

ACCESS SERVICE

12. Additional Engineering, Additional Labor and Miscellaneous Services

Part 12.1 addresses Additional Engineering, 12.2 addresses Additional Labor (which is comprised of Overtime Installation, Overtime Repair, Standby, Testing and maintenance with Other Telephone Companies, and Other Labor). 12.3 addresses Miscellaneous Services (which are comprised of Testing Services, Maintenance of Service and Telecommunications Service Restoration Priority). Part 12.4 addresses Presubscription.

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

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

12.1 Additional Engineering

Additional Engineering, including engineering reviews as set forth in Part 5.4.3(B), will be undertaken only after the Telephone Company has notified the customer that additional engineering charges apply as set forth in Part 8.4.2 following, and the customer agrees to such charges.

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

- (A) An 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 Parts 6.1.5 and 7.1.6.
- (B) Additional Engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Part 7.1.2.
- (C) A customer requested Design Change requires the expenditure of Additional Engineering time. Such additional engineering time is incurred by the Telephone Company for the engineering review as set forth in 5.4.3(B) preceding. The charge for additional engineering time relating to the engineering review, which is undertaken to determine if a design change is indeed required, will apply whether or not the customer authorizes the Telephone Company to proceed with the Design Change. In this case the Design Change charge as set forth in 8.4.1(C) preceding, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change.

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12.2 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 12.2.1 through 12.2.5 following. The Telephone Company will notify the customer that Additional Labor charges as set forth in 8.4.3 following will apply before any additional labor is undertaken. A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. When provisioning or restoring Telecommunications Service Priority service, the Telephone Company will, when possible, notify the customer of the applicability of these Additional Labor charges.

12.2.1 Overtime Installation

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

12.2.2 Overtime Repair

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

12.2.3 Standby

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

12.2.4 Testing and Maintenance with Other Telephone Companies

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

12.2.5 Other Labor

Other labor is that additional labor not included in 12.2.1 through 12.2.4 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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12.3 Miscellaneous Services

12.3.1 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 8.4.4 preceding. A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. Other testing services, as described in 6.2.4 and 7.1.7 preceding, are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

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

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

(A) Switched Access Service

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

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12.3 Miscellaneous Services (Cont'd)

12.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

Routine tests are those tests performed by the Telephone Company on a regular basis, as set forth in 6.2.4 which are required to maintain Switched Access Service.

Additional in-service tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a manual basis [Telephone Company technician(s) involved at Telephone Company office(s) and Telephone Company or customer technician(s) involved at the customer designated premises].

Testing services are ordered to the access tandem or end office for FGB (wherever the FGB service is ordered) and to the end office for Feature Group D.

(1) Additional Cooperative Acceptance Testing (ACAT)

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

Additional Cooperative Acceptance Tests may, for example, consist of the following tests:

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

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12.3 Miscellaneous Services (Cont'd)

12.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(2) Additional Automatic Testing

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

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

The Additional Tests (i.e., gain slope, C-notched noise, 1004 Hz loss, C-message noise and balance) may be ordered by the customer at additional charges, 60 days prior to the start of the customer prescribed schedule. The rates for Additional Tests are as set forth in 8.4.4(B).

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12.3 Miscellaneous Services (Cont'd)

12.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(3) Additional Manual Testing

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

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

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

The rates for Additional Manual Testing are as set forth in 8.4.4 (C) following.

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12.3 Miscellaneous Services (Cont'd)

12.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(4) Obligations of the Customer

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

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12.3 Miscellaneous Services (Cont'd)

12.3.1 Testing Services (Cont'd)

(B) Special Access Service

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

(1) Additional Cooperative Acceptance Testing (ACAT)

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

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

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12.3 Miscellaneous Services (Cont'd)

12.3.1 Testing Services (Cont'd)

(B) Special Access Service (Cont'd)

(2) Additional Manual Testing

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

(3) Obligation of the Customer

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

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12.3 Miscellaneous Services

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

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

12.3.3 Telecommunications Service Priority - TSP

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

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

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(Cont'd)

12.3 Miscellaneous Services (Cont'd)

12.3.3 Telecommunications Service Priority - TSP (Cont'd)

(A) (Cont'd)

The TSP System is a service, developed to meet the requirements of the Federal Government, as specified in the Service Vendor's Handbook and Service User's Manual which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of NSEP telecommunications services. These include both Switched and Special Access Services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services.

