

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (18) Billed Revenue Marketing Information System (BRMIS) Interface is the transmission of marketing information to the customer for business end users who receive bills from the Telephone Company for the customer's services or products.
- (19) Market Analysis of Revenue and Customers (MARC) Interface is the transmission of marketing information to the customer for residential end users who receive bills from the Telephone Company for the customer's services or products.

(B) Undertaking of the Telephone Company

- (1) When Bill Processing is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages, bulk-billed messages and related rate elements it possesses for a state as set forth in (2) through (12) and (15) through (18) following at Rates and Charges set forth in 8.2.1 (G) following. The Telephone Company will establish an end user account with any customer balance due.

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8. Billing and Collection Services (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

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

(1) (Cont'd)

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first customer message is posted to the end user account.

The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

(2) The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated customer messages into a message-billed group and a bulk-billed group for application of rates as set forth in 8.2.1(G) following.

(3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Recording and Message Processing Service as set forth in 8.1 preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in

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

(3) (Cont'd)

the standard format established by the Telephone Company. Such customer provided rated message data must identify the end user account to be billed. 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 8.2.1(G)(17) and (18) following apply for the hours required to design, develop, test and maintain the necessary programs. The recording, editing and assembly, and rating charges, as set forth in 8.1.7(A), (F) and (G) preceding, applies in addition to all other charges for rated customer messages converted 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 notify the involved customers six months prior to the change. If the customer requests the customer provided rated messages be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided rated messages and the appropriate charges as set forth in 8.2.1(G) following will apply.

(4) For end user accounts in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated customer messages provided by the customer. The bill format will be determined by the Telephone Company.

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

- (5) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from a customer, the Telephone Company will determine the conditions and the period of time to implement such service on an individual order basis. Program development charges, as set forth in 8.2.1(G)(17) and (18) following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the customer services.
- (6) The Telephone Company will provide Bill Processing Service only on the condition that it purchase the accounts receivable from the customer as set forth in 8.2.2 following.
- (7) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff. Bill Processing Services information may be obtained as set forth in 8.4 following.
- (8) The Telephone Company will, provide message-billed Bill Processing Service with inquiry and bulk-billed Bill Processing Service with inquiry. The Telephone Company will be responsible for contacts and arrangements with the customer's end users concerning the billing, collecting, crediting and adjusting of customer's service charges, except customer deposits prior and customer balances due from end users, in accordance with written instructions furnished by the Customer.
- (9) 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. The format of the gift certificate must be acceptable to the Telephone Company.

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

- (10) Rated customer messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges, as set forth in 8.2.1(G) following, will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer. At the request of the customer, the rated customer messages which cannot be billed to an end user will be reviewed for unauthorized use of customer service by the Telephone Company message investigation groups for a period of up to 90 days after the rated customer message was processed.
- (11) The Telephone Company will post rated customer messages to the appropriate end user account when it identifies a customer message to be billed to an end user. The Telephone Company will bill to an end user other customer message-billed service charges, such as blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. Other customer message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

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8.2.1 Bill Processing Service (Cont'd)

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

- (12) The Telephone Company will establish an end user account for customer bulk-billed service when it receives an order from a customer to perform such activity for a specific end user. The Telephone Company will bill customer bulk-billed rate elements, when it receives an order for such services from an customer. Other customer message-related charges for bulk-billed service, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.
- (13) Where the rates for customer services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the customer, keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual case basis.
- (14) The Telephone Company will provide Billing Services under a Special Order. The format of this Special Order will be specified by the Telephone Company.

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8.2.1 Bill Processing Service (Cont'd)

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

- (15) Bill Messaging content is subject to approval by the Telephone Company.
- (a) Marketing Message - where appropriate software exists in the customer's system, the customer can direct the message to the appropriate end user. The Telephone Company will direct the message to the appropriate end user for those customers that do not have the appropriate software.
- (b) Comparative Messaging - this messaging capability requires the development of commercial software within the Telephone Company's system to establish selectivity for printing this message, based on the end user's billing activity and/or usage of the Carriers Service. The Telephone Company's costs for development of the software is recovered under the rates identified in the tariff for Program Development Charges.
- (16) Bill Insert Service - Bill Inserts will only be provided to end users which have presubscribed (PIC'd) their account to the particular customer. Bill Insert Service is only available at the customer's request and for those customers that have ordered Bill Processing Service and where the Telephone Company provides these services to 80% or more of the customer's PIC'd residential customer bases. The customer is responsible for delivering the Bill Inserts in accordance with Company insert stock restrictions and to the location specified by the Company. Content of Bill Inserts is subject to approval by the Telephone Company.

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

- (17) Inquiry Support Service for those instances where a customer assumes responsibility for the performance of customer inquiry functions, (for customer services and application of credits and adjustments to end user accounts). Inquiry Support Services comprises the following specific functions:
- (a) Response to questions from the customer's service centers relating to the bill issued by the Telephone Company, for the purpose of either verifying information on the bill or acquiring information not on the bill or previously provided, in support of an inquiry by the end user to the customer:
  - (b) Receipt and processing of paper memorandums from the customer for the purpose of applying adjustments to end user accounts and providing confirmation to the customer that the adjustment has been processed:
  - (c) Performance of post-billing message investigation as requested by the carrier.
- (18) The Telephone Company will provide Record Keeping to the customer for all end users for which the Telephone Company provides Bill Rendering and Bulk-Billed Rendering services to the customer. End User customer will not reflect any previous balances due for carrier services.

(C) Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Bill Processing Service is as follows:

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8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (1) If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding.

If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be estimated as set forth in 8.1.3(A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.

- (2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided to a customer, the Telephone Company will make every reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer.
- (3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service.

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- (4) In the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company.

(D) Obligations of the Customer

- (1) The customer shall order Bill Processing Services under a Special Order for each state where service is desired. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service.

At the time Bill Processing Service is initially ordered, the customer shall order the service for a minimum of 18 calendar months. There-after, upon six months' written notice, additional service may be ordered for one calendar year at the Rates and Charges as set forth in 8.2.1(G) following. Not later than six months prior to the end of an order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company will automatically extend the services for another calendar year, using the most recent 12 months of capacity provided. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges, as set forth in 8.2.1(G) following, for another year will apply and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

- (2) When Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for the calendar year or fraction thereof, an

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

(2) (Cont'd)

estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed. The customer, at its option, may order additional message capacity required to bill the additional messages subject to the Subscription Period of service of one full calendar year (at the additional level of capacity ordered).

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for each calendar year or fraction thereof, an estimate of the number of end user bills (bill capacity) for which billing is to be provided.

- (3) The customer shall furnish all information necessary for the Telephone Company to provide the Bill Processing Service, including any per month service charges applicable to an end user and an affidavit that states whether the customer service is subject to any Federal taxes and/or State taxes.
- (4) Reserved For Future Use
- (5) The customer shall be responsible for all contact and arrangements, including customer deposits and prior customer balances due from end users, with its end users concerning the provision and maintenance of the customer's service.
- (6) The customer shall furnish to the Telephone Company written instructions, which are agreeable to the Telephone Company, for the handling of end user questions about bills.

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8.2.1 Bill Processing Service (Cont'd)

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

- (7) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.
- (8) When the customer furnishes recorded and/or rated customer message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.
- (9) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits from all end users of the customer's services for which the Telephone Company provides billing for the customer. The customer will notify its end users through its tariffs or other means that the Telephone Company will collect customer service deposits. The customer will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to collect end user service deposits.

