
ACCESS SERVICE

8. 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. Basic Time is that time during normally scheduled working hours. Overtime is that time outside of normally scheduled working hours on scheduled working days. Premium Time is that time outside of normally scheduled working days.

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. Work subject to Premium Time is always subject to a minimum charge of four hours.

8.1 Additional Engineering

Additional Engineering will be provided by the Telephone Company at the request of the customer or when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer's request.

Additional Engineering is provided when:

- (A) A customer requests additional technical information beyond that normally included by the Telephone Company on the Design Layout Report (DLR). (T)
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's specific written request for a customized service or additional engineering activities which are not normally performed in the provision of services under this tariff.

The Telephone Company will notify the customer that Additional Engineering charges as set forth in 8.1.1 following, will apply before any additional engineering is undertaken. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the

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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.1 Additional Engineering (Cont'd)

(B) (Cont'd)

justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

8.1.1 Charges for Additional Engineering

The charges for Additional Engineering are as follows:

Per Engineer, Per Hour, or Fraction Thereof

Basic Time	Overtime	Premium Time*
\$42.40	\$63.60	\$84.80

8.2 Additional Labor

Additional labor is that labor requested and authorized by the customer on a given service and agreed to by the Telephone Company as set forth in 8.2.1 through 8.2.5. The Telephone Company will notify the customer that additional labor charges as set forth in 8.2.6 will apply before any additional labor is undertaken.

8.2.1 Overtime Installation

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

* Subject to a minimum charge of four hours.

Continued

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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.2 Additional Labor (Cont'd)

8.2.2 Overtime Repair

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

8.2.3 Stand By

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

8.2.4 Maintenance with Other Telephone Companies

Additional labor charges apply to additional maintenance or repair of facilities which connect to facilities of other telephone companies. This is in addition to the normal efforts required to maintain or repair facilities provided solely by the Telephone Company, as set forth in Section 2.1.1(C).

8.2.5 Other Labor

Other labor is that additional labor not included in 8.2.1 through 8.2.4. This includes labor incurred to accommodate a specified customer request that involves only labor which is not covered by any other section of this tariff.

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8. Miscellaneous Services (Cont'd)

8.2 Additional Labor (Cont'd)

8.2.6 Charges for Additional Labor

The charges for additional labor are as follows:

Per Technician, Per Hour, or Fraction Thereof

Basic Time	Overtime*	Premium Time**
\$39.91	\$59.87	\$79.82

8.3 Maintenance of Service

(A) The customer will be responsible for reporting troubles sectionalized to Telephone Company facilities and/or equipment. When trouble cannot be clearly sectionalized to the Telephone Company facilities and/or equipment, the Telephone Company will test cooperatively or independently to assist in trouble sectionalization.

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 the customer's premises or customer's end user 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's premises, and the

* 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.

** Subject to a minimum charge of four hours.

Continued

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8. Miscellaneous Services (Cont'd)

8.3 Maintenance of Service (Cont'd)

(B) (Cont'd)

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.

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

Maintenance of Service
Periods

Per Technician

Per occurrence

The charges for Maintenance of Service are the same as those set for Additional Labor as set forth in 8.2.

8.4 Additional Testing

Testing Services provides for the use of a Telephone Company technician in performing specific tests authorized by the customer including additional testing of facilities which connect to facilities of other telephone companies. Testing Services offered under this section of the tariff are optional and are in addition to acceptance tests and in-service tests performed by the Telephone Company. Testing Services are made subject to the availability of the necessary qualified personnel and test equipment at the requested test locations.

(T)

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Continued
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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.4 Additional Testing (Cont'd)

Testing Services consist of Additional Cooperative Acceptance Testing (ACAT) which is performed during installation of Access Services and Nonscheduled Testing (NST) which is performed after acceptance of Access Services by the customer. Rates and charges for Testing Service are set forth in 8.4(C).

The Telephone Company will provide, upon request, documentation that lists the results of the tests performed. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

(A) Additional Cooperative Acceptance Testing

Rates and charges for Additional Cooperative Acceptance Testing of Switched Access Services apply per technician used.

(1) Switched Access Service

Additional Cooperative Acceptance Testing (ACAT) of Switched Access Service is performed at the time of installation and involves the Telephone Company provision of a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests. The Telephone Company may, at the request of the customer, supply a technician at the customer's premises to perform the required tests.

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

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.4 Additional Testing (Cont'd)

(A) Additional Cooperative Acceptance Testing (Cont'd)

(1) Switched Access Service (Cont'd)

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

(B) Nonscheduled Testing

Nonscheduled tests are performed by the Telephone Company "on demand". When a customer provides a technician at its premises with suitable test equipment to perform the required tests, the Telephone Company may provide a technician at its office for the purpose of conducting Nonscheduled Testing of Switched Access services. At the customer's request, the Telephone Company may provide a technician at the customer's premises. Nonscheduled tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require. Rates and charges for Nonscheduled Testing apply per technician used.