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

(B) A Telecommunications Service Priority charge applies as set forth in 8.4.4 when a request to provide or change a Telecommunications Service Priority is received subsequent to the issuance of an Access Order to install the service.

Additionally, a Miscellaneous Service Order Charge as set forth in 8.4.1 will apply to Telecommunications Service Priority requests that are ordered subsequent to the initial installation of the associated access service.

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

In addition, Additional Labor rates as set forth in Part 8.4.3 may be applicable when provisioning or restoring Switched or Special Access Services with Telecommunications Service Priority.

When the customer requests an audit or a reconciliation of the Telephone Company's Telecommunications Service Priority records, a Miscellaneous Service Order Charge as set forth in 8.4.1(D) and Additional Labor rates as set forth in 8.4.3 are applicable.

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12.3 Miscellaneous Services (Cont'd)

12.3.4 Miscellaneous Equipment

(A) Controller Arrangement

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

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

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12.4 Presubscription

Pursuant to the Federal Communications Commission's Memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985, the Allocation Plan, outlined in Appendix B of this Order, will be available for inspection in the Public Reference Room of the Tariff Division at the Federal Communications Commission's Washington D.C., location or may be obtained from the Commission's commercial contractor.

- (A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA and intraLATA calls. This IC is referred to as the end user's predesignated IC.
- (B) On the effective date of this tariff, all existing end users have access to interstate and intrastate MTS/WATS.
- (C) End users may select one of the following options at no charge:
 - indicate a primary IC for all of its lines,
 - indicate a different IC for each of its lines.

Only one IC may be selected for each line or lines terminating in the same hunt group.

End users may designate that they do not want to presubscribe to any IC. The end user must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (101XXXX) for all interstate and intrastate interLATA calls.

After the end user's initial selection of a predesignated IC or the designation that they do not want to presubscribe to any IC, for any change in selection after conversion to Equal Access in the serving end office, a nonrecurring charge as set forth in 8.4.4(G) following applies.

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12.4 Presubscription (Cont'd)

- (D) When an end user indicates more than one customer selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates a customer selection on the return notification that does not match with information provided by a customer, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more customers provide to the Telephone Company end user lists indicating that a particular end user has designated each of them as the primary customer, the end user in question will be allocated along with the non-respondents to the initial notification. A list of these end users in conflict must be sent to the affected customer by the Telephone Company.

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12.4 Presubscription (Cont'd)

(E) New end users who are served by end offices equipped with Feature Group D will be asked to presubscribe to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options. There will be no charge for this initial selection.

- designate a primary IC for all of its lines,
- designate a different IC for each of its lines.

Only one customer may be selected for each individual line, or lines terminating in the same hunt group. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a predesignated IC, for any change in selection, a nonrecurring charge, as set forth in 8.4.4(G) preceding applies.

(F) If the new end user fails to designate an IC as its predesignated IC prior to the date of installation of Telephone Exchange service, the Telephone Company will (1) allocate the end user to an IC based upon current IC presubscription ratios, (2) require the end user to dial an access code (101XXXX) for all interstate calls, or (3) block the end user from interstate and intrastate calling. The end user will be notified which option will be applied if they fail to presubscribe to an IC. An allocated or blocked end user may designate another, or initial, IC as its predesignated IC one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service.

For any change in selection after six months from the installation of Telephone Exchange Service, a nonrecurring charge, as set forth in 8.4.4(G) following applies.

