

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

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

13.1 Additional Engineering

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

- (A) A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in 6.1.5 preceding.
- (B) Additional engineering time is incurred by the Company to engineer a customer's request for a customized service.
- (C) A customer requests a design change which requires additional engineering review as set forth in 5.2.2(C). The charge for Additional Engineering will apply whether or not the customer authorizes the Company to proceed with the design change.

The Company will notify the customer that additional engineering charges, as set forth in 13.1.3 following will apply before any additional engineering is undertaken.

13.1.1 Charges For Additional Engineering

For additional Engineering, rates based on costs apply.

ACCESS SERVICE

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

13.2 Additional Labor

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

13.2.1 Overtime Installation

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

13.2.2 Overtime Repair

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

13.2.3 Stand By

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

13.2.4 Testing and Maintenance with Other Telephone Companies

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

13.2.5 Other Labor

Other labor is that additional labor not included in 13.2.1 through 13.2.4 preceding, including, but not limited to labor incurred for the installation of inside wire, used to extend the Point of Termination as set forth in 2.1.5 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.

13.2.6 Charges for Additional Labor

For additional labor, cost based rates apply.

ACCESS SERVICE

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

13.3 Miscellaneous Services

13.3.1 Maintenance of Service

- (A) When a customer reports a trouble to the Company for clearance, the customer shall be responsible for payment of a Maintenance of Service charge when Company personnel are dispatched to the customer's designated premises and no trouble is found in the Company's facilities. Failure of Company personnel to find trouble in 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 Company dispatches personnel to the customer's designated premises, and the trouble is in equipment or communications systems provided by other than the Company or in detariffed CPE provided by the 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 set forth in P.S.C. No. 38.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.2 Emergency Services

(a) Restoration Priority

The Company will arrange a Special Access Service for Restoration Priority on receipt of certification in conformance with Part 64, Subpart D, Appendix A of the Federal Communication Commission's Rules and Regulations. A charge applies when a request to provide or change a Restoration Priority is received subsequent to the issuance of an Access Order to install the service. No charge applies when a Restoration Priority is discontinued.

	<u>Nonrecurring Charge</u>
Restoration priority per service arranged	ICB rates and charges apply

(b) Telecommunications Service Priority (TSP)

- (1) The TSP system provides for priority treatment to provision and restore National Security and Emergency Preparedness (NSEP) telecommunications services.

NSEP services are defined as telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss of property, or degrades or threatens the NSEP posture of the United States.

- (2) Priority installation and/or priority restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's, Rules and Regulations, and in accordance with the guidelines set forth in the Telecommunications Service Priority System for National Security Emergency Preparedness Service Vendor Handbook (NCS Handbook 3-1-2), dated July 11, 1989 as it may be amended from time to time. This Handbook can be obtained through the Government Printing Office and is available for review during regular business hours at the Highland Business office in Monroe, New York

ACCESS SERVICE

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

13.3 Individual Case Filings (Cont'd)

13.3.2 Emergency Services (Cont'd)

(b) Telecommunications Service Priority (TSP) (Cont'd)

- 3) Customers can request assignment to the TSP system through the following agencies:

Customer

Federal Agencies  
State and Local Governments

Foreign Governments  
Private Industry

Referral

SP Program Office  
Federal Emergency Management  
Agency

Departments of State or Defense  
ny Federal Agency but normally one  
with whom they have a contractual  
relationship involving an NSEP  
function

The TSP Program Office is contained within the National Communications System.

- 4) Once customers have received their TSP assignment, signified by a TSP Authorization Code, from the proper authorities, the customer must submit the code along with a service request to the Company.

The TSP Authorization Code contains two parts: the TSP Control ID, a number generated for tracking purposes and the TSP code. The TSP code had the following two elements:

The Provisioning priority : E,1,2,3,4,5 or 0  
The restoration priority : 1,2,3,4,5, or 0

- 5) The company will send a Service Confirmation to the TSP Program Office upon the completion of an ordered TSP service within 45 calendar days of the completion.