(E) Payment Arrangements and Audit Provision

(1) Audit Provision

Upon written notice by the customer to the Telephone Company, the customer shall have the right, through its authorized representative, to examine and audit, during normal business hours and at reasonable intervals determined by the Telephone Company, all such records and accounts as may under recognized accounting

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8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(1) Audit Provision (Cont'd)

practices contain information bearing upon the amount payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

Any information received or reviewed by the customer or its authorized representative during the audit is to be considered confidential and not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

(2) Subscription Period

The Subscription Period for which Bill Processing Service is provided and for which charges apply is 18 months. If the customer orders Bill Processing Service to begin on other than January 1, the Subscription Period expires one year from the subscription date.

If the service is discontinued prior to the end of the period ordered, monthly charges as specified in (3) following apply for each remaining month and fraction of a month.

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Monthly Charges

Bill Processing Service is subject to Minimum Monthly Charges. For message-billed service processing, the minimum monthly charge is the product of one-twelfth of the largest message capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D) (2) preceding and the message-billed service processing rate times 0.5 for each month of the period ordered. For invoice billing and collection processing, the minimum monthly charge is the product of one-twelfth of the largest bill capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the invoice billing and collection processing rate times .75.

(4) Cancellation of a Special Order

A customer may cancel a Special Order for Bill Processing Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system, and no charges will apply. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within ten days.

When a customer cancels a Special Order for Bill Processing Service after the date the Telephone Company is scheduled to enter the initial order details into its

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8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(4) Cancellation of a Special Order (Cont'd)

order distribution system, but prior to the start of service, a charge equal to the program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(5) Changes to Special Orders

When a customer requests changes to a pending Special Order for Bill Processing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

(F) Rate Regulations

- (1) The Bill Processing Service message charges apply to all messages billed by the Telephone Company. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge.
- (2) During any monthly period in which the actual customer messages or invoices billed exceeds by 50% of one-twelfth of the capacity ordered by the customer, additional charges apply. For message-billed service processing, the additional message-billed service processing charge applies to all messages exceeding one-twelfth of the message capacity ordered. For invoice billing and collection processing, the additional invoice billing and collection processing charge applies to all invoices exceeding one-twelfth of the bill capacity ordered.

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8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

The customer, at its option, may order additional message or bill capacity required to bill the additional messages subject to the subscription period and Minimum Monthly Charges as set forth in (E)(2) and (E)(3) preceding.

(3) The invoice billing and collection processing message-billed service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer messages are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing message-billed service charge times 0.5 applies each month.

(4) An invoice billing and collection processing bulk-billed service charge applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state customer bulk-billed charges are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing bulk-billed service charge times 0.5 applies each month.

(5) The end user account activity charge applies whenever an end user account is established or changed pursuant to a customer order or whenever a nonrecurring or recurring customer rate element is added or changed in the account.

An end user account is a record for message-billed service or a bulk-billed service which has a unique name and address and billing identification number, assigned by the Telephone Company, to which a bill is rendered.

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(F) Rate Regulations (Cont'd)

- (6) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (7) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the customer in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
- (8) The Marketing Message charge applies for all invoices processed by the Telephone Company, whether they are included on the invoice or not.
- (9) In the event the carrier requests data for Message Investigation that has previously been successfully provided by the Telephone Company, the data will be provided at a charge.

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8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>
(1) Message-billed processing, - per customer message	ICB
(2) Message Inquiry - per customer message	ICB
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	ICB

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(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(4) Inquiry Support Service - per customer message	ICB
(5) Bulk-billed processing, - per customer message	ICB

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(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(6) Bulk-billed Inquiry	
- per customer bill	ICB
(7) Additional bulk-billed processing, above the message capacity ordered and allowance specified,	
- per customer	ICB

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(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed  
service,

- per bill rendered for  
an end user account

ICB

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(G) Rates and Charges (Cont'd)

		<u>Rates</u>
(10)	Bill rendering, bulk-billed service,	
	- per bill rendered for an end user account	ICB
(11)	Additional bill rendering, message-billed service, above the bill capacity ordered and allowance specified,	
	- per bill rendered for an end user account	ICB

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(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(12) Additional bill rendering, bulk-billed service, above the bill capacity ordered and allowance specified,	
- per bill rendered for an end user account	ICB
(13) Retention of records under accounting orders,	
- per order per month	ICB

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(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(14) End user account activity, special order charge to receive end user account data	
- per special order	ICB
(15) End user account activity, end user account establishment or change,	
- per separate customer request	ICB

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EFFECTIVE:  
April 30, 2007



ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.	
- per separate customer	ICB
(17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force).	ICB
(18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force).	ICB

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(19) Bill Messaging	
(a) Marketing Message, per message, per bill	ICB
(b) Comparative Message, per message, per bill	ICB
(20) Bill Insert Service, per insert, per bill	
Bill Insert Volumes*	
1 to 5,000	ICB
5,001 to 20,000	ICB
20,001 to 75,000	ICB
75,001 to 150,000	ICB
150,001 to 300,000	ICB
Greater than 300,000	ICB

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping, - per customer account	ICB
(22) Manual Exchange Carrier (EC) Memo, - per EC Memo	ICB
(23) Mechanized Exchange Carrier (EC) Memo, - per EC Memo	ICB
(24) Pre-Billing Message Investigation per - bill processed message	ICB
(25) Billing Inquiry And Collection (BAC) - Interface, per customer account	ICB

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) <u>Rates and Charges (Cont'd)</u>	<u>Rates</u>
(26) Billed Revenues Marketing Information - System (BRMIS) Interface, per account	ICB
(27) Market Analysis of Revenue and Customers - (MARC), per account	ICB

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The Purchase of Accounts Receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

The Telephone Company's purchase of a customer's accounts receivable shall be with Recourse Adjustments as set forth in (B) following to account for amounts due the customer that the Telephone Company is unable to collect from the end users which use the customer's services. The amounts due the customer for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of a customer's service) will determine from its records the total current amount lawfully billed to the customer's end users for customer services, including all taxes applicable to such services. A Total Current Amount Billed will be determined for each customer for each end user bill day.

(B) Recourse Adjustments

For each bill day, the Telephone Company will make Recourse Adjustments to the Total Current Amount Billed as follows:

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone Company removes from end users balances due in accordance with customer inquiry instructions. In addition, under terms mutually agreed to by both the customer and the

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(1) End User Adjustments (Cont'd)

Telephone Company, the Telephone Company may subtract from the Total Current Amount Billed an amount that equals the face value of any customer gift certificates (or its predecessor company's gift certificates) the Telephone Company has in its possession. The customer gift certificates the Telephone Company possesses will be returned to the customer.

(2) Telephone Company and Customer Adjustments

For each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for amounts on statements received from the customer for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for additions and subtractions for customer or Telephone Company prior billing period errors.

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. Uncollectibles are amounts billed by the Telephone Company to end users that are unpaid and have been added to the uncollectible accounts of the Telephone Company. The Telephone Company will perform periodic studies to adjust the customer uncollectible factor for end user payment experience.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer

- (1) The Telephone Company will purchase accounts receivable from the customer on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day, except as provided herein, the Telephone Company will remit payment to the customer for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or National Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the customer as follows:

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

- (2) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the customer after the date the Telephone Company billed the charges to be adjusted to the end user plus 31 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lesser of:

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

(a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or

(b) 0.000407 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company posts the end user account. (R)

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

Upon request from the customer, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.2 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

8.3 Billing Analysis Service

At the request of a customer, the Telephone Company upon reasonable notice and with reasonable effort will provide Billing Analysis Service for detection, investigation and deterrence of billing evasion activities.

The term "billing evasion activities" used herein denotes Message Billing Abuse and/or Network Abuse. Such abuse is the use of an access line (e.g., end user line or trunk, Pay Telephone line or other access line or trunk provided by the Telephone Company) where there is intent to circumvent or evade the proper charges in whole or in part for use of telecommunications services over the access line, or to conceal the points of origin or termination of telecommunications services.