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12.4 Presubscription (Cont'd)

12.4.1 Presubscription InterLATA (Cont'd)

- (G) If an IC elects to discontinue its Feature Group D service offering prior to or within 2 years of the conversion, the IC will notify the Telephone Company of the cancellation. The customer will also notify all end users which selected them that they are canceling their service and that they should contact the Telephone Company to select a new primary IC. The customer will also inform the end user that it will pay the presubscription change charge. The canceling IC will then be billed by the Telephone Company the appropriate charge for each end user for a period of two years from the discontinuance of Feature Group D service.
- (H) If an IC elects to change or discontinue use of a Carrier Identification Code (CIC) for any reasons other than those set forth in (G) above, the IC will identify to the Telephone Company any affected end users and advise the Telephone Company of the new CIC to be assigned to these end users. If the CIC change involves a change of carrier for any end users, the IC will notify the affected end users of the change. The Telephone Company will change the predesignated carrier code of each end user identified by the IC to the new CIC and bill the IC the nonrecurring charge set forth in 8.4.4 (G) preceding for each end user line or trunk that is changed.

12.5 Verification of Orders for Long Distance Telemarketing

No IC shall submit to the Telephone Company a Primary Interexchange Carrier (PIC) change order generated by telemarketing unless and until the order has first been confirmed in accordance with one of the following procedures:

- (A) The IC obtains the billed party's (e.g., an end user or the designator of the PIC for a pay telephone) written authorization to submit the PIC change order. The written authorization shall take the form of a letter of agency which:
- shall be a separate document whose sole purpose is to authorize an interexchange carrier to initiate a primary interexchange carrier change.
 - shall be signed and dated by the billed party of the telephone line(s) requesting the primary interexchange carrier change.

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

12.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

(A) (Cont'd)

- shall not be combined with inducements of any kind on the same document.
- shall not suggest or require that the billed party take some action in order to retain the billed party's current interexchange carrier.
- shall have all portions translated into another language if any portion of the letter of agency is translated into another language.
- may be combined with checks that contain only the required letter of agency language that follows the necessary information to make the check a negotiable instrument. At a minimum, the letter of agency should be printed with a type of sufficient size and readable type to be clearly legible and must contain clear and unambiguous language that confirms:
 - The billed party's billing name and address and each telephone number to be covered by the PIC change order; and
 - The billed party's decision to change the PIC to the IC; and
 - The billed party's intention to designate the interexchange carrier to act as its agent for the PIC change; and
 - The billed party's understanding that only one interexchange carrier may be designated as the billed party's interstate primary interexchange carrier for any one telephone number. To the extent that a jurisdiction allows the selection of additional primary interexchange carriers, the letter of agency must contain separate statements regarding these choices. Any carrier designated as a primary interexchange carrier must be the carrier directly setting the rates for the billed party. One interexchange carrier can be both the billed party's interstate primary interexchange carrier and a billed party's intrastate primary interexchange carrier; and

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12.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

(A) (Cont'd)

- The billed party's understanding that they may incur a charge for changing the primary interexchange carrier; or

(B) The IC obtains the billed party's electronic authorization to submit the PIC change order. The billed party will place a call, from the telephone number(s) on which the PIC is to be changed, to a toll free telephone number that is dedicated to the IC's PIC verification process. The verification number will connect the billed party to a voice response unit that records the originating ANI and the required information described in (A) preceding; or

(C) An appropriately qualified and independent third party, operating in a location physically separate from the telemarketing representative, obtains the billed party's oral authorization to submit the PIC change order. This authorization must confirm the order and include appropriate verification data (e.g., the billed party's date of birth or social security number); or

(D) Within three business days of the billed party's request for a PIC change, the IC must send them an information package by first class mail which includes:

- A statement that the enclosed information is being sent to confirm a telemarketing order placed by the billed party within the previous week,
- the name of the current and soliciting ICs,
- the terms, conditions or charges for the PIC change,
- the name of the person who ordered the change,
- the name, address and telephone number of both the customer and the soliciting IC,
- a statement advising the billed party that, absent their response, the change will be implemented 14 days from the date the information package was mailed to them,

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12.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

(D) (Cont'd)

- the name, address and telephone number of a contact point at the FCC for consumer complaints.

