal access will be mailed to the end user and agent approximately 90 days prior to the end office conversion to FGD. IC names appearing on the ballot will be listed in a random fashion by end office to ensure that no IC will always appear first on the ballot. The IC listed on a pay telephone ballot will be the 0+ carrier.

Using the initial ballot, which end users and agents will be requested to return within 45 days after receipt, the end user or agent may designate an IC for all of its lines or may choose a different PIC for each of its lines. Where an end user has a multi-line hunt group and wants to designate several PICs for this hunt group, special arrangements may be made by contacting the Telephone Company.

An agent may designate an IC for the 0+ traffic from a pay telephone. The 1+ traffic from the pay telephone may be handled by the selected 0+ carrier if the carrier handles 1+ traffic, by a secondary service provider designated by the 0+ carrier, or by the default carrier if the 0+ carrier has made no arrangements with the Telephone Company to receive 1+ pay telephone traffic.

A second ballot will be sent to an end user or agent who has not designated an IC either by return of the initial ballot or by appearing on an IC customer list. The second ballot will be sent 30 days after conversion of the end office. If the end user or agent does not respond to the second ballot by the requested date, then that end user or agent will be assigned to the allocated IC shown on the second ballot.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.5 Balloting and Allocation Process For Equal Access (Cont'd)

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(B) Allocation Process

An IC must notify the Telephone Company of its intent to participate in the allocation process 52 days prior to the end office conversion to equal access. The IC must also identify whether it will participate in the allocation of business lines, residence lines, or Public/Semipublic Pay Telephones or any combination.

The Telephone Company will tabulate the initial ballots received from the end users and agents, described in 6.5(A) preceding, and the IC customer lists, described in 6.5(C) following. The percentage of end users and agents who have selected a participating IC will be determined from these ballots and lists. These percentages will be used for the allocation of end users and agents who did not respond to the initial ballot or appear on an IC list. The percentages used for allocation will be determined approximately five days after end office conversion. A second ballot, indicated in 6.5(A) preceding, will be sent to end users and agents who have been tentatively allocated to an IC.

Separate allocation processes will be used for residence, business and Public and Semipublic Pay Telephone lines. The number of end users and agents designating an IC by returning the ballot or appearing on an IC end user and/or agent list will be totaled. This total will be utilized to compute the percentages used for allocation of residence and business customers and Public/Semipublic Pay Telephone customers.

If an IC participating in the ballot process notifies the Telephone Company that it does not wish to participate in the allocation process, the percentage of customers allocable to that nonparticipating IC will be allocated to the remaining ICs.

(C) Interexchange Carrier Customer Lists

The Telephone Company will accept IC customer lists identifying end users and agents who have made individual arrangements with the IC to designate the IC as their primary long distance carrier. The list should be in the form of magnetic tape or paper printout. IC lists may continue to be received after the initial ballot deadline. All lists must be submitted to the Telephone Company up to no later than 20 days prior to the end office conversion to be included in the allocation process. If end user and agent ballots are received by the IC, the end user and agent will be included in the IC customer list. The IC must retain the actual ballots for inspection by the Telephone Company for a period of one year after end office conversion.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.5 Balloting and Allocation Process For Equal Access (Cont'd)

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(D) End User Choice Discrepancy

An IC is required to certify at the time it submits end user and/or agent lists to the Telephone Company that it has on file, or has instituted steps designed to obtain signed letters of agency or confirmations of choice from the end user or agent. The IC is not required to submit letters of agency when submitting end user or agent lists to the Telephone Company, but should maintain the confirmations or letters on file for use in dispute resolution. The IC should request written confirmation of choice from its customers no later than the date of submission of its first bill to the customer.

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

When the Telephone Company identifies a conflict between a ballot and an IC list, or between lists submitted by two or more ICs, the Telephone Company will notify, within 10 days, all affected ICs via a conflict report. Those ICs not involved in any conflicts will receive a zero conflict report from the Telephone Company.

When an end user or agent returns a ballot to the Telephone Company and also appears on a conflicting IC customer list, the ballot takes precedence. If an end user or agent appears on two or more IC customer lists, the end user or agent will be allocated along with the nonrespondents to the initial ballot. A letter sent with the second ballot will inform the end user or agent that there exists a conflict between two or more ICs and a selection must be made by the deadline of the second ballot, unless the allocated IC indicated is the end user's or agent's choice.

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6. MISCELLANEOUS SERVICES (Cont'd)

6.5 Balloting and Allocation Process For Equal Access (Cont'd)

(E) Balloting and Allocation Procedure for Public and Semipublic Pay Telephones

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The balloting and allocation of Public and Semipublic Pay Telephone lines is furnished in accordance with the provisions of the Memorandum of the U.S. District Court for the District of Columbia in United States vs. GTE Corporation (C. A. No. 83-1298), issued December 23, 1988.

The balloting and allocation process is a procedure whereby an agent of Public and Semipublic Pay Telephone service may select and designate to the Telephone Company an IC to access, without dialing an access code, for 0+ interLATA calls. This IC is referred to as the agent's primary IC. The 1+ interLATA calls from a pay telephone will be handled by the agent's primary IC if the IC handles 1+ traffic, by a secondary service provider selected by an agent's primary IC, or by the default carrier if the agent's primary IC has made no arrangements for handling 1+ traffic from a pay telephone.

If the agent's primary IC elects not to submit an order for its 1+ interLATA sent-paid traffic or fails to select a secondary service provider to handle its 1+ interLATA calls from the Telephone Company's pay telephones, the 1+ interLATA coin sent-paid traffic will continue to be routed to the existing 1+ default carrier (provided such carrier continues to accept it) until the 0+ carrier notifies the Telephone Company as set forth in Section 15 following.

The Telephone Company will notify agents of Public and Semipublic Pay Telephones of the availability of equal access through the mailing of an Equal Access Ballot. The mailing of the initial ballots will take place 90 days prior to conversion.

Agents of Public and Semipublic Pay Telephones will be requested to return their respective ballot to the Telephone Company within 45 days from receipt of the ballot.

An IC obtaining service commitments from agents directly, must obtain signed authorization from those agents. The IC will be required to provide that authorization to the Telephone Company within 15 days of the Telephone Company's request for the resolution of disputes.

Agents of Public and Semipublic Pay Telephones who have not made a primary IC selection, either through the Payphone Equal Access Ballot, or directly with an IC, will be sent a second ballot by the Telephone Company 30 days after the conversion date.