Such activities include bypass or circumvention of Telephone Company billing equipment, unauthorized use of Telephone Company and customer service offerings, and unauthorized use of Telephone Company facilities.

8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

Detection is the provision of equipment by the Telephone Company to identify and collect information on Network Abuse. Such equipment may be located in Telephone Company premises or offices or may be attached to access lines.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.1 General Description (Cont'd)

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

8.3.2 Undertaking of the Telephone Company

- (A) When Billing Analysis Service is ordered under a Special Order by an authorized Security representative of the customer the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at Rates and Charges as set forth in 8.3.7 following.
- (B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from a customer specifying the central office where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multi-frequency signals may be undertaken at the request of the authorized Security representative of the customer to meet the needs of the customer. Such special construction will be provided as set forth in Section 14. of this tariff.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

- (1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.
- (2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout and sent to the authorized

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

Security representative of the customer by registered first class U.S. Mail service. However, an authorized Security representative of the customer may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the customer by a written report and/or a telephonic report within six working days after the end of the weekly scan.

(C) Investigative Service will be provided by authorized Telephone Company Security personnel upon receipt of a Special Order from an authorized Security representative of the customer specifying the line or lines or billing evasion activity (i.e., Message Billing Abuse and/or Network Abuse) to be investigated. The services provided may include the provision of an identification report, collection of evidence, provision of a detection and documentation scan, preparation of an affidavit and prosecutive summary, preservation of evidence collected, assistance to law enforcement agencies and provision of expert witness analysis and/or testimony, the coordination of billing evasion investigative services and the review of an customer's billing evasion control programs.

(1) Provision of an identification report is the collection by Telephone Company personnel of billing information, party name, party address, service configuration, if any, and the preparation and submission of information pertinent to the customer's service in a report to the authorized Security representative of the customer for each line or billing evasion activity specified by the customer.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (2) Collection of evidence is the gathering of information pertinent to the line, message, or party associated with the billing evasion activity specified by the authorized Security representative of the customer. Collection of evidence includes a written notification to the authorized Security representative of the customer of the results of such gathering efforts. The Telephone Company will determine the information provided in the written notification.
- (3) Subject to the agreement of the Telephone Company, a detection and documentation scan on an individual line will be provided when an authorized Security representative of the customer provides a written request for such a scan. Provision of a detection and documentation scan on an individual line is the continuous scan of a line for irregular signals and when an irregular signal is recognized, the collection by Telephone Company equipment of information to show an irregular signal and use of the line occurred. Any information collected during the continuous scan of a line will be considered the property of the Telephone Company. The Telephone Company will notify the customer of the results of the scan and will permit authorized Security representatives of the customer to review the results. The scan and any associated information will not be provided to any person or entity until the Telephone Company is requested to do so by subpoena or lawful demand. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer.
- (4) Preparation of an affidavit and prosecutive summary is the written documentation of the evidence collected by the Telephone Company personnel who performed such activities.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (5) Preservation of evidence is the placement of the collected evidence in a secure location under the control of Telephone Company Security personnel for a period of up to two years. Such preservation of evidence will be continued beyond two years by the Telephone Company when requested by appropriate law enforcement agencies or the authorized Security representative of the customer.
- (6) Assistance to law enforcement is the accompanying of duly authorized law enforcement personnel to a location where billing evasion activities have been determined to exist in order to identify billing evasion activity devices or materials. The Telephone Company personnel will provide such assistance to law enforcement personnel only after law enforcement involvement has been arranged by the customer, or under services as set forth in (10) following. If such assistance is required at locations outside the operating territory of the Telephone Company involved, any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer, except to the extent that such expenses are paid by the judicial system.
- (7) Provision of expert witness analysis is the review, study and other technical support activities provided by Telephone Company experts to analyze and/or document whether devices and materials associated with an investigation furnished by the authorized Security representative of the customer operate, perform or contain billing evasion activities. A written analysis report will be provided to the authorized Security representative of the customer. The expert will be selected by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (8) Provision of expert witness testimony is the preparation of testimony and the submission of such testimony in association with an investigation. A copy of the written testimony, if any, will be provided to the authorized Security representative of the customer. The expert witness will be selected by the Telephone Company. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer.
- (9) Coordination of billing evasion investigative services between telephone companies is the referral of investigative information to other telephone company Security personnel, provision of billing evasion information to other telephone company Security personnel, the collection of information from other telephone company Security personnel, and the tracking, collecting and reporting of the results of such investigations to the authorized Security representative of the customer.
- (10) Coordination of billing evasion investigative activities of participating law enforcement agencies is the provision of billing evasion information to the law enforcement agencies, the collection of billing evasion information from the law enforcement agencies and the tracking, collecting and reporting of the results of such participation to the authorized Security representative of the customer. This coordination will be provided only upon receipt of written authorization from the authorized Security representative of the customer.
- (11) Review of customer billing evasion deterrence control programs and related activities is advice to and/or training of customer personnel on billing evasion deterrence and preventive controls and the development of billing evasion deterrence and preventive control programs for the customer.

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8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.2 Undertaking of the Telephone Company (Cont'd)

## (C) (Cont'd)

The Telephone Company will, at the request of the customer, provide investigation service on a premium time basis. When investigation service is provided on such a basis, premium time charges apply.

(D) Deterrence services will be provided at any location in the operating territory of the Telephone Company that Telephone Company Security personnel can safely and legally enter. Deterrence services will be provided, at the request of the authorized Security representative of the customer, by written or telephonic notice. A telephone notice received from the authorized Security representative of the customer, must be followed by written confirmation within one day. Deterrence services will be provided only after an investigation service has been provided by the Telephone Company and billing evasion activity is found to warrant such actions. Deterrence service includes the contacting and interviewing of parties identified by the Telephone Company as being involved in billing evasion activities, the recovery of devices and/or materials associated with billing evasion activities, service review for possible suspension of Telephone Company service, and publicity assistance for publicizing billing evasion activity deterrence.

(1) Contacting and interviewing of parties is the written or verbal notification to, or a face-to-face discussion with, a party or parties by Telephone Company Security personnel in order to deter further billing evasion activities. Contacting and interviewing is provided at locations identified by law enforcement agencies, the customer or the Telephone Company.

(2) Recovery of devices or materials is the attempt by Telephone Company Security personnel to recover devices or materials which are used in association with Telephone Company facilities in billing evasion activities. Such recovery is provided at locations identified by the Telephone Company, law enforcement agencies or the customer.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(D) (Cont'd)

- (3) Service Review for possible suspension of Telephone Company service is the request for authority to suspend service from appropriate Telephone Company officers, notification to the end user that service will be suspended and, after review of the end user response, or lack thereof, suspension of service, if warranted, in the Telephone Company's judgment.
- (4) Publicity assistance for publicizing billing evasion activity deterrence is the provision of information and personnel to aid in publicizing billing evasion activity deterrence. The Telephone Company will determine what information it will provide, if any, and will select the personnel and media, if any, to provide this service.

8.3.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Analysis Service.