The IC must provide a postpaid postcard which the billed party can use to deny, cancel or confirm the order. The IC must wait 14 days after the information package is mailed to the billed party before submitting the PIC change order to the Telephone Company.

12.6 Unauthorized PIC Change

If an IC requests a Primary Interexchange Carrier change on behalf of a billed party (e.g., an end user or designator of the PIC for a pay telephone), and the billed party subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of authorization signed by the billed party; then:

- The billed party will be reassigned to its previously selected IC. No charge will apply to the billed party for this reassignment.
- The Unauthorized Presubscription Change Charge as set forth in 8.4.4(H) will apply to the IC that requested the unauthorized PIC change. This charge is applied in addition to the \$5.00 PIC change charge.

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12.7 Blocking Service

12.7.1 International Blocking Service

The Telephone Company will provide International Blocking Service to customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs and to customers who obtain Feature Group A Switched Access Service under this tariff. This service is only provided at appropriately equipped Telephone Company end offices. Those offices providing International Blocking Service are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

On each line or trunk for which International Blocking Service is ordered, the Telephone Company will block all direct dialed international calls that use the call sequence of 011+ or 011+ or 101XXXX-011+. When capable, the Telephone Company will route the blocked calls to a recorded message.

An International Blocking Service charge as set forth in 8.4.4(I) preceding is applicable for each new or existing exchange line or trunk or Feature Group A Switched Access line to which International Blocking Service is added or removed. This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time that it is disconnected.

A Miscellaneous Service Order Charge as set forth in 8.4.1(D) will apply to orders adding or removing International Blocking Service that are placed subsequent to the initial installation of the associated exchange line(s) or trunk(s) or Feature Group A Switched Access line(s). This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time that it is disconnected.

12.7.2 900 Blocking Service

The Telephone Company will provide 900 Blocking service to customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs and to customers who obtain Feature Group A Switched Access Service under this tariff. This service is only provided at appropriately equipped end offices. Those offices providing 900 Blocking Service are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

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12.7 Blocking Service (Cont'd)

12.7.2 900 Blocking Service (Cont'd)

On each line or trunk for which 900 Blocking Service is ordered, the Telephone Company will block all direct dialed calls placed to a 900 number. When capable, the Telephone Company will route the blocked calls to a recorded message.

- Blocking access to 900 services is offered to all subscribers at no charge as set forth in 8.4.4(I).

The Blocking Service charge is applied for each line or trunk to which 900 Blocking Service is added or removed. Requests by subscribers to remove 900 Blocking Service must be in writing. This charge does not apply when blocking is removed from an exchange line or trunk at the same time that it is disconnected.

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12.9 Billing Name and Address Service

12.8.1 General Description

- (A) Billing Name and Address (BNA) Service is the provision by the Telephone Company to an intrastate interexchange service provider who is a customer of the Telephone Company of the complete billing name, street address, city or town, state and zip code for a telephone number or calling card account number assigned by the Telephone Company. An intrastate interexchange service provider is defined as an interexchange carrier, an operator service provider, an enhanced service provider or any other provider of intrastate interexchange telecommunications services.
- (B) BNA Service is provided only for the purposes of allowing customers to bill their end users for telephone services provided by the customer, order entry and customer service information, fraud prevention, identification of end users who have moved to a new address, any purpose associated with equal access requirement, and information associated with Local Exchange Carrier (LEC) calling card calls, collect calls and third party calls.

BNA information may not be resold or used for any other purpose including, but not limited to, marketing or merchandising activities.
- (C) BNA information associated with listed/published telephone numbers will be provided. Requests for BNA information associated with nonpublished and unlisted telephone numbers will be provided, unless the subscriber to a nonpublished or unlisted telephone number has affirmatively requested that its BNA not be disclosed.

