
ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services

8.1 General

The services provided under this tariff shall be maintained and repaired only by the Telephone Company. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Telephone Company, other than by connection or disconnection of equipment or communications systems provided by the customer to the Access Service interface used, unless the Telephone Company gives its written consent.

The Telephone Company's failure to maintain services under this tariff is excused by labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and other circumstances beyond the Telephone Company's reasonable control, subject to a Credit Allowance for a Service Interruption, as set forth in Section 2.12.

8.1.1 Notification of Service-Affecting Activities

The Telephone Company will provide the customer reasonable notification of service-affecting activities that may occur during the normal operation of its business. Such activities may include, but are not limited to, equipment or facility additions, removals or rearrangements, routine preventative maintenance and major switching machine change-out. Such activities affect multiple customers and services. No specific advance notification period is applicable to all service activities. The Telephone Company will work cooperatively with the customer to determine reasonable notification requirements.

8.1.2 Network Contingency Plans

The Telephone Company will work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services. The customer shall, in cooperation with the Telephone Company, coordinate in planning the actions to be taken to maintain maximum network capability following such disasters which affect telecommunications services.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)

8.1 General (Cont'd)

8.1.3 Labor Sensitive Rates

When applying rates based on the number of hours worked, a Telephone Company employee's time is classified as follows:

(A) Basic Time

Applies to time worked during a normal business day, (8:00 a.m. - 5:00 p.m., Monday through Friday).

B Overtime

Applies to time worked outside of a normal business day, (Monday through Friday), and on Saturdays.

C Premium Time

Applies to time worked on Sundays and/or holidays (days observed by the Telephone Company are New Year's Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day).

D Call-outs

A call-out of a Telephone Company employee will be charged a minimum of four (4) hours on an Overtime and/or Premium Time basis when the call-out is attributed to a customer request/problem. However, at no time will the customer be charged if trouble is found to be on the Telephone Company side of the demarcation point.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)

8.2 Testing Services

8.2.1 Acceptance Testing

At the customer's request and at no additional charge, the Telephone Company will cooperatively test Access Services for the parameters listed in separate subsections which follow at the time of installation. The customer may request additional acceptance testing services for additional charges.

8.2.2 Normal Maintenance

The Telephone Company maintains and repairs the services offered in this tariff during a normal business day at no additional charge to the customer. The customer may request maintenance outside of a normal business day for an additional charge. The Telephone Company will test its services only to the extent necessary to detect and/or clear troubles.

8.2.3 Optional Testing Services

The customer may order additional testing services for additional charges. The facilities to be tested shall be made available at mutually agreed upon times when a customer orders an optional testing service.

(A) Scheduled Tests

Scheduled tests are performed by the Telephone Company, after the initial installation, on a regular, e.g. monthly, basis. Scheduled tests may be performed: (1) cooperatively with Telephone Company technicians at Telephone Company offices working with customer technicians at the customer's premises or (2) manually with Telephone Company technicians at both the Telephone Company offices and the customer's premises. Certain Switched Access Services may also be tested on an automated basis with no Telephone Company or customer technicians involved.

There is a minimum number of scheduled tests which make up the basic offering which must be ordered by the customer. Based on the specific tests involved, a monthly charge is developed for testing service ordered by multiplying per test, per transmission path monthly rates times the number of tests ordered in a one year interval.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.2 Testing Services (Cont'd)8.2.3 Optional Testing Services (Con'td)(A) Scheduled Tests (Con'td)Example:

A customer orders 12 Loss tests, 12 Noise tests and 2 Return Loss tests on one trunk for a year. The total monthly charges are computed as follows:

$$\begin{aligned} & 12 \times (\text{Loss Test monthly rate}) \\ & + 12 \times (\text{Noise Test monthly rate}) \\ & + \underline{2 \times (\text{Return Loss monthly rate})} \\ & = \text{Total monthly charge to test the one trunk} \end{aligned}$$

(B) Nonscheduled Tests

Nonscheduled tests are tests performed by the Telephone Company "on demand" and may involve Telephone Company technicians at both the Telephone Company's offices and the customer's premises.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)

8.3 Switched Access Testing Services

8.3.1 Acceptance Testing

(A) Testing Provided at No Charge

At the customer's request and at no additional charge, the Telephone Company will cooperatively test Switched Access Services for the following parameters at the time of installation:

loss	C-notched noise	C-message noise
3-tone slope	dc continuity	operational signaling

When the Switched Transport is provided with Voice Grade (4-wire), DS1, and DS3 and the Transport Termination is two-wire, i.e., there has been a two-wire to four-wire conversion in the Switched Transport, balance parameters (equal level echo path loss) may also be tested.