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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.4 Additional Testing (Cont'd)

(C) Rates and Charges

The charges for Additional Testing are as follows:

Per Technician, Per Hour, or Fraction Thereof

Basic Time	Overtime*	Premium Time**
\$39.91	\$59.87	\$79.82

8.5 Presubscription

Presubscription is an arrangement whereby an end user may select and designate to the Telephone Company an IC to access for 1+ InterLATA and/or IntraLATA calls. This IC is referenced to as the end user's predesignated IC. Terms, conditions and rates for IntraLATA Presubscription are set forth in selections (G), (H), (I), (J), (K), (L) and (M) following.

The regulations and charges pertaining to InterLATA Presubscription are set forth in CC Docket 83-1145, Phase I, Memorandum Opinion and Order, Appendix B, adopted by the Federal Communications Commission on May 31, 1985 and released on June 12, 1985. A copy of the Order with all Appendices is available for inspection at the main building of the Federal Communications Commission and can also be obtained from the FCC's commercial contractor. Regulations and charges for Presubscription set forth in this section are in compliance with the Order.

* 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.

** Subject to a minimum charge of four hours.

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8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

Should a customer want to use other services of the same or another IC, it will be necessary for the customer to dial the necessary access code(s) (i.e., 10XXX) to reach that IC's service(s).

(A) End User Notification and Balloting Procedure

Approximately 90 days prior to the introduction of equal access (Feature Group D) in a serving end office, the Telephone Company will notify all affected end users of the availability of equal access. The end user will be directed to designate a primary IC by the use of an equal access ballot to be returned to the Telephone Company within approximately 45 days after the mailing date. An end user has the option of independently contacting the IC to make arrangements for presubscription to the IC's service.

The equal access ballot will include all the names of ICs participating in the presubscription process. ICs are required to place an order for Feature Group D in accordance with the regulations set forth. (T)

Customers may select only one primary IC for each access line or multiline hunt group through the ballot process. Multiline hunt group end users will be given the opportunity to select more than one primary IC by contacting the Telephone Company. Customers may designate that they do not want a primary IC by notifying the Telephone Company. This choice is considered a valid selection and the nonrecurring charge as set forth in (E)(6) will apply to any subsequent change made after the equal access conversion date.

New end users who are served by end offices equipped with Feature Group D will be required to presubscribe

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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(A) End User Notification and Balloting Procedure (Cont'd)

to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. A confirmation notice will be sent to end users who verbally place an order for service identifying the IC selected. There will be no charge for this initial selection. New end users will have thirty days from the date the initial selection is made to change their choice of an IC without charge.

(B) Allocation Process

End users who do not return their initial ballot will receive a second ballot indicating that they have been pre-assigned to a specific IC. The Telephone Company will assign non-presubscribed end users randomly to the participating ICs in the same proportion as the presubscribed end users based on the results of the initial balloting process as set forth in (A). Separate allocation processes will be used for residence and business lines.

End users who do not return the second ballot by the specified due date will be presubscribed to the IC indicated on that ballot effective with the equal access conversion. Allocated customers will have six months after the equal access conversion date to change to an IC of their choice without charge.

(C) IC Customer Lists

The Telephone Company will accept from the IC a list(s) of end users that have made individual arrangements with that IC to become their primary IC. The IC must submit a

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(C) IC Customer Lists (Cont'd)

Telephone Company end user enrollment form listing these end users. The end user enrollment form must be accompanied by a document affirming that the IC does, in fact, have, or has instituted steps designed to obtain signed letters of agency from the end users designating the IC to act as the end user's agent for the presubscription process. The IC will accept responsibility for any billing disputes arising from implementation of its end user lists.

(D) End User Choice Discrepancies

In the event of discrepancy between an end user's ballot and an IC's end user enrollment form, the Telephone Company will notify, within 10 days, all affected ICs via a conflict report. If the IC certifies to the Telephone Company that it has a signed letter of agency from the end user with a date subsequent to that on the ballot, that IC becomes the primary IC for that end user. If the IC is unable to obtain a letter of agency signed by the end user, the IC selected on the end user's ballot will be used.

When two or more enrollment forms are received from different ICs, and no ballot is returned, the end user in question will be included in the allocation process and will be notified, via the second ballot, that a conflict exists. In addition, the ICs will be notified in this instance. If the conflict is discovered after allocation has taken place, the subscriber in question will be contacted by the Telephone Company to obtain a valid selection.