12.8.2 Undertaking of the Telephone Company

- (A) A standard format for the receipt of BNA requests and the provision of BNA information will be established by the Telephone Company.
- (B) Standard response to BNA requests will be by First Class Mail. Standard format will be on paper. Optional Magnetic Tape formatting will be offered where available.
- (C) Where facilities are available, the customer may request an optional specialized output format required to meet a specific customer need.

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

12.9 Billing Name and Address Service (Cont'd)

12.8.2 Undertaking of the Telephone Company (Cont'd)

- (D) The Telephone Company will make every effort to provide accurate and complete BNA data. The Telephone Company makes no warranties, expressed or implied, as to the accuracy or completeness of this information.
- (E) The Telephone Company will not disclose BNA information to parties other than intrastate interexchange service providers and their authorized billing agents as defined in 12.8.1(A) preceding. BNA disclosure is limited to those purposes as defined in 12.8.1(B).
- (F) The Telephone Company reserves the right to request from an intrastate interexchange service provider who has placed an order for BNA service, the source data upon which the interexchange carrier has based the order. This request is made to ensure that the BNA information is to be used only for purposes as described in 12.8.1(B). The Telephone Company will not process the order until such time as the intrastate data.

12.8.3 Obligations of the Customer

- (A) The customer shall order BNA Service on a separate BNA Order. The order must identify both the customer's authorized representative and the address to which the information is to be sent.
- (B) The customer shall treat all BNA information as confidential. The customer shall insure that BNA information is used only for the purposes as described in 12.8.1(B).
- (C) 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 it assembles through the use of BNA Service.
- (D) Upon request, the customer will provide to the Telephone Company the source data upon which the customer has based an order for BNA service. The Telephone Company will not process the order until such time as the customer provides the requested data.

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

12.8 Billing Name and Address Service (Cont'd)

12.8.4 Rate Regulations

- (A) For each order for BNA information received by the Telephone Company, a BNA Order Charge applies. In addition, a charge applies for each customer specific record provided. The BNA Order Charge and the Per Record Charge are specified in 8.4.4(J).
- (B) Where available, the customer may order the response formatted on Magnetic Tape. The Optional Magnetic Tape Charge is specified in 8.4.4(J) and is in addition to the BNA Order Charge and the BNA Record Charge.
- (C) Where available, the customer may order an output format other than a standard paper format in order to meet a customer's specific requirement. This option is subject to an hourly programming charge as specified in 8.4.4(J) and is in addition to the BNA Order Charge and the BNA Record Charge.

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

12. Nonchargeable Confirmation Services

12.9.1 Billed Number Screening (BNS)

At the request of the customer, the Telephone Company business office will confirm BNS codes associated with a line to which a call is to be billed.

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

12.10 Local Number Portability Services

Local Number Portability (LNP) provides an end user of local exchange telecommunications service the ability to retain its existing local exchange service telephone number (TN) when changing from one local exchange telecommunications carrier to another. LNP capability will be activated in Telephone Company end office or tandem switches based upon receipt of a request by another local exchange telecommunications carrier. The Telephone Company will identify its LNP capable serving wire centers in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4. The technical specifications for Local Number Portability are contained in Telcordia Technologies Technical Reference GR-2936-CORE.

12.10.1 Local Number Portability End User Service

The Local Number Portability End User Charge will be billed to local exchange service end users, resellers of the Telephone Company's local exchange service, line side access customers, and purchasers of unbundled switch ports that are served by an LNP capable serving wire center. The Local Number Portability End User Charge recovers the Telephone Company's costs directly related to implementing and providing Local Number Portability.