8.3.4 Obligations of the Customer

- (A) The authorized Security representative of the customer shall order all Billing Analysis Service under a Special Order. The authorized Security representative of the customer shall order those Billing Analysis Services it wishes to receive.
- (B) With each order, the customer shall designate and identify its authorized Security representative who will be responsible to protect the information and to whom the Billing Analysis Service information will be provided. The customer shall assure and take every effort to make sure the Billing Analysis Service information is provided to and used only by authorized personnel involved in billing evasion activity matters.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the Customer (Cont'd)

- (C) When Billing Analysis Service Investigation is ordered, the authorized Security representative of the customer shall furnish all known details of the billing evasion activities, including the access lines, parties or messages to be investigated, and shall furnish all necessary end user information it possesses to the Telephone Company Security personnel. The specification of the access line, party or message to be investigated shall be in writing by the authorized Security representative of the customer.
- (D) When law enforcement agencies are to be brought into the investigation, the authorized Security representative of the customer shall secure their participation or authorize the Telephone Company in writing to obtain and coordinate such law enforcement agency participation.
- (E) When evidence collected by the Telephone Company is to be produced in connection with a judicial proceeding, the customer shall notify the Telephone Company of such a requirement in a timely manner.
- (F) When the customer requests that service be suspended for unauthorized use, the customer shall furnish a written request authorized by an officer of the customer. The request shall state the reason for the request and tariff, contract or legal provision permitting such suspension and shall correctly identify the end user, the end user telephone number and the location of the end user service to be suspended.
- (G) All inquiries from the customer's end user concerning services provided under this tariff are to be handled by the customer. Any questions to the Telephone Company shall be made by the authorized Security representative of the customer.
- (H) Except as set forth in 8.3.2(D)(4) preceding, publicizing of actions resulting from services provided under this tariff shall be the responsibility of the customer. The customer shall not publicize that the Telephone Company assisted the customer unless the customer has written permission to do so from the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the Customer (Cont'd)

- (I) When the authorized Security representative of the customer orders detection service or a detection and documentation scan of an individual line, it shall specify in writing the offices, lines or parties to be included in the scanning and reports the Telephone Company will provide.
- (J) When provision of expert witness analysis is ordered by the customer, the customer shall be responsible for furnishing the evidence to be analyzed.
- (K) When provision of expert witness testimony is ordered by the customer, the customer shall include the name, if any, of the Telephone Company expert it desires and when and where the testimony is needed.

8.3.5 Payment Arrangements

(A) Minimum Periods

The minimum period for which Billing Analysis detection service continuous scanning is provided and for which charges apply is one week.

(B) Cancellation of a Special Order

A customer may cancel a Special Order for Billing Analysis Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system, and no charges will apply.

When a customer cancels a Special Order for Billing Analysis Service after the date the Telephone Company is scheduled to enter the initial order details into its order distribution system but prior to the start of service, a charge equal to expenses incurred shall apply.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

Start of service occurs when the Telephone Company Security organization receives the order.

(C) Changes to Special Orders

Customer requested changes to a pending Special Order for Billing Analysis Service will be undertaken if they can be accommodated by the Telephone Company. However, all changes to pending Special Orders for detection service will be considered as a discontinuance of the pending order and the placement of a new order and appropriate charges will apply. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate charges.

8.3.6 Rate Regulations

(A) The charge per report for the 60-day report applies for each report provided to a customer even though no signaling irregularities are found.

(B) The charge per office per week for continuous scan applies for each week of service even though no signaling irregularities are found.

(C) The rates for Detection Service and Deterrence Service will be determined on an individual case basis.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges

The charges are:

	<u>Rates</u>
(A) Detection Service	
(1) Sixty (60) day report per office,	
- per report	ICB
(2) Continuous scan per office,	
- per week	ICB

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges (Cont'd)

Rates

(B) Investigative Service

(1) Identification report and collection of evidence,

- per hour

ICB

(2) Security preparation of prosecution (to include preparation of prosecutive summary, provision of witness analysis and testimony, law enforcement assistance and coordination services),

- per hour

ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges (Cont'd)

(C) Deterrence Service,

- per hour

Rates

ICB

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service

At the request of the customer, the Telephone Company will provide information to the customer from its end user records, billing files and account data base.

8.4.1 General Description

Billing Information Service is the provision of information to the customer from Telephone Company record systems. Such Billing Information Service will be limited to the provision of information to a customer relating exclusively to end user services provided by that customer. Information relating to services provided by any other entity will not be provided.

Information is defined as any entry in the record system which is not listed as proprietary to the Telephone Company. Any entry listed as proprietary to the Telephone Company will not be provided.

8.4.2 Undertaking of the Telephone Company

(A) When Billing Information Service is ordered by the customer, the Telephone Company will provide information on a request by request basis as follows in (B) through (F) following at the Rates and Charges as set forth in 8.4.7 following.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(B) Upon request from a customer, and when the customer has ordered message processing service, the Telephone Company will provide information from its records as follows:

- (1) message detail for a message end user
- (2) account detail for a message end user
- (3) service and equipment detail for a message end user.

Message detail is message-billed records in exchange message record (EMR) format.

Account detail is data that furnishes the end user name, billing address and billing parameters other than message detail and/or service and equipment detail.

Service and equipment detail is data associated with the customer's rate elements.

A message end user is an account with customer message or bulk-billed detail (for a bill period), or an account which is marked, as set forth in (H) following, established as an end user of the customer's message or bulk-billed services.

Message detail, account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate requirements will not be provided. If the customer requires this information in order to bill its services, it shall secure written permission from the end user to obtain the information from the Telephone Company. The customer shall furnish the Telephone Company the end user's written permission for the information to be released.

(C) Upon request from an authorized supervisor of the customer for end user information when automatic number identification (ANI) service is provided to the customer by the Telephone Company or when the customer offers a telecommunications service for which the billing is based on authorized calling or

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

called parties, the Telephone Company will provide information from its records. Only current information which resides in the data base will be provided.

(D) An end user account will not be identified as a customer account unless there are customer message details associated with the account for the bill period for which message detail is ordered by the customer. Customer bulk-billed message end user accounts are counted as customer accounts.

(E) Upon acceptance by the Telephone Company of a Special Order for Billing Information Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.

(F) Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its records. The name and town data, but not street address, will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request by request basis by voice tele-communications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number. End user address information will be provided to the customer by the Telephone Company as defined in 8.4.2(B) preceding.

The Telephone Company will specify the location where requests are to be received and the format in which the request is to be made.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement agency, no name or town location will be provided.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(F) (Cont'd)

At the request of the customer, written confirmation of the name and town location will be sent to the authorized supervisor making the request by first class U.S. Mail service.

(G) Where Telephone Company facilities are available, Customer Name and Address (CNA) information may be provided on an interrogation basis at the request of the customer.

The interrogation basis will permit the customer to access the Telephone Company's office which has the information and, after verification that the information is authorized for the customer's use, receive the end user information. The interrogation capability will be provided during normal Telephone Company business hours. The end user information will be updated after each billing cycle.

(H) The Telephone Company will, at the request of the customer, mark any message-billed message end user account, other than end user accounts with customer credit cards or rate elements, as a user of the customer's message services. After marking is ordered, the end user account will be marked as a customer end user account at the time the first message is posted to the end user account. If not marked at the request of the customer, such an end user account will not be identified as a customer account unless there are customer message details associated with the account for the bill period for which message detail is ordered by the customer. The mark will be removed at the request of the customer. Charges to mark the account and maintain the mark in future months as set forth in 8.4.7(G) and (H) following apply. Customer bulk-billed end user accounts and message end user accounts with customer credit cards or customer rate elements are counted as customer accounts.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

- (I) Upon acceptance by the Telephone Company of a Special Order for Billing Information Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.
- (J) Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its CNA data. The CNA name and town data, but not street address, will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request-by-request basis by voice telecommunications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number.

The Telephone Company will notify the customer of the location where requests are to be received and the format in which the requests are to be made.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement agency, no name or town location will be provided.

- (K) If the customer requests the information ordered by the customer be resupplied by the Telephone Company because of incorrect customer specifications or errors, the Telephone Company will resupply the information in accordance with a new customer order and all appropriate charges as set forth in 8.4.7 following will apply.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Information Service.