The Telephone Company will tabulate the initial ballots received from the agents and the IC customer lists. The percentage of agents who have selected a participating IC will be determined from these ballots and lists. These percentages will be used for the tentative allocation of agents who did not respond to the initial ballot or appear on an IC list. The percentages used for allocation will be determined approximately five days after end office conversion.

If an IC participating in the ballot process notifies the Telephone Company that it does not wish to participate in the allocation process, the percentage of customers allocable to that nonparticipating IC will be allocated to the remaining ICs.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.5 Balloting and Allocation Process For Equal Access (Cont'd)

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(F) PIC Charge Application

Initial end user and agent selection of a PIC by ballot or appearing on an IC list will not incur a charge. A change of PIC selection prior to the end office conversion will not incur a charge. Notification of a change in a PIC may be coordinated by the end user or agent with either the IC selected or the Telephone Company. Within six months after conversion to equal access, an end user or agent allocated to an IC may elect to change to another IC at no charge, on a one-time basis. After the six month period has elapsed, a nonrecurring charge, in 6.5(L), will apply. After conversion to equal access, end users and agents who selected an IC by returning the initial ballot will be charged for each change made.

In end offices converted to Equal Access new end users, and agents of Public and Semipublic Pay Telephones, and multi-party end users who upgrade to individual lines must presubscribe to the PIC of their choice at the time an order is placed for service. Upon the end user or agent's selection of the PIC, at the time of placing an order, a confirmation notice will be sent identifying the IC selected. From the date of the confirmation notice, they will have 90 days to change their presubscription selection without a charge. If a PIC is not chosen at the time the order for service is submitted, the end user or agent will be sent a confirmation notice which contains a list of ICs with FGD and will be informed that they have 90 days to contact the IC of their choice or the Telephone Company for the PIC arrangement. If notice is received by the Telephone Company within 90 days of the in-service date for local service or upgrade, no charge will be billed to the end user or agent. If notice is received after 90 days, the end user or agent will be billed a nonrecurring charge in 6.5(L). Until the end user or agent receives service from the selected IC, it may access the IC of its choice by dialing the appropriate 10XXX carrier identification code.

The Telephone Company will make post conversion changes in the end user's or agent's PIC assignment pursuant to an IC provided list of customers, accepted by the Telephone Company under conditions set forth in (C) and (D). Should an end user or agent dispute authorization of the change in PIC assignment, and if the IC cannot produce a letter of agency or confirmation from the end user or agent, the IC will be billed one PIC change charge, in 6.5(L), for restoring the end user's or agent's prior IC assignment. If the IC produces the letter of agency or confirmation of choice within 15 days of the Telephone Company request, the end user or agent will be billed two PIC charges in 6.5(L) in lieu of charges to the IC. Charges are only applicable if a change in an end user's or agent's IC selection has actually been implemented in the switch.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.5 Balloting and Allocation Process For Equal Access (Cont'd)

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(G) Multi-party End Users

Multi-party end users will continue with the same IC service arrangement which existed prior to the end office conversion. However, multi-party end users may access the IC of their choice by dialing the appropriate 10XXX carrier identification code. In certain suitably equipped end offices two-party customers may subscribe to the IC of their choice.

(H) Cancellation of an IC Participation

If an IC cancels all of its FGD service in the converting end office prior to the conversion date or discontinues all of its FGD service within two years after the introduction of FGD in the converting end office, the IC is obligated to do the following:

- (1) Notify the Telephone Company of the cancellation of their FGD service, and
- (2) Contact in writing all end users and agents who have selected, or been allocated to, the canceling IC as their PIC, inform these end users and agents of the cancellation, request the end users and agents to select a new PIC, and state that the canceling IC will pay the nonrecurring charge as set forth in 6.5(L).

The Telephone Company will bill the canceling IC for a period of two years from the discontinuance of FGD service, the nonrecurring charge as set forth in 6.5(L) for each end user and agent this IC has currently designated to it. Such charge will not apply to the canceling IC where the canceling IC transfers or assigns its FGD services and the associated 10XXX code to another IC in such manner that the Telephone Company does not change end user or agent records or if another IC elects to pay the nonrecurring charge on behalf of the canceling IC.

(I) Liability of the Telephone Company

If through the fault of the Telephone Company, the end user or agent is not subscribed to its chosen PIC, the nonrecurring charges in 6.5(L) do not apply to reassign the end user or agent to his chosen PIC.

(J) (Reserved for Future Use)

(K) IC Desired Due Date (ICDDD) for PIC Installation

An IC may request a desired due date for PIC installation for a specific, single end user or agent acting on behalf of an end user post equal access conversion. This ICDDD is a mutually agreed upon negotiated due date, determined to be between 3 and 45 business days from the date of receipt of the order. The IC must coordinate the ICDDD with the Telephone Company prior to sending in the first order.

The ICDDD does not apply to routine lists provided by the IC, as set forth in 6.5(C) and (D). The Nonrecurring Charge for Primary Interexchange Carrier, as set forth in 6.5(L), applies to each line converted to the IC requesting ICDDD. This charge will be billed to the IC's end user customer.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.5 Balloting and Allocation Process For Equal Access (Cont'd)

(L) Nonrecurring Charge for Primary Interexchange Carrier

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The nonrecurring charge for Primary Interexchange Carrier is as follows:

Per Telephone Company Local
Service Line or Trunk
Nonrecurring Charge

(USOC)

(REBNX)

\$ 3.92

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* See Section 1.1.1, 1.1.2, 1.1.3 and 1.1.4 for exchange listings.

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6. MISCELLANEOUS SERVICES (Cont'd)

6.6 Additional Testing

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The Telephone Company will perform acceptance testing as specified in 4.2.4 and 5.1.5 preceding to insure that FIA ordered by the customer are functioning properly, prior to turning over such FIA to the customer. In addition, the Telephone Company will perform ongoing tests as specified in 4.2.4(B)(10), (C)(11), (D)(13), (E)(13) and (F)(7) preceding to assure the continued satisfactory performance of Switched Access Services ordered by the customer.

Testing offered under this section of the tariff is in addition to those tests described above and will be provided, when requested by the customer, at an additional charge.

Testing is provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in 6.6(A)(5) and 6.6(B)(2) following, to allow a customer to request Telephone Company personnel to perform testing at the customer designated location or the end user premises.