The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

In obtaining TSP, the customer authorizes the Company to provide certain customer record information to the TSP Program Office so that that Office can maintain and administer the TSP System. This customer record information will include only the customer's name, TSP authorization code, Company circuit ID, customer telephone number and customer mailing address.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.2 Emergency Services (Cont'd)

b) Telecommunications Service Priority (TSP) (Cont'd)

- 6) The Company will provision and restore, when necessary, those telecommunication services with TSP assignments before services without such assignments.

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore TSP service. When such preemption is necessary, the Company will make a reasonable effort to notify the preempted customer of the action to be taken prior to preemption. Credit allowances for such service preemption shall be made according to the provisions set forth in 2.4.4 (E) preceding. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP services

TSP services selected in inverse order of  
their priority level assignment

- 7) A TSP service priority does not imply any actual lead time or a specific interval for either provisioning or restoration.

The Company is not authorized or required to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "0" is the first character of the TSP code).

- 8) When the Company cannot meet an Essential TSP customer's request for receiving service within normal operating procedures, the Company will attempt to provide an alternative due date that is acceptable to the customer. If an agreement cannot be reached, the customer can invoke NSEP treatment and obtain provisioning priority assignment from the TSP Program Office if this service meets specific TSP Program Office guidelines. All order processing charges, including expedited order charge if applicable, will apply as set forth in section 5.2, preceding.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.2 Emergency Services (Cont'd)

b) Telecommunications Service Priority (TSP) (Cont'd)

- 9) In the event that the Company must utilize specially constructed facilities in the priority installation of an access service, the regulations, rates and charges set forth in Rochester Tariff F.C.C. No. 2 for the service for which priority installation is required shall also apply. The Company will endeavor to notify the customer of such charges in advance. The customer, in invoking an installation priority, recognizes, however, that quoting charges and obtaining customer permission to proceed with service installation may unduly delay the installation, in contradiction to the underlying rules and regulations of TSP. In subscribing to TSP, the customer recognizes this condition and grants the Company the right to assess special construction charges after the installation has been completed.
- 10) The Company will designate a 24-hour point of contact for receiving Emergency TSP provision requests and reports that a TSP service is out of service.
- 11) Control services or underwires wholly owned and supplied by the Company and needed for provisioning, restoration, or maintenance are exempt from TSP rules.
- 12) In the event that the Company must utilize additional labor in the restoration of an access service, additional labor charges as outlined in section 13.2, preceding, may apply. The Company will endeavor to notify the customer of such charges in advance. The customer, in invoking a restoration priority, recognizes, however, that quoting charges and obtaining customer permission to proceed with service restoration may unduly delay the restoration process, in contradiction to the underlying rules and regulations of TSP. In subscribing to TSP, the customer recognizes this condition and grants the Company the right to assess such additional labor charges as may be applicable after the restoration has been completed.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.2 Emergency Services (Cont'd)

b) Telecommunications Service Priority (TSP) (Cont'd)

Rates and Charges

TSP assignment charge is on a per circuit or access line basis. Customers wishing to establish TSP for auxiliary numbers or circuits associated with a main billing or calling number must purchase TSP for each line assigned.

The TSP Record Order Change Charge applies to all record modifications per TSP designated line or circuit.

	<u>Non-recurring Charge</u>
TSP per Line or Circuit Assigned	\$79.00
TSP Record Order Change	\$10.50



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription

Presubscription is a service in an end office equipped with Feature Group D whereby an end user may select and designate to the Company an IC to access, without dialing a 10XXX access code, for interLATA interstate calls. This IC is referred to as the end user's Primary Interexchange Carrier (PIC). Terms, conditions, and rates for intraLATA presubscription are contained in Section (A)-(F).