8.4.4 Obligations of the Customer

- (A) The customer shall order Billing Information Service under a Special Order. The customer shall order those Billing Information Services for the states where it wishes to receive the services and shall specify how often it wishes the service to be provided.
- (B) With each order, the customer shall identify the authorized individual and address to receive the Billing Information Service output. When Billing Information Service is ordered, the customer will identify in writing and include the account codes assigned by the Telephone Company of all authorized individuals who will contact the Telephone Company for name and town information.
- (C) The customer shall take every effort to make sure that Billing Information Service output and interrogation capability is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing Information Service outputs to third parties for use by such third parties except for work for the customer and which is under complete control of the customer.
- (D) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing Information Service.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.4 Obligations of the IC (Cont'd)

- (E) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of Billing Information Service.
- (F) The customer shall furnish to the Telephone Company, when interrogation service is ordered, all information necessary to allow the Telephone Company to establish an interrogation program. In addition, the customer shall furnish the Telephone Company an estimate of the number of requests per business day that the Telephone Company will be asked to handle.

8.4.5 Payment Arrangements

(A) Cancellation of a Special Order

A customer may cancel a Special Order for Billing Information Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system and no charges will apply.

When a customer cancels a Special Order for Billing Information Service after the date the Telephone Company is scheduled to enter the initial order details into its order distribution system but prior to the start of service, charges as listed following shall apply:

- (1) For any service, the appropriate per hour rate for all hours expended by the Telephone Company to provide the service.
- (2) For any service, any expense for equipment obtained for the service where such equipment cannot be reused within six months.

Start of service occurs when the Telephone Company notifies the customer that the Telephone Company is ready to provide Billing Information Service reports.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.5 Payment Arrangements (Cont'd)

(B) Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing Information Service, they will be undertaken if they can be accommodated by the Telephone Company. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate hourly charges.

(C) Minimum Periods and Minimum Monthly Charges

The minimum period for which Billing Information Service is provided and for which charges apply is one year.

The Minimum Monthly Charges for interrogation are the charges for the total number of requests per business day furnished by the customer or set forth in 8.4.4(F) preceding times 18 (i.e., 20 business days per month times 0.9).

When the customer discontinues the service prior to the end of the one-year minimum period, the minimum monthly charge for the data base interrogation will apply for each remaining month and fraction of month.

8.4.6 Rate Regulations

(A) The number and type of records for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company and the Telephone Company will bill the customer in accordance with these accumulations. A record is a logical grouping of information as described in the programs that process the information, print the paper output, and load the data file used to supply the detail which is transferred or data-transmitted. For each service and type of output ordered, the number of

(T)

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.6 Rate Regulations (Cont'd)

(A) (Cont'd)

records processed by the Telephone Company to prepare the output will be used to determine the charges. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information, print the paper output and load the data file, whichever number of records is higher. (T)

(B) The number of hours and fraction thereof for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company. The per hour rate is for the use of one hour of one Telephone Company programmer. The Telephone Company will bill the customer for hourly charges in accordance with these accumulations. The accumulated hours for each order will be summed and rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.

(C) When a CNA request is received, the Telephone Company will keep a count of the requests. The Telephone Company will bill the customer in accordance with these records even though the Telephone Company was not able to provide a name and town location for all requests.

(D) When records are entered on a data file in order to provide information to a customer, the per data file charge applies for each data file prepared. In addition, the per record charge applies for each record entered on the data file or tape. The Telephone Company will determine the charges based on the number of data files prepared and on its count of the records entered on the data file. (T)  
(T)  
(T)  
(T)

(E) When marking of message end user accounts is ordered, the marking charge applies for each end user account marked. Once an account is marked, the maintenance of mark charge applies for each month following the month the account is marked until the customer requests the mark be removed. No charges apply to remove the mark.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.6 Rate Regulations (Cont'd)

8.4.7 Rates and Charges

Rates

(A) Transferring of billing information service details to a location designated by the customer,

- per record transferred

ICB

(B) Data transmission of billing information service details to a location designated by the customer,

- Per record transmitted

ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.7 Rates and Charges (Cont'd)

Rates

(C) Program Development charge  
Basic, per hour (applicable  
to work performed within the  
Telephone Company's normal work  
schedule and using the  
normal work force)

ICB

(D) Program Development Charge  
Premium, per hour (applicable  
to work performed outside the  
Telephone Company's normal work  
schedule and/or which requires  
additions to the work force).

ICB

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.7 Rates and Charges (Cont'd)

	<u>Non-Recurring Charges</u>
(E) CNA Information Service, CNA interrogation,	
- per telephone number	ICB
(F) CNA Information Service, CNA Confirmation	
- per request	ICB
(G) Marking of Message End User Accounts,	
- Marking, per end user account	ICB

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.7 Rates and Charges (Cont'd)

(H) Marking of Message End User Accounts,  
- maintenance of mark, per end  
user account per month

Nonrecurring  
Charges

(Z)

ICB

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## ACCESS SERVICE

### 9. Directory Assistance Service

The Telephone Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service locations (DA location).

#### 9.1 General Description

DA Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers.

#### 9.2 Undertaking of the Telephone Company

- (A) A Telephone Company DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in 9.6 following. The Telephone Company's contact with the customer's end user shall be limited to that effort necessary to process an customer's end user's request for a telephone number; and the Telephone Company will not transfer, forward or redial an customer's end user call to any other location for any purpose other than provision of DA Service.
- (B) A maximum of two (2) requests for telephone numbers will be accepted per call to the DA operator.
- (C) A telephone number which is not listed in DA records will not be available to the customer's end user.
- (D) The Telephone Company will specify the DA location which provides the DA Service for each numbering plan area code (NPA). The DA locations are as shown in EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 2.  
  
When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply.
- (E) When DA Service is ordered, Directory Access Service will be provided between the customer premises and the DA location by the Telephone Company at rates and charges as set forth in 9.6 following.

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9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code as set forth in 6.4.3 preceding.
- Directory Transport between the premises serving wire center and the DA location.

(C)  
(C)

When required by the Telephone Company, a separate trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

(2) Switched Transport Premises Interface Code

(C)  
|  
(C)

The Switched Access Service Switched Transport Premises Interface Codes are provided as set forth in 6.4.3 preceding. Further, when an access tandem is provided, the Directory Access Service will be provided, at Telephone Company's choice, either as a separate trunk group or in association with Feature Group C or D Switched Access Service. Except as set forth in 9.4 (A) following, the Switched Transport Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in 5. preceding. For purposes of applying the order regulations, a DA location is considered to be a customer's end user's serving wire center.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport

Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the DA location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the customer premises to the DA location(s).

Directory Transport is a two-way voice frequency transmission path composed of facilities determined by the Telephone Company. The two-way voice frequency path transports calls in the terminating direction (from the premises of the ordering customer to the DA location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

The Telephone Company will determine whether the Directory Access Service is to be routed directly to a DA location or through an appropriately equipped access tandem switch when such an access tandem switch is available. If the customer desires the traffic routing to be other than that selected by the Telephone Company, it may request a cooperative effort to determine if the customer specified traffic routing can be used in lieu of the Telephone Company selected traffic routing.

When Directory Transport is provided using a direct route to the DA location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. The customer will be notified by the Telephone Company when access tandem routing is provided and the customer shall address each call to the DA location using NPA + 555 + 1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Telephone Company in a manner similar to Switched Access Service transmission paths as set forth in 6.5.5 preceding.

(D)

(D)

Except as set forth in 9.4 (A) following, Directory Transport provided under a Special Order is subject to all order conditions as set forth in 5. preceding.

Directory Transport is provided with a Switched Transport Interface Group as set forth in 6.1.3(B) preceding. Only Switched Transport Interface Groups 2, 6 and 9 will be provided.