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

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

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.6 Additional Testing (Cont'd)

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(A) Switched Access Testing

Testing for Switched Access is comprised of (a) tests which are performed during the installation of Switched Access (i.e., acceptance tests) and (b) tests which are performed after acceptance of such Switched Access by a customer (i.e., in-service tests).

These tests are performed on a scheduled or nonscheduled basis, and may be conducted on an automatic, cooperative, or manual basis, as defined in (1), (2), (3), (4), and (5) following.

(1) Additional Cooperative Acceptance Testing

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

Additional Cooperative Acceptance Testing may apply when the customer requests additional tests not specified in 4.2.7.

The labor charges as set forth in 6.2(G) will apply to Additional Cooperative Acceptance Testing at the appropriate Basic, Overtime, or Premium rate.

(2) Automatic Scheduled Testing

Automatic Scheduled Testing (AST) of FGB, FGC, FGD and SAC Access Service, is provided, as specified in 4.2.4(C)(11), (D)(13), (E)(13) and (F)(7), where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent. AST charges will apply when such testing is requested on a more frequent basis than is provided for in accordance with the Telephone Company's Central Office Maintenance Planning System (COMPS). The customer may specify a more frequent schedule of tests at least sixty days prior to the start of the prescribed schedule. Trunks from a Telephone Company digital switch, to a customer digital switch, utilizing digital facilities, are excluded from mandatory routine testing. The rates, as set forth in 6.6(C), will apply to additional AST.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.6 Additional Testing (Cont'd)

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(A) Switched Access Testing (Cont'd)

(2) Automatic Scheduled Testing (Cont'd)

The Telephone Company will provide a monthly AST report that lists the trunks within each Central Office access group that failed to meet established requirements. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis. A monthly report that lists the test results will be provided to the customer.

(3) Additional Cooperative Scheduled Testing

Additional Cooperative Scheduled Testing (ACST) of FGA, FGB, FGC, FGD and SAC Access Service occurs when the Telephone Company provides a technician at its office(s) and the customer provides a technician at its customer designated location, with suitable test equipment to perform the required tests. ACST charges will apply when loss/noise/balance testing or gain-slope testing is requested on a more frequent basis than is provided for in accordance with the Telephone Company's Central Office Maintenance Planning System (COMPS). ACST charges also apply when additional tests are requested for FGA, FGB, FGC, FGD and SAC Access Service that are not specified in 4.2.4(B)(10), (C)(11), (D)(13), (E)(13) or (F)(7) respectively. The customer may specify a more frequent schedule of tests sixty days prior to the start of the prescribed schedule. The rates, as set forth in 6.6(C), will apply for additional ACST.

The Telephone Company will provide, on a quarterly basis, an ACST report that lists the test results and the number of trunks that passed or failed. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.6 Additional Testing (Cont'd)

(A) Switched Access Testing (Cont'd)

(5) Nonscheduled Testing (Cont'd)

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Nonscheduled Tests may consist of any tests which the customer may require. The rates as set forth in 6.6(C) following will apply to Nonscheduled Automatic Testing. The labor charges as set forth in 6.2(G) preceding will apply to Nonscheduled Cooperative and Manual FIA Testing at the appropriate Basic, Overtime, or Premium rate.

If nonscheduled tests are Cass required and trouble is found in Cass facilities, charges for testing the facilities will not apply. If, however, trouble is found in the customer equipment, charges as set forth in 6.6(C) following and labor charges as set forth in 6.2(G) preceding are applicable.

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6. MISCELLANEOUS SERVICES (Cont'd)

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6.6 Additional Testing (Cont'd)

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(A) Switched Access Testing (Cont'd)

(6) Obligations of the Customer

(a) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support AST as set forth in 6.6(A)(2) preceding or NST as set forth in 6.6(A)(5) preceding.

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

(B) Special Access Testing

The Telephone Company will, at the request of a customer, provide assistance in performing specific tests requested by the customer, however, the Telephone Company will only perform maintenance testing for its facilities within the LATA.

(1) Additional Cooperative Acceptance Testing

When a customer provides a technician at its customer designated location or at the end user premises, with suitable test equipment to perform the required tests, the Telephone Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing (ACAT). The labor charges as set forth in 6.2(G) preceding will apply to ACAT at the appropriate Basic, Overtime, or Premium rate.

Additional Cooperative Acceptance Testing charges will apply when the customer requests tests which are not required to meet the transmission performance parameters as set forth in the GTE Technical Interface Reference Manual.

(2) Nonscheduled Testing

When a customer provides a technician at its customer designated location or at the end user premises, with suitable test equipment to perform the required tests, the Telephone Company will provide a technician at its office (cooperative testing) for the purpose of conducting Nonscheduled Testing (NST). Nonscheduled testing may consist of any test (e.g., loss, noise, slope, envelope delay, etc.) which the customer may request. If such testing indicates trouble in Telephone Company facilities, then the customer will not be charged. NST charges will apply if the trouble is in the facilities of the customer. At the customer's request, the Telephone Company will provide a technician at the customer designated location or at the end user premises (manual testing). The labor charges as set forth in 6.2(G) preceding will apply to Nonscheduled Testing at the appropriate Basic, Overtime, or Premium rate.

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6.6 Additional Testing (Cont'd)

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(B) Special Access Testing (Cont'd)

(3) Obligation of the Customer

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

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6. MISCELLANEOUS SERVICES (Cont'd)

6.6 Additional Testing (Cont'd)

(C) Rates and Charges

(1) Automatic Scheduled Testing

Basic Offering to First Point of Switching
Per Transmission Path, Per Month

Rate
(UBGXT)

(USOC)

\$.45

(2) Additional Cooperative Scheduled Testing

Basic Offering to First Point of Switching
Per Transmission Path, Per Month

Rate
(UBSXT)

(USOC)

\$1.57

Gain-Slope-To First Point of Switching
Per Transmission Path, Per Month

Rate
(UBSXD)

(USOC)

\$.67

(3) Additional Manual Scheduled Testing

Basic Offering to First Point of Switching
Per Transmission Path, Per Month

Rate
(UBMXT)

(USOC)

\$3.14

Gain-Slope-To First Point of Switching
Per Transmission Path, Per Month

Rate
(UBMXD)

(USOC)

\$1.34

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6.7 (Reserved for Future Use)