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(E) Presubscription Charge

The nonrecurring charge for Presubscription will be applied as follows:

- (1) After the end office equal access conversion date, for any change in the end user's selection of a primary IC, a nonrecurring charge as set forth in (6) will apply to the end user. The nonrecurring charge for Presubscription does not apply to any change in selection of a primary IC made prior to the equal access conversion date.
- (2) An allocated end user may use the second ballot as described in (B) or contact the Telephone Company to make an IC selection after allocation has taken place. There will be no charge for this selection if it is done within 6 months after the equal access conversion date.
- (3) Changes in an end user's primary IC made as a result of the resolution of an end user choice discrepancy, as set forth in (D), will not incur the nonrecurring charge provided the change is made within 6 months after the equal access conversion date.
- (4) An IC will be charged the Presubscription Charge if the IC submits a request for a change in an end user's primary IC, the end user disputes that request, and the IC is unable to produce a signed letter of agency from the end user designating that IC as the end user's primary IC. End users will not be charged the Presubscription Charge for any changes made as a result of an error on the part of the IC or the Telephone Company.

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8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(E) Presubscription Charge (Cont'd)

(4) (Cont'd)

An IC will also be charged the nonrecurring charge when it requests a change in the customer identification code assigned to an existing individual end user's service. This type of change does not require a change in the end user's primary IC, only a change in the type of service provided by the IC.

- (5) If an IC elects to discontinue all of its Feature Group D service in the converting end office prior to the conversion date or within two years after the introduction of Feature Group D in the converting end office, the IC must notify in writing all end users who have selected or been allocated to that IC, inform these end users of the cancellation, request the end users to select a new IC and state that the canceling IC will pay for the change charge. For a period of two years from the discontinuance of FGD service the Telephone Company will bill a canceling IC the nonrecurring charge as set forth in (6) for each end user the IC currently has designated to it.

- (6) The nonrecurring charge for Presubscription is as follows:

	<u>Nonrecurring Charge</u>
Presubscription, per Telephone Exchange Service line, trunk, or Public/Semipublic Pay Telephone	\$5.00

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(F) IntraLATA Presubscription

IntraLATA Presubscription (ILP) allows an end user to select and designate an IC for IntraLATA toll calls. The IC may be the same IC chosen to carry the end user's InterLATA interexchange toll calls or the end user may select a different IC for each service. ICs participating in ILP must provide service to any customer requesting it.

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8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(G) ILP Notification

The Telephone Company may be notified directly by the end user of his choice of IC for IntraLATA calls, or by the IC acting as the agent for the end user in selecting a primary carrier for IntraLATA calls. The notification from the IC must be in writing. The IC must certify at the time it submits an end user's name that the IC has on file or has instituted steps designed to obtain signed letters of agency or confirmation of choice from the end user. The IC should retain the confirmation or letters on file for use in dispute resolution.

Unless the Telephone Company is notified by an end user or an IC acting as an agent for the end user, designating that IC for the end user's IntraLATA toll service, the Telephone Company will be the default carrier for IntraLATA toll calls.

If an IC discontinues ILP service, the IC is obligated to contact in writing the Telephone Company and all end users who have selected the cancelling IC. This notification must be received by the Telephone Company and all end users at least four months prior to the IC's discontinuance of ILP service, and must inform all parties of the cancellation and request the end users to select a new primary carrier for their IntraLATA toll calls. The IC must notify the end users that it will pay the ILP charge, as set forth in (L) following. The Telephone Company will bill the canceling IC and ILP charge for each end user affected.

(H) ILP Charge Application

New end users, who will be served by end offices equipped with equal access, will be asked to select an IC for IntraLATA

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(H) ILP Charge Application (Cont'd)

calls at the time they place an order with the Telephone Company for Telephone Exchange service. There will be no ILP charge for this initial selection.

For any requests to change the existing end user's primary carrier for IntraLATA toll calls, initiated by the end user, an ILP charge as set forth in (L) following applies. This charge will be assessed to the end user.

ICs participating in ILP will be assessed a recurring charge per month, per presubscribed access line as set forth in (L) following. This charge will be in effect for five years following the effective date of ILP.*

(I) Verification of Orders for Long Distance Telemarketing

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

- (1) The IC obtains the billed party's (e.g., an end user) written authorization to submit the PIC change order and confirms:

* The effective date of IntraLATA presubscription will be 18 months from the date the Telephone Company receives a bona fide request from an IC to participate in ILP. The request must be in writing.

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8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

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

(1) (Cont'd)

- The billed party's billing name and address and each telephone number to be covered by the PIC change order;
- The billed party's decision to change the PIC to the IC; and
- The billed party's understanding of the PIC change fee; or

(2) 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 (1) preceding; or

(3) 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

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

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

- (4) Within three business days of the billed party's request for a PIC change, the IC must send the billed party 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 charge,
 - 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 its response, the change will be implemented 14 days from the date the information package was mailed to the billed party,
 - the name, address and telephone number of a contact point at the FCC for consumer complaints.