(C)

(C)

Directory Transport Services are comprised of the following rate elements, which are more fully described in 6.1.2 (B) preceding:

(N)

- Entrance Facility - for the transport of the DA call from the customer's premises to the serving wire center of that premises.
- Direct-Trunked Transport - for the transport of the DA call from the customer's serving wire center to the DA location without switching at a tandem or from the serving wire center to the tandem. This rate element includes both the termination (fixed) and facility (per mile).
- Tandem Switched Transport - for the transport of the DA call from the tandem to the DA location. This rate element includes Tandem Switched Transmission, Tandem Switching, Common and Dedicated Transport Multiplexing and Common and Dedicated Trunk Ports.

(N)

(M)

(M)

(M) Material omitted from this page now appears on Page 524.

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(N)

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

- Multiplexing - DS3 to DS1 multiplexing charges apply when a high capacity DS3 entrance facility or direct-trunked facility is connected with high capacity DS1 direct-trunked transport. The DS3 to DS1 multiplexer will convert a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing. DS1 to voice grade multiplexing charges apply when a high capacity DS1 entrance facility or direct-trunked facility is connected with voice grade direct-trunked transport. The DS1 to voice grade multiplexer will convert a 1.544 Mbps channel to 24 voice grade channels.

The customer will specify whether the Directory Access service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA location when such an access tandem switch is available. The combination of Feature Group B, C or D switched access service with DA service will only be provided at such available and appropriately equipped access tandem switches.

(N)

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(4) Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in 11. following.

(M)

(M)

(5) Design Layout Report

The Telephone Company will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.5. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

(6) Transmission Specifications

Directory Access Service is provided with either Type A, B or C Transmission Specifications. The specifications associated with these parameters are guaranteed to the DA location, whether routed directly or via an access tandem. Type B Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed direct to a DA location. Type A Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed via an access tandem switch. A, B and C Transmission Specifications Capabilities are set forth in 6.4.1 preceding.

(M) This material previously appeared on Page 523.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(7) Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Feature Group C or D end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth in 6.1.6 preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth for cooperative scheduled testing or manual scheduled testing in 13. following.

(Z)

(F) Trunk-side switching is provided at the Directory Assistance Service access location. The Directory Assistance Service access location will provide trunk answer and disconnect supervisory signaling.

(G) The Telephone Company will distribute the calls received over the Directory Access Services to the DA operators using the DA location access equipment.

(H) In the event that the telephone number is unavailable to the DA operator, no credit shall be given for the call to the DA operator. When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect telephone number is provided by the DA operator, a credit as set forth in 9.4(F) following will apply.

(C)

(C)

(I) DA Service may, at the option of the customer, be provided for intrastate and interstate communications. When the customer requests such mixed access, the intrastate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.14 preceding.

(J) The Telephone Company does not provide Directory Assistance Service for Interim 500 Access Service, TFC Access Service or 900 Access Service.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.3 Obligations of the Customer (Cont'd)

- (A) The customer shall determine and order the Directory Access Services it needs for DA Service.
- (B) When Directory Assistance Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six month period. If no notice is received from the customer, the Telephone Company will automatically extend the service for another six months and all appropriate charges as set forth in 9.6 following for another six months will apply.
- (C) The customer facilities at the premises shall provide the necessary on-hook and off-hook supervision.
- (D) When requested by the Telephone Company, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.2(E)(1) preceding.
- (E) When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of, and the billing and collecting of charges, for DA services furnished to its end users. When the Telephone Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be as set forth in 8.2 preceding.
- (F) The customer understands that DA operators will respond to only two (2) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements

(A) Minimum Periods

The minimum period for which DA Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each six month period, the charges that apply for the remaining months are the non-recoverable costs. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

(B) Cancellation of a Special Order

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in 5.2.3(C)(4) preceding apply for the Directory Access Service ordered. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(C) Changes to Special Orders

When a customer requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Telephone Company. Charges as set forth in 5. preceding apply for the Directory Access Service changed. In addition a charge equal to any other costs incurred by the Telephone Company because of the change will apply.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(D) Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in 6.7.7 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.7 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the disconnected service.

(E) DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in 6.7.1(C)(3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1(C)(3) for the type of change provided by the Telephone Company.

(F) Credit Allowance for DA Service

A per call credit equal to the sum of the DA Service usage sensitive rates set forth in 9.6 following (i.e., DA Service Call, and Tandem Switched Transport) will apply in the following situations:

- (1) When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided following customer connection to a Telephone Company DA operator.
- (2) When a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Telephone Company.
- (3) When a DA call is not completed due to the failure of Directory Access service to DA locations, DA access equipment or DA operator activities, a credit allowance for the switched access service portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer.

(N)

(N)

(M)

(M)

(M) Material omitted from this page now appears on Page 529.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.5 Rates and Regulations

(M)

(A) The charge for Directory Assistance as set forth in 9.6(A) applies as long as such connections are provided by the Telephone Company and are maintained exclusively by the interexchange carrier that offers message telephone service (MTS) in accordance with Part 69 Rules.

(B) The charge for Directory Access Installation (i.e., Switched Transport Installation) and Direct-Trunked Transport activation charges as set forth in 6.8.1 preceding will apply to each Directory Access Service installed.

(C)

(M) (C)

(C) The charges for Directory Transport will be assessed on the same basis as the switched access local transport rate elements set forth in 6.1.2 preceding:

(N)

- Entrance Facility
- Direct-Trunked Transport
- Tandem Switched Transport
- Multiplexing

(N)

9.6 Rates and Charges

The rates and charges are:

	<u>Monthly Rate</u>	
(A) Directory Assistance Service	ICB	
(B) Directory Transport	See Section 6.8.2 Switched Transport	(N) (N)

9.7 Directory Assistance Service Locations

(A) Directory Assistance Service is provided under the terms and conditions of Section 9 preceding at the following Telephone Company locations:

None

(N)

(M) This material previously appeared on Page 528.

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## ACCESS SERVICE

### 10. Special Federal Government Access Services

#### 10.1 General

This section covers Special Access Services that are provided to a customer for use only by agencies or branches of the Federal Government and other users authorized by the Federal Government. Services provided to state emergency operations centers are included. These services provide for command and control communications, including communications for national security, emergency preparedness and presidential requirements. They are required to assure continuity of Government in emergency and crisis situations and to provide for national security.

Services for command and control communications and for national security and emergency preparedness sometimes require short notice and short duration service provisions. These provisions are especially needed to meet presidential requirements or in response to natural, man-made, or declared emergencies. Requirements of this type cannot be forecasted and are usually needed for a relatively short period. The provision of service under these conditions may require the availability of facilities, such as portable microwave equipment, which are provided on a temporary basis by the Telephone Company or customer.

#### 10.2 Emergency Conditions

These services will be provided on the date requested or as soon as possible thereafter when the emergency falls into one of the following categories:

- State of crisis declared by the National Command Authorities (includes commitments made to the National Communications System in the "National Plan for Emergencies and Major Disasters").

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.2 Emergency Conditions (Cont'd)

- Efforts to protect endangered U.S. personnel or property both in the U.S. and abroad. (Includes space vehicle recovery and protection efforts.)
- Communications requirements resulting from hostile action, a major disaster or a major civil disturbance.
- The director (Cabinet level) of a Federal department, Commander of a Unified/Specified Command, or head of a Military department has certified that a communications requirement is so critical to the protection of life and property or to the National Defense that it must be processed immediately.
- Political unrest in foreign countries which affect the national interest.
- Presidential service.

10.3 Intervals to Provide Service

Services provided under the provisions of this section of the tariff are provided on an individual case basis. Therefore, orders for such service shall be placed under the Negotiated Interval provisions set forth in 5.2.1(B) preceding.

10.4 Special Facilities Routing

10.4.1 Reserved for Future Use

10.5 Safeguarding of Service

10.5.1 Reserved for Future Use

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.5 Safeguarding of Service (Cont'd)

10.5.2 Facility Availability

In order to insure communications during periods of emergency, the Telephone Company will, within the limits of good management, make available the necessary facilities to restore service in the event of damage or to provide temporary emergency service.