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6.8 End User/Agent Lists

(A) Presubscription List

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Prior to conversion to equal access (i.e., introduction of FGD to public service switch), IC may request a list of the Telephone Company's end users and agents of record served from that end office switch. The Presubscription List will be provided as follows:

- (1) The Telephone Company will provide a list from its customer data base. The list may be provided on magnetic tape, electronic transmission, or paper printout, at the option of the IC, at rates provided in 6.8.1. Foreign listings, PBX stations, CU Centrex stations and numbers not in service will not be provided.
 - (a) The initial list will be provided to the IC no later than 30 days after receipt of the order and payment by the IC of charges in 6.8.1. The nonrecurring charge for the initial list applies per state, per order. A single order may contain all end offices within a state having the same equal access conversion date. The telephone number will not be provided if an end user or agent has a nonpublished number.
 - (b) The Account Activity List, which includes a listing of all changes to the customer data base, since the initial list was produced, will be provided on a cyclic basis. The Account Activity List will only include information for those end users and agents that are presubscribed to the IC (including end users and agents with nonpublished numbers) for the sole purpose of updating the IC's customer account information. There is no charge for this list.
- (2) The IC agrees to use the Initial and Account Activity Lists for the sole purpose of either contacting potential customers/agents, or existing customers/agents, regarding interexchange telecommunications services available through equal access to be obtained from the Telephone Company or for the purpose of updating IC customer/agent account information. The IC agrees not to sell, or reproduce in any manner, in whole or in part, the lists or permit such to be done.
- (3) The IC shall indemnify, protect and save harmless the Telephone Company from and against any and all loss, liability, damages and expense arising out of any demand, claim, suit or judgment for damages which may arise out of the Telephone Company's supplying of listing information, services or records.
- (4) The Telephone Company and the IC agree that the mutual objective of the parties is to conduct their respective businesses to avoid confusion by the end users and agents as to the separate and independent identity of the respective companies and their services. Neither the Telephone Company nor the IC shall make any representation to end users, the public, prospective advertisers, expressed or implied, written or oral, which would imply that the IC is the same as, a part of, or associated with the Telephone Company.
- (5) This service may be terminated by either the Telephone Company or the IC upon thirty (30) days' written notice. The Telephone Company reserves the right to terminate this service immediately upon written notice if the IC misuses the list information. Performance by the Telephone Company shall be excused in the event of strike, riot, act of God or any other cause beyond the reasonable control of the Telephone Company.

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6.8 End User/Agent Lists (Cont'd)

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(B) Allocation Lists

- (1) The Telephone Company will provide to the IC, at no charge, a list of end users and agents that have been allocated to the IC as described in 6.5(B). This list will be provided after the Balloting and Allocation process occurs.
- (2) A list of all end users and agents who have been allocated, in accordance with 6.5(B), will be available to an IC upon request. Charges in 6.8.1 will apply. The nonrecurring charge for the Allocation List applies each time the IC orders the service. A single order may contain all end offices within a state having the same equal access conversion date.

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6.8 End User/Agent Lists (Cont'd)

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6.8.1 Rates and Charges

Initial and Allocation Lists

(USOC)	Nonrecurring Charge Per State, Per Order (BMT)	Initial List Per Customer* Account (2Y6CT)	Allocation List Per Listing* (2Y6CT)
	\$50.00	\$.03	\$.03

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* For the purpose of the Initial Lists customer and agent is defined in Section 2.6. For the purpose of the Allocation list, a listing is defined as an end user or agent record eligible for a Primary Interexchange Carrier Selection.

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6.9 Billing Name and Address Service

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The Telephone Company will, upon request, provide Billing Name and Address Service (BNAS) to a Telecommunications Service Provider (customer), or its authorized billing and collection agent, for customer provided ten digit end user telephone numbers. Telecommunications Service Providers include interexchange carriers, operator service providers, enhanced service providers, and any other provider of interstate telecommunications services. The BNAS will be provided only when the customer requires the information to bill a call.

- (1) A standard format for the receipt and provision of telephone number and billing name and address information will be established by the Telephone Company. Charges for each BNAS searched for and found or searched for and not found will be billed at rates in 6.9.1. BNAS will be provided via magnetic tape, electronic transmission, or paper format, at the option of the customer, at rates in 6.9.1. The processing fee will be applied on a per state basis, once per calendar month for BNAS processing done within that calendar month.
- (2) The customer must order BNAS and provide test data tape at least 30 days prior to delivery of the first customer order.
- (3) The frequency for receipt of the customer provided orders will be at intervals mutually agreed upon between the Telephone Company and the customer. The customer provided end user telephone numbers will be programmed by the Telephone Company with the proper end user's billing name and address contained in the Telephone Company's file at that time.
- (4) BNAS for nonlisted/nonpublished end user telephone numbers will be provided unless the nonlisted/nonpublished end user provides written notice to the Telephone Company of nonconsent to the release of the BNA data. Within 30 days of receipt of such notice, the Telephone Company will discontinue disclosure of the end user's nonlisted/nonpublished BNA data.
- (5) For other than electronic transmission, the output records will be sent to the customer via first class U. S. Mail. The output records will normally be made available for mailing ten workdays after receipt of the customer order or at an interval mutually agreed upon. Availability may be delayed in case of input errors in the customer provided order.
- (6) The customer may request data be transmitted. Data transmission charges will be determined on an ICB. Data transmission hardware and software specifications will be mutually agreed upon by the Telephone Company and the customer.
- (7) BNAS detail will not be retained by the Telephone Company longer than 45 days. If the customer requests that the output be made available on a second occasion, such request must occur within 30 days from the date the first was made.
- (8) Any customer, provided BNAS pursuant to this tariff, agrees to abide by all applicable rules, decisions, orders, statutes and laws concerning the disclosure of published and nonpublished telephone numbers, and further agrees to use the information contained therein only for the purpose of billing for services provided to their end users.
- (9) In no case shall any customer or authorized billing and collection agent of a customer disclose the billing name and address information of any subscriber to any third party, except that a customer may disclose BNA information to its authorized billing and collection agent or to governmental law enforcement agencies.

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6. MISCELLANEOUS SERVICES (Cont'd)

6.9 Billing Name and Address Service (Cont'd)

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6.9.1 Rates and Charges

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(USOC)	Billing Name and Address Found/Each	Billing Name and Address Not Found/Each	Processing Fee Paper Report, Electronic Transmission, or Magnetic Tape/Each
	(BNYFX)	(BNYNX)	(BNYMX)
	\$.50	\$.25	\$50.00

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* Applies once per calendar month for BNA processing done within that calendar month.