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8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

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

(4) (Cont'd)

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.

(J) Unauthorized Primary Carrier Change Charge

Unauthorized Primary Carrier Change is defined as a PIC change ordered by the IC that the Subscriber to the Business or Residence service denies authorizing, and for which the IC is unable to verify conformity with the procedures outlined in 8.5(J) preceding.

The IC initiating the unauthorized primary carrier change will be assessed an unauthorized primary carrier change charge as set forth in the concurring company's rate schedule. The Company must include the Commission's name, address and HELPLINE number in communications to the customer in the event of a complaint.

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.5 Presubscription (Cont'd)

(K) ILP Charges

The nonrecurring charges for a change of IntraLATA primary carrier are as follows:

- | | | |
|-----|--|--------|
| (1) | Nonrecurring charge for changing the primary carrier to which an end user is subscribed for ILP,
Per Line or Trunk | \$5.00 |
| (2) | Nonrecurring charge for changing the group primary carrier to which a CO Centrex customer's lines are subscribed for ILP,
Per Order | \$5.00 |
| (3) | Nonrecurring charge for an unauthorized primary carrier change for ILP, assessed to the IC,
Per Line or Trunk, per occurrence | \$5.00 |

- | | | |
|-----|--|--------|
| (L) | Monthly charge assessed to ICs participating in ILP, per presubscribed Line ** | \$0.20 |
|-----|--|--------|

** If the initial ILP costs are not recovered at the end of five years from the effective date of the ILP, the monthly recurring charge will be eliminated and the remaining unrecovered costs will be collected through a surcharge (not to exceed 2%) on all intrastate carrier access charges.

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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.6 Telecommunications Service Priority

8.6.1 General

The Telephone Company will arrange a Telecommunications Service Priority (TSP) installation and service restoration classification on receipt of certification in conformance with Part 64, Subpart D, Appendix A of the Federal Communications Commission's Rules and Regulations.

The TSP System is a service, developed to meet the requirements of the Federal Government, for the priority installation and/or restoration of NSEP telecommunications services. The TSP System applies only to NSEP telecommunications services and requires and authorizes priority action by the Telephone Company.

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

8.6.2 Priority Installation

Expedited order charges, as set forth in Section 5.3.1(C), are applicable to access orders submitted with a TSP installation priority. Access orders requiring the special construction of facilities will be subject to the regulations, rates and charges of Citizens Telecommunications Company of New York, Inc., Tariff P.S.C. No. 1-Telephone, Section 8, Special Construction.

Continued

ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.6 Telecommunications Service Priority (Cont'd)

8.6.3 Priority Restoration

- (A) New orders with priority level assignments will be provisioned in accordance with the guidelines established for TSP. The Telephone Company will not accept orders for new Restoration Priority System (RP) circuits.

Applications for circuits previously provisioned under RP must be resubmitted for provisioning, in accordance with the guidelines established for TSP, during the 30-month transition period ending March 10, 1993. The Nonrecurring Charge as set forth in 8.6.4(B) will apply to RP orders resubmitted for provisioning under the TSP System. After the transition period, the Telephone Company will discontinue any RP assignments remaining on record.

- (B) Under certain conditions it may be necessary to preempt one or more customer services with a lower or no restoration priority in order to install or restore NSEP telecommunications service(s) of a higher priority. If such preemption is necessary, and if circumstances permit, the Telephone Company will make reasonable effort to notify the preempted service customer of the action to be taken.
- (C) No additional charge applies to the implementation of a Priority Restoration level submitted concurrent with the initial order to install the access service. The nonrecurring charge set forth in 8.6.4(B) following will apply to any request to change or add a Priority Restoration level on an existing access service.

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ACCESS SERVICE

8. Miscellaneous Services (Cont'd)

8.6 Telecommunications Service Priority (Cont'd)

8.6.4 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for other services that may be furnished under the provisions of this tariff which operate in conjunction with the TSP System.

(A) Priority Installation of an Access Service.

- | | | |
|-----|--|--|
| (1) | Expedited Orders | Regulations, rates and charges are the same as those set forth in Section 5.3.1(C) for access service. |
| (2) | Utilization of Specially Constructed Facilities. | Regulations, rates and charges are the same as those set forth in Citizens Telecommunications Company of New York, Inc., Tariff No.1-Telephone, Section 8, Special Construction. |

(B) Priority Restoration (PR) Level Implementation on an Access Service.

		<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
(1)	When the PR level-- is implemented concurrent with the initial ASR.	None	None
(2)	When the PR level is added or changed on an existing Access Service.	None	\$104.02

Continued