In order to meet the requirements of agencies or branches of the Federal Government, the Telephone Company may utilize government-owned facilities, when necessary, to provide service.

10.6 Federal Government Regulations

In accordance with Federal Government Regulations, all service provided to the Federal Government will be billed in arrears. However, this provision does not apply to other customers that obtain services under the provisions of this tariff to provide their services to the Federal Government.

10.7 Reserved for Future Use

10.8 Service Offerings to the Federal Government

The following services are provided to a customer for use only by agencies or branches of the Federal Government, other authorized users and state emergency operations centers. The rates and charges for these services shall be developed on an individual case basis and shall be consistent with the rates and charges for services offered in other sections of this tariff.

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.1 Type and Description

**(G) Voice Grade Special Access Services** <sup>[1]</sup>

(C)

(1) Voice Grade Secure Communications Type I

Approximate bandwidth of 10-50,000 Hertz. Furnished for two-point secure communications on two-wire or four-wire metallic facilities between a customer premises location and an end user's premises. Services are conditioned as follows:

T-3 Conditioning – The absolute loss (referenced to 1 milliwatt) with respect to frequency shall not exceed:

15 dB at 10 Hz  
13 dB at 100 Hz  
9 dB at 1,000 Hz  
20 dB at 10,000 Hz  
30 dB at 50,000 Hz

Additional conditioning (available in one or two directions on four-wire facilities only) to provide the following characteristics:

The absolute loss (referenced to one milliwatt) with respect to frequency shall not exceed:

0 dB at 1,000 Hz  
± 1 dB between 1,000 Hz and 40,000 Hz  
± 2 dB between 10 Hz and 50,000 Hz  
(+ means more loss)

The net loss of the conditioned service (with or without additional conditioning) shall not vary by more than four dB at 1,000 Hz from the levels specified above. Voice frequency signaling or supervisory tones can be transmitted.

<sup>[1]</sup> **Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
(N)

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.1 Type and Description (Cont'd)

(G) **Voice Grade Special Access Services** <sup>[1]</sup> (Cont'd)

(C)

(2) Voice Grade Secure Communications Type II

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communication between a customer premises on an end user's premises and an end user's premises. Services are conditioned as follows:

G-1 Conditioning - The absolute loss with respect to frequency and the net loss variation shall be the same as Voice Grade Secure Communications Type I services without additional conditioning. Voice frequency signaling or supervisory tones can be transmitted.

(3) Voice Grade Secure Communications Type III

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communication between an IC premises switch and an end user's premise. Services are conditioned as follows:

G-2 Conditioning - The absolute loss with respect to frequency and the net loss variation from the switch to an end user's premises shall be the same as Voice Grade Secure Communications Type I services without additional conditioning; from an end user's premises to the switch shall be the same as Voice Grade Secure Communications Type I services with additional conditioning. Voice frequency signaling or supervisory tones can be transmitted.

**<sup>[1]</sup> Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)

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10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.1 Type and Description (Cont'd)

(A) Voice Grade Special Access Services <sup>[1]</sup> (Cont'd)

(C)

(4) Voice Grade Secure Communications Type IV

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communication between two customer premises switches. Services are conditioned as follows:

G-3 Conditioning - The absolute loss with respect to frequency and the net loss variation shall be the same in both directions of transmission as Voice Grade Secure Communications Type I services with additional conditioning. Voice frequency signaling or supervisory tones can be transmitted.

(B) Reserved For Future Use

<sup>[1]</sup> **Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
(N)

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.2 Mileage Application

Mileage, when used for rate application between two customer premises, shall be determined by the V and H Coordinates Method as set forth in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4 and administered as set forth in 7.4.6 preceding.

10.8.3 Rates and Charges

(A) Voice Grade Special Access Service <sup>[1]</sup>

(C)

The provision of T-3 and G conditioned services contemplates station and tandem switching operations, using customer provided equipment, as well as Special Access Service. Voice grade services, where required by the customer provided equipment or switching operation, are furnished in accordance with the applicable sections of this tariff.

<sup>[1]</sup> **Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
(N)

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.3 Rates and Charges (Cont'd)

(A) **Voice Grade Special Access Service** <sup>[1]</sup> (Cont'd)

(C)

<u>Voice Grade Secure Communication</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
Type I, each T-3 Conditioning	ICB	ICB	ICB
Add'l Conditioning, per service termination	ICB	ICB	ICB

<sup>[1]</sup> **Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)

(N)

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.3 Rates and Charges (Cont'd)

(A) **Voice Grade Special Access Service** <sup>[1]</sup> (Cont'd)

(C)

<u>Voice Grade Secure Communication</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
Type II, each G-1 Conditioning	ICB	ICB	ICB
Type III, each G-2 Conditioning,	ICB	ICB	ICB
Add'l Conditioning, per service termination	ICB	ICB	ICB

<sup>[1]</sup> **Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)

(N)

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.3 Rates and Charges (Cont'd)

(A) **Voice Grade Special Access Service** <sup>[1]</sup> (Cont'd)

(C)

<u>Voice Grade Secure Communication</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
Type IV, each G-3 Conditioning	ICB	ICB	ICB
Add'l Conditioning, per service termination	ICB	ICB	ICB

<sup>[1]</sup> **Effective November 1, 2021 Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
(N)

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.3 Rates and Charges (Cont'd)

(B) Reserved For Future Use

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ACCESS SERVICE

10. Special Federal Government Access Services (Cont'd)

10.8 Service Offerings to the Federal Government (Cont'd)

10.8.3 Rates and Charges (Cont'd)

(C) Move Charges

- (1) When service without a maximum termination liability charge associated with it, as set forth in (A) and (B) preceding, is moved to a different building, the nonrecurring charge applies; when moved to a new location in the same building, a charge of one-half the non-recurring charge applies.
- (2) When service with a maximum termination liability charge associated with it, as set forth in (A) and (B) preceding, is moved and is rein-stalled at a new location, the customer may elect:
  - to pay the unexpired portion of the maximum termination liability charge for the service, if any, with the application of a nonrecurring charge and the establishment of a new maximum termination liability for such service at the new location, or
  - to continue service subject to the unexpired portion of the maximum termination liability, if any, and pay the estimated costs of moving such service, provided that the customer requests these charges be quoted prior to ordering the service move. Charges for moving such service will be based on estimated costs attributable to the move.

Move charges include the estimated costs of removal, restoration of services or facilities necessitated by the move, transportation, storage, reinstallation, engineering, labor, supervision, materials, administration, and any other specific items of cost directly attributable to the move.

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## ACCESS SERVICE

### 11. Special Facilities Routing of Access Services

#### 11.1 Description of Special Facilities Routing of Access Services

The services provided under this tariff are provided over such routes and facilities as the Telephone Company may elect. Special Facilities Routing is involved when, in order to comply with requirements specified by the customer, the Telephone Company provides Switched Access Service, Special Access Service or Special Federal Government Access Service in a manner which includes one or more of the following conditions:

##### 11.1.1 Diversity

Two or more services must be provided over not more than two different physical routes.

##### 11.1.2 Avoidance

A service must be provided on a route which avoids specified geographical locations.

##### 11.1.3 Cable-Only Facilities

Certain Voice Grade services are provided on Cable-Only Facilities to meet the particular needs of a customer.

Service is provided subject to the availability of Cable-Only facilities. In the event of service failure, restoration will be made through the use of any available facilities as selected by the Telephone Company.