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7. SPECIALIZED FIA OR ARRANGEMENTS

7.1 General

Specialized FIA or Arrangements may be provided by the Telephone Company, at the request of a customer, on an Individual Case Basis (ICB) if such FIA or arrangements meet the following criteria:

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- The requested FIA or arrangements are not offered under other sections of this tariff.
- The facilities utilized to provide the requested FIA or arrangements are of a type normally used by the Telephone Company in furnishing its other services.
- The requested FIA or arrangements are provided within a Market Area.
- The requested FIA or arrangements are compatible with other Telephone Company services, facilities, and its engineering and maintenance practices.

This offering is subject to the availability of the necessary Telephone Company personnel and capital resources.

7.2 Rates and Charges

Rates and charges and additional regulations, if applicable, for Specialized FIA or Arrangements are filed following:

7.2.1 <u>Customer</u>	<u>Description and Location</u>	<u>Charges</u>
(Reserved for Future Use)		

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8. ANCILLARY SERVICES

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8.1 GENERAL

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8.1.1 Service Offerings

Ancillary Services are available in the following categories:

- Call Recording Service
- Message Processing Service
- Assembly and Editing Service
- Call Record Provision Service
- Message Bill Processing Service
- Bill Rendering Service
- Message Investigation Service
- Billing Service
- Program Development
- Inquiry Service

Regulations, rates and charges as follows apply to Ancillary Services and shall not serve as a substitute for customer tariff offerings of services to end users. The provision of such Ancillary Services by the Telephone Company, as set forth following, does not constitute a joint undertaking with the customer for the furnishing of any service.

The Telephone Company's undertaking to provide Ancillary Services is made only in conjunction with intrastate services offered within its operating territory.

The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other sections of this tariff and in other tariffs of the Telephone Company which are referenced herein.

8.1.2 Regulations

(A) Undertaking of the Telephone Company

(1) Provision of Ancillary Services

- (a) The Telephone Company, to the extent Ancillary Service are, or can be made available with reasonable effort, will provide to the customer Ancillary Services as described in 8.1.3, at rates and charges as specified in 8.1.5.
- (b) When the customer subscribes to Call Recording Service, as set forth in 8.1.3(A), and customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost customer messages and associated revenue based on previously known values determined from historical data. In such events the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment on the customer's bill representing amounts due to the customer for the unbilled revenue.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

8.1.2 Regulations (Cont'd)

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(A) Undertaking of the Telephone Company (Cont'd)

(1) Provision of Ancillary Services (Cont'd)

(b) (Cont'd)

When the Telephone Company is notified that, due to error or omission, incomplete data has been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional charge. Such request to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in the preceding paragraph.

(c) The Telephone Company shall be responsible for contacts and arrangements with the end user concerning the billing, collecting, crediting and adjusting of the customer's service charges, when the Telephone Company provides Inquiry Service as set forth in 8.1.3(K).

(d) Message Bill Processing, Bill Rendering, Billing Service and Inquiry Services will only be offered by the Telephone Company with the purchase of receivables. The Telephone Company will purchase the customer's receivables at a discount from face value. The exact contents of the discount factor and specific settlement procedures will be contained in individual contractual arrangements signed by each customer.

(2) Discontinuance and Refusal of Ancillary Services

(a) If the customer fails to comply with the provisions herein, including any payments to be made by it on the dates or at the times herein specified, and fails within thirty (30) days after written notice via certified mail from the Telephone Company to an officer of the customer requesting payment for such noncompliance, the Telephone Company may discontinue the provision of the Ancillary Services. In case of such discontinuance, all applicable charges shall immediately become due.

(b) If the customer repeatedly fails to comply with the provisions of this section in connection with the provision of Ancillary Services and fails to correct such course of action after notice as set forth in (a) preceding, the Telephone Company may refuse applications for additional Ancillary Services.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.2 Regulations (Cont'd)

(B) Obligations of the Customer

(1) References to the Telephone Company

The customer may advise end users that Ancillary Services are provided by the Telephone Company in connection with the service the customer furnishes to end users.

(2) Request for Service

(a) Minimum Order Periods

The customer shall order Ancillary Service(s) with the following minimum requirements:

The minimum period for which Call Recording Service is provided and for which charges apply is one month (30 days). A customer may cancel Call Recording Service on any date prior to the start of the next month's service. If written notice is not received from the customer, or from the telephone company that ordered the Call Recording Service prior to the start of the following month's service, the Telephone Company shall assume that the service is to be extended for another month (30 days).

The initial minimum period for Message Processing, Message Bill Processing, Bill Rendering, Billing and Inquiry Services is three years. Six months prior to the end of the initial order period or subsequent extension, the customer shall notify the Telephone Company in writing, if the service is to be discontinued. If no notice is received from the customer, the Telephone Company shall assume that the service is extended for another year.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.2 Regulations (Cont'd)

(B) Obligations of the Customer (Cont'd)

(2) Request for Service (Cont'd)

(b) Order Requirements

When Call Recording Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be recorded. When Call Recording Service is provided from an end office switch, the estimate of the number of messages to be recorded shall be provided by end office. When Call Recording Service is provided from an access tandem, the estimate of the number of messages to be recorded shall be provided by access tandem. The message capacity shall be provided by year.

When Message Processing Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be processed. The number of messages shall be provided by year.

When Message Bill Processing, Message Investigation, Billing and Inquiry Services are ordered for MTS/WATS services, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be billed. The message capacity shall be provided by year. Separate estimates shall be furnished by the customer for MTS messages, bulk-billed messages (WATS/800 services) and invoice billing messages.

When Bill Rendering Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of bills for which Bill Rendering Service will be provided. The bill capacity shall be provided by year. Separate estimates shall be furnished by the customer for MTS bills, bulk-billed (WATS/800) bills and invoice billing bills.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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Public Service Commission

8.1.2 Regulations (Cont'd)

(C) Payment Arrangements

(1) Minimum Charges

- (a) Call Recording, Message Processing, Message Bill Processing, Billing, Bulk-Billed and Inquiry Services are subject to minimum charges.
- (b) Any minimum billing associated with the above services will be filed on an individual case basis.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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Public Service Commission

8.1.2 Regulations (Cont'd)

(C) Payment Arrangements (Cont'd)

(2) Cancellation of Order for Ancillary Services

(a) When an order for Ancillary Services is canceled prior to the start of installation of such Ancillary Services, no charges will apply. Installation of Ancillary Services is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

(b) Where program development of Ancillary Services has been started prior to the cancellation, and to the extent the Telephone Company has another use for the specially developed Ancillary Services, no charge applies. When the Telephone Company has no other use for the specially developed Ancillary Services, a charge equal to the costs incurred prior to the date of cancellation applies. Such charge is determined as detailed in paragraph (c).