The Telephone Company will bill a monthly Local Number Portability End User Charge as set forth in 8.4.4(L) to local exchange service end users, resellers of the Telephone Company's local exchange service, line side access customers, and purchasers of unbundled switch ports served by an LNP capable wire center with the following exceptions:

- Each PBX trunk shall be assessed the equivalent of nine monthly LNP End User Charges as specified in 8.4.4(L).
- Each ISDN PRI arrangement shall be assessed the equivalent of five monthly LNP End User Charges as specified in 8.4.4(L).
- Lifeline end user customers shall not be assessed the LNP End User Charge.

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

12.10.1 Local Number Portability End User Service (Cont'd)

The Telephone Company (1) will recover the Local Number Portability End User Charge for the remainder of a 60 month period already in progress beginning with the effective date of the rate and ending with the termination date of the rate as specified in 8.4.4 (L).

The Telephone Company will recover the Local Number Portability End User Charge for a 60 month period beginning with the Effective date of the rate as specified in 8.4.4 (L).

12.10 Local Number Portability Services (Cont,d)

12.10.2 Local Number Portability Query Service

(A) Description

LNP Query Service uses Advanced Intelligent Network (AIN) technology and the Common Channel Signaling (CCS) network to query an LNP database to obtain network routing instructions before completion of a call. The LNP database contains all of the TNs within an NXX and the location routing number (LRN) of the switch serving each of those TNs when at least one of the TNs within the NXX has been transferred from one local exchange telecommunications carrier to another. The LRN associates a unique NPA-NXX-XXXX routing number with each central office switch that has subscribers who have transferred their TNs.

Where more than one carrier is involved in completing the call, the carrier prior to the terminating carrier (i.e., the N-1 carrier) is responsible for querying an LNP database to obtain the LRN used in routing the call for a number portable NXX code. When the N-1 carrier forwards a non-queried call to a Telephone Company end office or tandem switch and the NXX code has one or more transferred TNs, the Telephone Company's end office or tandem switch will suspend call processing and formulate and launch a query to an LNP database to secure the LRN of the transferred TN. When the LRN has been returned from an LNP database to the Telephone Company end office or tandem switch originating the query, call processing is resumed and the call is either processed in the Telephone Company's network or routed to the correct local service provider's network for completion to the called party. The Telephone Company will perform the query on behalf of the N-1 carrier (i.e., the LNP query service customer) that forwarded the call. The Telephone Company will bill the N-1 wireline or wireless telecommunications carrier a charge per query as specified in 8.4.4 (L), regardless of whether the call is completed.

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

12.10.2 Local Number Portability Query Service Cont'd

(A) Description (Cont'd)

An LNP Order Charge will apply on a per order basis for those customers that have ordered LNP Query Service. N-1 carriers who terminate nonqueried traffic into the Telephone Company's network and have not placed an order for LNP Query Service will be assessed on a per account basis an LNP Billing Charge.

(B) Limitations

LNP Query Service is to be used only on a call-by-call basis for routing calls to number portable NXX codes and cannot be used for purposes other than those functions describe herein.

(C) Network Management

The Telephone Company will administer its network to ensure the provision of acceptable service levels to all customers of the LNP Query Service.

The Telephone Company reserves the right to block any LNP query traffic in nondiscriminatory manner, where the processing of the LNP queries threatens to disrupt operation of its network and impair network reliability.

(D) Rate Regulations

The LNP charge per query recovers the cost to query an LNP database on behalf of the N-1 carrier. The rate associated with an LNP query will be billed monthly, per query as set forth in 8.4.4 based on the recorded number of queries. The Telephone Company will develop monthly charges based on an average number of queries per month if actual query recordings are not available. For billing purposes, each month is considered to have thirty (30) days.

The LNP Order Charge and LNP Billing Charge recover the cost to establish the customer's LNP query account. The LNP Order Charge will be billed per order as set forth in 8.4.4 to those customers that have ordered LNP Query Service. The LNP Billing Charge will be applied per account as set forth in 8.4.4 to the N-1 carrier who terminates non-queried traffic into the Telephone Company's network and has not placed an order for LNP Query Service.

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