Presubscription is furnished in accordance with the detailed provisions of the Federal Communications Commission's Allocation Plan as set forth in Appendix B of its Memorandum Opinion and Order in CC Docket No. 83-1145, Phase I, adopted May 31, 1985 and released June 12, 1985 and its Memorandum Opinion and Order in CC Docket No. 83-1145, Phase I adopted August 19, 1985 and released August 20, 1985. Principal provisions of the Allocation Plan, and associated Company provisions as may be appropriate, are as follows:

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(A) IntraLATA Presubscription

IntraLATA Presubscription ("ILP") allows an end user to select and designate a primary carrier for intraLATA toll calls. The carrier may be the same carrier chosen to carry the users interexchange toll calls or the end user may select a different carrier for each service. Interexchange Carriers participating in ILP must provide service to any customer requesting it.

(B) ILP Notification

End users may notify the Company directly of their choice of Interexchange Carrier ("IC") for intraLATA calls, or by the IC acting as the agent for the end user 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 Company is notified by an end user or an IC acting as an agent for the end user, designating that IC for its intraLATA toll service, the 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 Company and all end users who have selected the canceling IC. This notification must be received by the 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 its intraLATA toll calls. The IC must notify the end users that it will pay the ILP charge, as set forth in (E) following. The Company will bill the canceling IC and ILP charge for each end user affected.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription

(C) ILP Charge Application

New end users, who will be served by end offices equipped with equal access, will be asked to select a primary carrier for intraLATA calls at the time they place an order with the Company for Telephone Exchange service. There will be no ILP charge for this initial selection for 30 days.

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

IC's participating in ILP will be assessed a recurring charge per month, per presubscribed access line as capped at a rate set forth in (F) following. This charge will be in effect for five years following the effective date of ILP or until such time as the initial incremental ILP costs are recovered, which ever occurs first.

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

(D) Unauthorized Primary Carrier Change Charge

Unauthorized Primary Carrier Change is defined as a primary carrier change that the Pay Telephone Agent or Subscriber to the Business or Residence service denies authorizing, and the IC is unable to produce a letter of agency or authorization. Charges for unauthorized primary carrier change for intraLATA toll calls will be assessed to the IC initiating the change, and are set forth in (L)(3), following.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Presubscription (Cont'd)

(E) ILP Charges

The nonrecurring charges for a change in intraLATA Presubscription are as follows:

	<u>Non-Recurring Charge</u>
(1) The non-recurring charge for changing the primary carrier to which an End User is presubscribed for ILP shall be:	\$10.00 Per Line or Trunk
(2) For a customer of CO Centrex service, the non-recurring charge for changing the Group Primary Carrier to which the customer's Centrex lines are presubscribed shall be:	\$26.00 Per Order
(3) Unauthorized Primary Carrier change for ILP, the non-recurring charge assessed to the IC shall be:	\$100.00 Per Line or Trunk/Per Occurrence

(F) Recurring Charges assessed to IC's participating in ILP shall be as follows:

	<u>Monthly Recurring Charge</u>
Per Presubscribed Line	\$.20

13.3.4 Reserved for future use.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 13.3.5(C) following. Other testing services provided by the Company in association with Access Services are furnished at no additional charge. These other testing services are described in 6.1.6 preceding.

Testing Services are normally provided by Company personnel at Company locations. However, provisions are made in (A)(5) and (B)(2) following for a customer to request Company personnel to perform testing services at the customer's 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), (B) and (C) 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 acceptance of such access services by a customer, i.e., routine testing and (c) additional tests which are performed during or after acceptance of such Access Services by a customer for which additional changes apply, i.e., additional tests and in-service tests. These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled.

Routine tests are those tests performed by the Company on a regular basis, as set forth in 6.1.6 preceding which are required to maintain Switched Access Service. Additional in-service tests may be done on an automatic basis (no Company or customer technicians involved), or on a manual basis (Company technician(s) involved at Company office(s) or customer technician(s) involved at customer premises).

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

Testing services are ordered to the Dial Tone Office for FGA, and to the access tandem for FGB, FGC and FGD.