(c) The charge, as specified in paragraph (b), includes the cost, less the net salvage value of equipment and material either ordered, provided or installed, plus the nonrecoverable cost of system development and installation. Charges will be determined on an individual case basis as required and will be specified in 8.1.5(B).

(3) Acceptance of Gift Certificates

The Telephone Company will accept customer gift certificates for payment from end users, if the customer agrees in writing to redeem all such gift certificates.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.2 Regulations (Cont'd)

(C) Payment Arrangements (Cont'd)

(4) Minimum Period Disconnect Charges

Minimum period disconnect charges will apply, if service is discontinued prior to the expiration of the minimum period. For Call Recording Service, the Telephone Company will use the most recent 30 day period for which data is available to determine the total minimum monthly charge. The customer will only be billed for the adjusted amount due, if payment has been received for any portion of the discontinued service.

If, for Message Processing, Message Bill Processing, Bill Rendering, Billing and Inquiry Services, service is discontinued prior to the end of the period ordered, the customer will pay the minimum charges for the remaining months of the minimum order period specified in 8.1.2(B) (2) (a).

The monthly charge for Message Processing, Message Bill Processing, Bill Rendering, Billing and Inquiry Services, will be one-twelfth of the appropriate yearly message capacity (i.e., MTS service billed or bulk-billed capacity estimate) furnished by the customer as set forth above, times the appropriate Message Processing, Message Bill Processing, Bill Rendering, Billing and Inquiry Services rate.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.2 Regulations (Cont'd)

(C) Payment Arrangements (Cont'd)

(5) Payment of Charges

When the Telephone Company purchases Call Recording from another telephone company and/or Message Processing Services from another telephone company or entity for a customer, the rates and charges for such services identified herein are applicable.

(6) End User Deposits

When Bill Rendering and Billing Services are ordered, the Telephone Company will determine and collect a deposit from the end user in accordance with the Telephone Company deposit regulations. The Telephone Company will provide the customer with a copy of its deposit regulations upon request.

8.1.3 Description of Ancillary Services

Ancillary Services shall be furnished to subscribers to the Telephone Company's access services, and in addition other telecommunications service providers, including providers of telephone answering services or voice messaging services.

All subscribers of Ancillary Services are subject to the terms and conditions contained within this tariff. Should the customer choose to perform his/her own ancillary functions and require sufficient information to do so, listed customer information may be purchased consistent with state regulations governing any rights to privacy. Charges for such lists will be calculated on an individual basis.

Ancillary Services are as follows:

(A) Call Recording Service

The Telephone Company will provide Call Recording in Telephone Company suitably equipped end offices or tandems. Call recording is available with FGC, FGD or similar Feature Group offerings when used in the provision of MTS/WATS services. Call Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service or Switched Access-like service for which answer and disconnect supervision has been received. The Telephone Company will provide the customer, upon request, the recorded message detail, as agreed to by both parties, for each completed intrastate message generated by end users gaining access to the customer from the Access Area.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.3 Description of Ancillary Services (Cont'd)

(A) Call Recording Service (Cont'd)

The equipment at the customer designated location shall provide such signals as may be required for the proper operation of the Telephone Company's automatic call recording equipment used to perform this function.

The Telephone Company may purchase Call Recording Service from another telephone company. Another telephone company or entity may purchase Call Recording Service from the Telephone Company.

A standard format for the provision of the recorded message detail will be established by the Telephone Company. The Telephone Company will provide to the customer the precise details of the format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change.

(B) Message Processing Service

Message Processing Service consists of the transformation of recorded customer message details into rated messages. Message Processing Service will be provided for each intrastate message generated by end users gaining access to the customer from the Access Area of the Telephone Company. Message Processing Service includes the following:

(1) Assembly of Message Detail

This function consists of arranging the customer's recorded message details into a format required for subsequent processing.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.3 Description of Ancillary Services (Cont'd)

(B) Message Processing Service (Cont'd)

(2) Editing of Message Detail

This function consists of examining individual message detail and identifying the messages with errors or the messages which require further examination.

(3) Rating of Messages

This function consists of calculating the charges for messages based on the customer's schedule of charges and the message detail.

The Telephone Company will provide Message Processing Service only for customer messages originated within the Access Area.

For the purpose of performing Message Processing Service, the Telephone Company may purchase Message Processing Service from another Telephone Company or entity as set forth in 8.1.2(C)(5). Another telephone company or entity may purchase Message Processing Service from the Telephone Company.

Where the customer provides its own message details, it must be in the standard format established by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change.

Where the Telephone Company has rated customer messages which are to be billed to an end user by another telephone company or entity, the Telephone Company will enter the customer messages on a magnetic tape or data file and transmit the rated messages as set forth in 8.1.3(D).

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.3 Description of Ancillary Services (Cont'd)

(C) Assembly and Editing Service

Assembly is the aggregation of recorded message details to create individual messages for rating. Editing is the process of verifying that the assembled message data is in accordance with the Telephone Company standard format and prescribed Exchange Message Interface (EMI) specifications.

The editing function consists of examining individual message detail and identifying the messages with errors or the messages requiring further examination. The editing process includes the validation of data categories such as; but not limited to, the following:

- Called Telephone Number
- Calling Telephone Number
- Date

The assembled and edited recorded message detail will be provided to the customer as set forth in 8.1.3(D).

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.3 Description of Ancillary Services (Cont'd)

(D) Call Record Provision Service

Call Record Provision Service is the transmission and receipt of rated and unrated message data. It also includes the transmission of end user data as a result of customer generated activity (i.e., transmitting end user data during conversion activities, etc.).

The billing information and/or end user data may be transmitted or received on magnetic tape or other acceptable media via either of two principal methods:

- Hand carried recording media (i.e., magnetic tape).
- Direct interface (data link) to the Telephone Company billing center.

The Telephone Company will determine the number of magnetic tapes required to transmit message/record data to the customer, another telephone company or billing entity.