Subject to equipment availability, Switched Access Service is provided with seven digit access (A) to test lines in the terminating direction, as follows:

	<u>Feature Group</u>			
	<u>A</u>	<u>B</u>	<u>(D)</u>	<u>D</u>
Balance (100 type)	A	A	(D)	A
Milliwatt (102 type)	A	A	(D)	A
Nonsynchronous or synchronous	-	A	(D)	A
Automatic Transmission measuring (105 type)	-	A	(D)	A
Data Transmission (107 type)	-	A	(D)	A
Loop Around	-	A	(D)	A
Short Circuit	-	A	(D)	A
Open Circuit	-	A	(D)	A

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.3 Switched Access Testing Services (Cont'd)8.3.1 Acceptance Testing (Cont'd)(B) Optional Additional Cooperative Acceptance Testing

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

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

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$57.36	\$26.37
Overtime	\$61.32	\$30.73
Premium Time	\$65.28	\$34.29

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.3 Switched Access Testing Services (Cont'd)8.3.2 Automatic Testing

Automatic Testing is provided with FGB and FGD. The customer must provide remote office test lines and 105 test lines with associated responders or their functional equivalent. If Remote Office Test Line priming data is required to support automatic testing, the customer shall provide such data to the Telephone Company.

(A) Automatic Scheduled Testing (AST)

The minimum AST offering consists of twelve 1004 Hz loss and C-message noise tests and one annual return loss (balance) test per year per transmission path. The customer may specify a more frequent schedule of tests 60 days before the start of the customer prescribed schedule.

The customer may also order gain-slope and C-notched noise testing 60 days before the start of the customer prescribed schedule.

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

Charges

To the first Point of Switching, per test ordered, per transmission path, per month.

(1)	<u>Basic Tests#</u>	<u>Monthly Rate</u>
	1004 Hz Loss Tests	\$0.11
	C-Message Noise Tests	\$0.11
	Return Loss (Balance) Tests	\$0.11
(2)	<u>Additional Tests</u>	
	Gain-Slope Tests	\$0.11
	C-Notched Noise Tests	\$0.11

Subject to a one year minimum contract period, and annually thereafter.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.3 Switched Access Testing Services (Cont'd)8.3.2 Automatic Testing (Cont'd)(B) Nonscheduled Automatic Testing

Charges - To the first Point of Switching, per test performed.

	<u>Monthly Rate</u>
1004 Hz Loss	\$17.46
C-Message Noise	\$17.46
Return Loss (Balance)	\$17.46
Gain-Slope	\$17.46
C-Notched Noise	\$17.46

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.3 Switched Access Testing Services (Cont'd)8.3.3 Cooperative Testing

Cooperative Testing is provided with FGB, FGD and Directory Access Service not routed through an access tandem. The Telephone Company provides a technician at its office(s). The customer must provide a technician at its premises with suitable test equipment to perform the required tests.

(A) Cooperative Scheduled Testing (CST)

The minimum CST offering consists of quarterly 1004 Hz loss and C-message noise tests, and an annual balance test per transmission path. The customer may specify a more frequent schedule of tests 60 days before the start of the customer prescribed schedule. The customer may also order gain-slope and C-notched noise testing 60 days before the start of the customer prescribed schedule.

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

Charges

To the first Point of Switching, per test ordered, per transmission path, per month.

(1)	<u>Basic Tests#</u>	<u>Monthly Rate</u>
	1004 Hz Loss Tests	\$0.51
	C-Message Noise Tests	\$0.51
	Return Loss (Balance) Tests	\$1.00
(2)	<u>Additional Tests</u>	
	Gain-Slope Tests	\$1.00
	C-Notched Noise Tests	\$0.51

(B) Nonscheduled Cooperative Testing

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$57.36	\$26.37
Overtime	\$61.32	\$30.73
Premium Time	\$65.28	\$34.29

Subject to a one year minimum contract period, and annually thereafter.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.3 Switched Access Testing Services (Cont'd)8.3.4 Manual Testing

Manual Testing is provided with FGB, FGD and Directory Access Services not routed through an access tandem. The Telephone Company provides technicians at its office(s) and at the customer's premises.

(A) Manual Scheduled Testing (MST)

The minimum MST offering consists of four loss and C-message noise tests and an annual balance test. However, the customer may specify a more frequent schedule of tests 60 days before the start of the customer prescribed schedule.

The customer may also order gain-slope and C-notched noise testing 60 days before the start of the customer prescribed schedule.

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

Charges

To the first Point of Switching, per test ordered, per transmission path, per month.