Avoidance and Diversity are available on Switched Access Service as set forth in 6.1.4 preceding; Voice Grade Special Access Services as set forth in 7.2.3 preceding and Special Federal Government Access Services as set forth in 10.8 preceding. Cable-Only Facilities are available with Switched Access Service as set forth in 6.1.4 preceding; Voice Grade Special Access Services as set forth in 7.2.3 preceding, and Special Federal Government Access Services as set forth in 10.8 preceding.

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ACCESS SERVICE

11. Special Facilities Routing of Access Services (Cont'd)

11.1 Description of Special Facilities Routing of Access Services (Cont'd)

In order to avoid the compromise of special routing information, the Telephone Company will provide the required routing information for each specially routed service to only the ordering customer. If requested by the customer, this information will be provided when service is installed and prior to any subsequent changes in routing.

The offering of Special Facilities Routing of Access Services contemplates the use of existing facilities. Should facilities not be available, it may be necessary to construct such facilities, either as (1) normal or (2) Special Construction. If Special Construction is involved, the regulations, as set in Section 14, following apply. However, the applicable rates and charges shall be filed in this section of this tariff, not the Special Construction section. In either case of (1) or (2) preceding, the rates and charges for administration and any other specific items of cost directly attributable to the provision of this service shall be filed in this section also.

The rates and charges for Special Facilities Routing of Access Services as set forth in 11.2 following are in addition to all other rates and charges that may be applicable for services provided under other sections of this tariff.

11.2 Rates and Charges for Special Facilities Routing of Access Service

The rates and charges for Special Facilities Routing of Access Services are as follows:

11.2.1 Diversity

For each service provided in accordance with 11.1.1 preceding, the rates and charges will be developed on an individual case basis and filed following:

(T)  
(T)

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ACCESS SERVICE

11. Special Facilities Routing of Access Services (Cont'd)

11.2 Rates and Charges for Special Facilities Routing of Access Service (Cont'd)

11.2.2 Avoidance

For each service provided in accordance with 11.1.2 preceding, the rates and charges will be developed on an individual case basis.

11.2.3 Diversity and Avoidance Combined

For each service provided in accordance with 11.1.1 and 11.1.2 preceding, combined, the rates and charges will be developed on an individual case basis.

11.2.4 Cable-Only Facilities

For each service provided in accordance with 11.1.3 preceding, the rates and charges will be developed on an individual case basis.

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## ACCESS SERVICE

12. Specialized Services or Arrangements12.1 General

Specialized Services or Arrangements may be provided by the Telephone Company, at the request of a customer, on an individual case basis if such service or arrangements meet the following criteria:

- (A) The requested service or arrangements are not offered under other sections of this tariff.
- (B) The facilities utilized to provide the requested service or arrangements are of a type normally used by the Telephone Company in furnishing its other services.
- (C) The requested service or arrangements are provided within an exchange.
- (D) The requested service or arrangements are compatible with other Telephone Company services, facilities, and its engineering and maintenance practices.
- (E) This offering is subject to the availability of the necessary Telephone Company personnel and capital resources.

12.2 Move Charges

- (A) When service without a maximum termination liability charge associated with it is moved to a different building, the nonrecurring charge applies; when moved to a new location in the same building, a charge of one-half the nonrecurring charge applies.
- (B) When service with a maximum termination liability charge associated with it is moved and is reinstalled at a new location, the customer may elect:
  - To pay the unexpired portion of the maximum termination liability charge for the service, if any, with the application of a nonrecurring charge and the establishment of a new maximum termination liability charge for such service at the new location, or
  - to continue service subject to the unexpired portion of the maximum termination liability charge, if any, and pay the estimated costs of moving such service, provided that the

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ACCESS SERVICE

12. Specialized Services or Arrangements (Cont'd)

12.2 Move Charges (Cont'd)

(B) (Cont'd)

customer requests these charges be quoted prior to ordering the service move. Charges for moving such service will be based on estimated costs attributable to the move.

Move charges include the estimated costs of removal, restoration of services or facilities necessitated by the move, transportation, storage, reinstallation, engineering, labor, supervision, materials, administration, and any other specific items of cost directly attributable to the move.

12.3 Rates and Charges

Rates and charges, and additional regulations if applicable, for specialized service or arrangements are provided on an individual case basis are filed following:

(None)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

In this section normally scheduled working hours are an employee's scheduled work period in any given calendar day (e.g., 7:00 a.m. to 4:00 p.m.) for the application of rates based on working hours.

13.1 Additional Engineering

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

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in 6.1.5 and 7.1.6 preceding.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in 7.2 preceding.

The Telephone Company will notify the customer that additional engineering charges, as set forth in 13.1.1 following, will apply before any additional engineering is undertaken.

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ACCESS SERVICE

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

13.1 Additional Engineering (Cont'd)

13.1.1 Charges for Additional Engineering

The charge for Additional Engineering are as follows:

	<u>Additional Engineering Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Additional Half Hour or Fraction Thereof</u>
(A)	Basic Time, normally scheduled working hours, per engineer	\$70.00 (I)	\$35.00
(B)	Overtime outside of normally scheduled working hours, per engineer	\$77.00 (I)	\$43.00 (I)

13.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Telephone Company as set forth in 13.2.1 through 13.2.5 following. The Telephone Company will notify the customer that additional labor charges as set forth in 13.2.6 following will apply before any additional labor is undertaken.

Hourly charges are calculated from the time Telephone Company personnel are dispatched and end when the work is completed.

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

13.2 Additional Labor (Cont'd)

13.2.1 Overtime Installation

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

13.2.2 Overtime Repair

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

13.2.3 Stand By

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

13.2.4 Testing and Maintenance with Other Telephone Companies

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

13.2.5 Other Labor

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

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

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor

The charges for additional labor are as follows:

	<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(A)	Installation or Repair		
-	Overtime, outside of normally scheduled- working hours, on a scheduled work day, per technician	\$70.00*	\$35.00*
-	Premium Time outside of scheduled work day, per technician	\$77.00*	\$43.00*

\* A call out of a Telephone Company employee at a time not consecutive with employee's scheduled work period is subject to a minimum charge of three hours.

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

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor (Cont'd)

	<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(B)	Stand by		
-	Basic Time, normally scheduled working hours, per technician	\$63.00	\$31.00
-	Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	\$71.00*	\$39.00*

\* A call out of a Telephone Company employee at a time not consecutive with employee's scheduled work period is subject to a minimum charge of three hours.

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

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor (Cont'd)

	<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(B)	Stand by (Cont'd)		
	- Premium Time, outside of scheduled work day, per technician	\$79.00*	\$44.00*
(C)	Testing and Maintenance with other telephone companies or Other Labor		
	- Basic Time, normally scheduled working hours, per technician	\$63.00*	\$31.00*

\* A call-out of a Telephone Company employee at a time not consecutive with employee's scheduled work period is subject to a minimum charge of three hours.

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

13.2 Additional Labor (Cont'd)

13.2.6 Charges for Additional Labor (Cont'd)

The charges for additional labor are as follows:

	<u>Additional Labor Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(C)	(Cont'd)		
-	Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	\$71.00*	\$39.00*
-	Premium Time outside of scheduled work day, per technician	\$79.00*	\$44.00*

\* A call-out of a Telephone Company employee at a time not consecutive with employee's scheduled work period is subject to a minimum charge of three hours.

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

13.3 Miscellaneous Services

13.3.1 Maintenance of Service

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

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

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

13.3 Miscellaneous Services (Cont'd)

13.3.1 Maintenance of Service (Cont'd)

(C) The charges for Maintenance of Service are as follows:

<u>Maintenance of Service Periods</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
- Basic Time, normally scheduled working hours, per technician	\$63.00* (l)	\$31.00*
- Overtime, outside of normally scheduled working hours, on a scheduled work day, per technician	\$71.00*	\$39.00*

\* A call out of a Telephone Company employee at a time not consecutive with employee's scheduled work period is subject to a minimum charge of three hours.

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