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8. ANCILLARY SERVICES (Cont'd)

8.1 GENERAL (Cont'd)

8.1.3 Description of Ancillary Services (Cont'd)

(E) Message Bill Processing Service

Message Bill Processing Service is the accumulation, guiding and preparation of messages (including the application of taxes) for end user bill rendering for MTS/WATS services.

Message-Billed Message Bill Processing Service is the accumulation, guiding, posting and formatting of rated message detail for bill rendering. The Telephone Company will process Calling Plans (i.e., Directory Assistance, Optional Calling Plans, Dial-It calls, etc.) that require the application of a discount to aggregate MTS usage as a part of its Message-Billed Message Bill Processing Service.

Bulk-Billed Message Bill Processing Service is the accumulation, guiding and posting of rated message detail where the individual message detail is not provided on the bill rendered to the end user.

The rating may have been done by the Telephone Company, another entity or the customer. Where a customer subscribes to Message Processing Service, as set forth in 8.1.3(B), the rated customer messages will be used as the input. If the customer provides the rated messages, the end user account to be billed shall be identified and the records shall be provided in the standard format established by the Telephone Company and delivered, as set forth in 8.1.3(D) or 8.1.4(M), to the location specified by the Telephone Company.

If the customer provided rated messages must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, program development charges as set forth in 8.1.5 apply for the hours required to design, develop, test and maintain the necessary programs. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change.

The Telephone Company will only provide Message Bill Processing Service when Bill Rendering Service and Record Keeping are ordered.

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Public Service Commission**

8. ANCILLARY SERVICES (Cont'd)

8.1 GENERAL (Cont'd)

8.1.3 Description of Ancillary Services (Cont'd)

(F) Bill Rendering Service

Bill Rendering Service is the printing and mailing of statements showing amounts due from end users for services provided by the customer. Bill Rendering Service includes payment and remittance processing, treatment, denial of service and collection of deposits (where appropriate) and other monies due from the end user. Bill Rendering Service is provided on a per bill basis.

When the Telephone Company provides Bill Rendering Service, the customer's statement of the amount due may, at Telephone Company option, be included as part of the regular monthly bill for local exchange service mailed to the end user.

The Telephone Company may, in accordance with its deposit regulations, determine and collect a deposit from the end user for the customer's services as set forth in 8.1.2(C)(6). When necessary, the Telephone Company, in accordance with its treatment procedures, shall deny the customer's services and/or local exchange services to an end user. Where local exchange service access is denied, access to the customer services will also be denied.

Bill Rendering Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balance due from end users prior to the initial order period.

The Telephone Company will only provide Bill Rendering Service when Message Bill Processing Service with Record Keeping is ordered.

The Bill Rendering Service rate band will be determined by the Telephone Company for each customer based on the total number of bills per year.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

8.1.3 Description of Ancillary Services (Cont'd)

(G) Message Investigation Service

The Telephone Company will provide Message Investigation Service when requested by the customer. Message Investigation Service is that activity undertaken by the Telephone Company to secure, or attempt to secure proper billing information in an effort to sustain or recharge the customer's message. The Telephone Company will investigate, at the request of the customer, unbillable messages to correct message detail information to allow for the proper billing application.

The customer's request for Message Investigation Service shall identify the customer message, the date the customer message was billed and the amount of the customer message. Message Investigation Service is provided on a per message investigated basis.

Message Investigation Service will be provided for each intrastate message generated by end users gaining access to the customer MTS/WATS services from the Access Area of the Telephone Company.

(H) Billing Service

Billing Service includes the preparation of bills, mailing of the bills to the end users and the collection of deposits and monies due from the end users. Billing Service also includes master file maintenance.

Billing Service is provided on a per message billed basis (message-billed). The Telephone Company will process Calling Plans (i.e., Directory Assistance, Optional Calling Plans, Dial-It calls, etc.) that require the application of a discount to aggregate MTS usage as a part of its message-billed billing.

When Billing Service is ordered, the Telephone Company will accumulate, guide and post rated messages in preparation for billing (includes the application of taxes). The Telephone Company will also print and mail statements showing amounts due from end users for MTS services provided by the customer.

Collection Service provided to the customer will include receiving payments from the end users, treatment of receivables, treatment of accounts, master file maintenance and collection of deposits (where appropriate) as set forth in 8.1.2(C)(6). When necessary, the Telephone Company, in accordance with its treatment procedures, shall deny the customer's services and/or local exchange services to an end user. Where local exchange service access is denied, access to the customer services will also be denied.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.3 Description of Ancillary Services (Cont'd)

(H) Billing Service (Cont'd)

The rating may have been done by the Telephone Company, another entity or the customer. Where the customer subscribes to Message Processing Service as set forth in 8.1.3(B), the rated customer messages will be used as the input. If the customer or another entity provides the rated messages, the end user account to be billed shall be identified and the records shall be provided in the standard format established by the Telephone Company and delivered as set forth in 8.1.3(D).

Billing Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balance due from end users prior to the initial order period.

(I) (Reserved for Future Use)

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8. ANCILLARY SERVICES (Cont'd)

8.1 GENERAL (Cont'd)

8.1.3 Description of Ancillary Services (Cont'd)

(J) Program Development Service

Program Development Service consists of developing the customer's schedule of rates into a rating program and changing the bill format when requested by the customer. Program Development Service also includes converting message data, transmitted to the Telephone Company by the customer or another entity, into the Telephone Company standard format for processing.

A Program Development Charge, as set forth in 8.1.5, applies for the programming hours required to design, develop and test the program.

Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of an order from the customer requesting such change. When modification to the rating program is required, a Program Development Charge will also apply. Changes in rate structure will normally be completed within six months of a customer's order.

The complexity of the structural change will determine the exact length of time necessary to fulfill the request. Rate structure changes will be made only when the Telephone Company can accommodate such changes.

(K) Inquiry Service

Inquiry Service consists of answering end user questions about charges billed for the customer's services, applying credits and adjustments to end user accounts, and reviewing messages removed from end user bills.

When the Telephone Company provides Inquiry Service, the Telephone Company will be responsible for contacts and arrangements (either written or oral) with the end users concerning the billing, collecting, crediting, adjusting and message investigation of the customer's service charges in accordance with written instructions furnished by the customer and agreed to by the Telephone Company. Billed messages removed from an end user's bill will be appropriately adjusted to the customer's account receivable as agreed to by both parties.