(1)	<u>Basic Tests#</u>	<u>Monthly Rate</u>
	1004 Hz Loss Tests	\$1.07
	C-Message Noise Tests	\$1.07
	Return Loss (Balance) Tests	\$2.16
(2)	<u>Additional Tests</u>	
	Gain-Slope Tests	\$2.16
	C-Notched Noise Tests	\$1.07

(B) Nonscheduled Manual Testing

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$57.36	\$26.37
Overtime	\$61.32	\$30.73
Premium Time	\$65.28	\$34.29

Subject to a one year minimum contract period, and annually thereafter.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)

8.4 Special Access and Dedicated Signaling Transport (DST) and LIDB Validation Testing Services

8.4.1 Acceptance Testing

(A) Testing Provided at No Charge

At the customer's request and at no additional charge, the Telephone Company will cooperatively test for the following parameters at the time of installation:

- (1) Voice Grade analog services - loss, 3-tone slope, DC continuity, operational signaling, C-notched noise, and C-message noise when these parameters apply and are specified in the order for service. If the customer orders the Voice Grade improved loss optional feature, a balance (improved loss) test is also performed.
- (2) Other services - acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

At the request of a customer, the Telephone Company will provide assistance in performing specific tests requested by the customer.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.4 Special Access and Dedicated Signaling Transport (DST) and LIDB Validation Testing Services (Cont'd)8.4.1 Acceptance Testing (Cont'd)(B) Optional 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 to conduct 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's premises. These tests may 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
 etc.

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$300.00	\$115.00
Overtime	\$60.00	\$140.00
Premium Time	\$75.00	\$170.00

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.4 Special Access and Dedicated Signaling Transport (DST) and LIDB Validation Testing Services (Cont'd)8.4.2 Nonscheduled Testing

When a customer provides a technician with suitable test equipment to perform the requested tests, the Telephone Company will provide a technician to conduct Additional Cooperative Acceptance Testing.

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$52.18	\$26.37
Overtime	\$55.99	\$30.73
Premium Time	\$59.58	\$34.29

8.4.3 DST and LIDB Validation Service

Additional testing services for DST and LIDB Validation Service are described in 17.6, following.

8.5 Maintenance of Service Charge

The charges for Maintenance of Service are deregulated. Customers may contact their Telephone Company business office for additional information.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.6 Additional Engineering and Labor Services8.6.1 Additional Engineering Service

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 Section 5.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized Special Access Service as set forth in Section 7.2.

When Additional Engineering charges are determined to apply, the customer is given a written estimate of the charges and a statement setting forth the justification, if warranted, for the Additional Engineering. If the customer agrees to the Additional Engineering, a firm order is established. If the customer does not want the service or facilities after being notified that Additional Engineering charges will apply, 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%.

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$62.08	\$36.00
Overtime	\$76.70	\$39.00

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.6 Additional Engineering and Labor Services (Cont'd)8.6.2 Additional Labor Service

Additional Labor Services must be requested by the customer and agreed to by the Telephone Company. The Telephone Company will notify the customer that additional labor charges will apply before it undertakes any additional labor. (D)

Additional Labor Charges, except as set forth in 8.6.2(B), apply on a first and additional basis for each half hour or fraction thereof.

(A) Overtime Installation

Applies to Telephone Company installation effort performed outside of a normal business day.

(B) Stand by

Applies to time more than one-quarter (1/4) hour during which Telephone Company personnel stand by at the customer's request.

(C) Other

- (1) Additional testing, or maintenance of facilities which connect to facilities of other Telephone Companies, in addition to the normal effort required to test, maintain facilities provided solely by the Telephone Company.
- (2) Customer requested stand by of Telephone Company personnel during the provision of Special Access Service at daily rates, e.g., during the broadcast of a televised event.
- (3) Any other labor to accommodate a specific customer request involving labor not covered by any other section of this tariff.

ACCESS SERVICE

8. Testing, Maintenance, and Additional Labor Services (Cont'd)8.6 Additional Engineering and Labor Services (Cont'd)8.6.2 Additional Labor Service (Cont'd)(D) Hourly Rates

<u>Installation</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Overtime -per technician	\$250.00	\$300.00
Premium Time -per technician	\$300.00	\$250.00
Other Basic Time -per technician	\$250.00	\$250.00
Overtime -per technician	\$250.00	\$300.00
Premium Time -per technician	\$300.00	\$250.00
Stand By	<u>First Quarter Hour</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
Basic Time -per technician	None	\$55.00
Overtime -per technician	None	\$80.00
Premium Time -per technician	None	\$90.00