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8. ANCILLARY SERVICES (Cont'd)

8.1 GENERAL (Cont'd)

8.1.3 Description of Ancillary Services (Cont'd)

(K) Inquiry Service (Cont'd)

The Telephone Company will not become involved in disputes between a customer and the end users. Consequently, utilizing Telephone Company guidelines previously established for the collection process for its own accounts, the Telephone Company may remove a disputed customer's charge from an end user's bill and deduct that amount from the customer's accounts receivable. It will be the customer's responsibility to pursue the collection of the disputed amount.

The Telephone Company shall have the final authority to make adjustments or deny service for disputed charges on end users accounts.

Inquiry Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balances due from end users prior to the initial order period.

Inquiry Service will only be provided when Message Bill Processing or Billing Service is ordered. Inquiry Service will only be provided in the Telephone Company operating territory.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.4 Rate Regulations

- (A) Call Recording Service for MTS/WATS services includes the functions listed in 8.1.3(A). The rate, as set forth in 8.1.5, applies per message recorded.
- (B) Message Processing Service for MTS/WATS services includes the functions listed in 8.1.3(B). The rate, as specified in 8.1.5, applies per message processed. In those locations where WATS services are metered, or the billing record is summarized by another telephone company, the Message Processing rate, as set forth in 8.1.5, will apply per billing record processed. For rating purposes, a billing record is defined as any record which is required to be processed to accomplish billing of a customer's WATS usage.
- (C) Assembly and Editing Service for MTS/WATS services consists of the functions listed in 8.1.3(C). The rate, as specified in 8.1.5, applies per message assembled and edited.
- (D) When message detail is transmitted to or received from the customer, another telephone company or billing entity, a Call Record Provision charge will apply. For this purpose, a record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file. The rate, as specified in 8.1.5, applies per record transmitted or received. The Telephone Company will determine the Call Record Provision charge based on its count of the records transmitted or received.
- (E) The Message Bill Processing Service charge applies whenever the Telephone Company performs the functions listed in 8.1.3(E).

The rate, as specified in 8.1.5 applies per message processed. The bulk-billed Message Bill Processing Service charge applies per WATS/800 message processed.

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8. ANCILLARY SERVICES (Cont'd)

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8.1 GENERAL (Cont'd)

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8.1.4 Rate Regulations (Cont'd)

(F) Bill Rendering Service includes the functions listed in 8.1.3(F). The rate for Bill Rendering shall be the rate corresponding to the Bill Rendering Service rate for such volume of bills for a particular Telephone Company Billing service as set forth in 8.1.5 on a calendar year basis. The term calendar year shall mean the period from January 1 through December 31 (both dates inclusive) of a given year. The Bill Rendering Service rate band is determined by the Telephone Company for each customer based on the total number of bills per year.

The Telephone Company will use the customer provided bill capacity to determine the band and its associated rate the first year of the initial minimum period. During the first quarter of the next year, the customer and the Telephone Company will determine the actual volume of bills for which the Telephone Company performed Bill Rendering Service. Such actual volumes shall be compared to the Bill Rendering Service bands as set forth in 8.1.5 to determine which band such actual volume of bills fall. If the actual volume is greater than or less than the customer provided bill capacity, the actual volume will be multiplied by the appropriate band rate and compared to the billed volume to determine either a charge or credit. This charge or credit will be applied to the customer's subsequent bill.

For each year thereafter, the Telephone Company and the customer shall utilize the previous year's actual volume of bills and the customer provided bill capacity in an effort to determine the appropriate band for the next calendar year. In the first quarter of each year, the procedures described in the previous paragraph will be followed.

The rate, as specified in 8.1.5 applies per bill rendered. A factor, based on actual interstate and intrastate billed-messages, will be used by the Telephone Company to apportion the Bill Rendering charge by jurisdiction.

(G) (Reserved for Future Use)

(H) Billing Service consists of the functions listed in 8.1.3(H). The rate, as set forth in 8.1.5, applies per message.

(I) (Reserved for Future Use)

(J) A Record Keeping charge applies for each end user account maintained by the Telephone Company for the customer. An end user account is a record which has a name and address and a unique billing identification number assigned by the Telephone Company to which a bill is rendered. The Record Keeping charge, as specified in 8.1.5, applies per month for each account and/or line maintained. A factor, based on actual interstate and intrastate billed messages, will be used to apportion the Record Keeping charge by jurisdiction.

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8. ANCILLARY SERVICES (Cont'd)

8.1 GENERAL (Cont'd)

8.1.4 Rate Regulations (Cont'd)

(K) An Exchange Carrier Memorandum (EC Memo) charge will be assessed when a customer requests a manual adjustment to an end user account. The ED Memo charge, as specified in 8.1.5, applies per account adjusted per memo. When necessary, a factor (based on actual interstate and intrastate adjusted messages) will be used to apportion the EC Memo charge by jurisdiction.

(L) (Reserved for Future Use)

(M) (Reserved for Future Use)

(N) Inquiry Service includes the functions listed in 8.1.3(K). Inquiry Service for IXC customers consists of a bifurcated rate structure, a per message billed and a per adjustment rate. The Inquiry Service per message billed rate applies for each customer message billed by the Telephone Company. The per message adjustment rate applies for each occurrence of an adjustment made to an end user bill (account). For LEC customers, Inquiry Service consists of a single, per message billed, rate structure.

A PIU factor will be used by the Telephone Company to apportion the message adjustment rate by jurisdiction.

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8. ANCILLARY SERVICES (Cont'd)

8.1 GENERAL (Cont'd)

8.1.5 Rates and Charges

(A) Billing and Collection Services

- (1) Program Development Charge:
per Hour \$ 94.00
- (2) (Reserved for Future Use)
- (3) (Reserved for Future Use)
- (4) MTS/WATS/800 Services
 - Call Recording Service:
per Message .0150
- (5) MTS/WATS/800 Services
 - Message Processing Service:
per Message .0100
 - Assembly and Editing Service:
per Message .0075
- (6) Call Record Provision Service
 - Via Magnetic Tape, Per Message
Record Transmitted or Received and Rejected .01
 - Via Direct Interface, Per Message
Record Transmitted or Received and Rejected .002
- (7) Message Bill Processing Service
Message-Billed without inquiry,
per Message .06433
- (8) Message Bill Processing Service
Bulk-Billed without inquiry,
per Message .0200

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\$ 94.00

.0150

.0100

.0075

.01

.002

.06433

.0200

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