(1) Additional Cooperative Acceptance Testing

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

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

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

(2) Additional Automatic Testing

Additional Automatic Testing (AAT) of Switched Access Services (Feature Groups B, C and D) 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 less, C-message noise and balance) on an as needed or more than routine schedule.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(2) Additional Automatic Testing (Cont'd)

The 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.

(3) Additional Manual Testing

Additional Manual Testing (AMT) of Switched Access Services (Feature Groups A, B, C and D) where the Company provides a technician at its office(s) and Company or the 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 Company will conduct any additional tests which the IC may request.

The Company will provide an AMT 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.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(4) Manual Scheduled Testing

(5) Reserved for future use.

(6) Obligations of the Customer

(a) The customer shall provide the Remote Office Test Line priming data to the Company, as appropriate, to support AAT routine testing as set forth in 13.3.5(A)(2) preceding.

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



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges

(1) Switched Access

(a) Additional Cooperative Acceptance Testing

For Additional Cooperative Acceptance Testing, rates based on costs apply.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(b) Additional Automatic Testing (AAT)

These three tests as set forth in (I) following represent the minimum offering, i.e., an order for testing must, at a minimum, consist of twelve 1004 Hz Loss Tests per transmission path, twelve C-Message Noise Tests per transmission path and one Return Loss (Balance) Test per transmission path, per year. The Additional Tests as set forth in (II) following may be ordered by the customer at additional charges, 60 days prior to the start of the customer prescribed schedule. The customer may specify a more frequent schedule of tests, 60 days prior to the start of the customer prescribed schedule.

<u>To First Point of Switching</u>	<u>Monthly Rates</u>
(I) Basic Tests#	
1004 Hz Loss Tests performed within a one year period, per test ordered, per transmission path	\$.25
C-Message Noise Tests performed within a one year period, per test ordered, per transmission path	\$.25

# Subject to a one year minimum contact period, and annual thereafter.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(b) Additional Automatic Testing (AAT) (Cont'd)

<u>To First Point of Switching</u>	<u>Monthly Rates</u>
--	--------------------------

Return Loss (Balance) Tests performed within a one year period, per test ordered, per transmission path	\$.25
--	-------

(II) Additional Tests

Gain-Slope Tests performed within a one year period, per test ordered, per transmission path	\$.25
--	-------

C-Notched Noise Tests performed within a one year period, per test ordered, per transmission path	N/A
---	-----

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(b) Additional Automatic Testing (AAT) (Cont'd)

<u>To First Point of Switching</u>	<u>Monthly Rates</u>
--	--------------------------

(III) Example

A customer schedules 13  
1004 Hz Loss Tests, 13 C-  
Message Noise Tests and  
2 Return Loss Tests on one  
trunk for a year. The  
charges will be computed  
as follows:

13 x \$.25 = \$3.25
13 x \$.25 = \$3.25
2 x \$.25 = <u>.50</u>
\$7.00 per month, per trunk

(c) Additional Manual Testing (AMT)

The three tests as set forth in (I) following represent the minimum offering, i.e., an order for testing must, at a minimum, consist of twelve 1004 Hz Loss Tests per transmission path, twelve C-Message Noise Tests per transmission path and one Return Loss (Balance) Test per transmission path, per year. The Additional Tests as set forth in (II) following may be ordered by the customer at additional charges, 60 days prior to the start of the customer prescribed schedule. The customer may specify a more frequent schedule of tests, 60 days prior to the start of the customer prescribed schedule.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(c) Additional Manual Testing (AMT) (Cont'd)

<u>To First Point of Switching</u>	<u>Monthly Rates</u>
--	--------------------------

(I) Basic Tests#

1004 Hz Loss Tests performed within a one year period, per test ordered, per transmission path	\$.45
--	-------

C-Message Noise Tests performed within a one year period, per test ordered, per transmission path	\$.25
---	-------

Return Loss (Balance) Tests performed within a one year period, per test ordered, per transmission path	\$.65
--	-------

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

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges (Cont'd)

(1) Switched Access (Cont'd)

(c) Additional Manual Testing (AMT) (Cont'd)

<u>To First Point of Switching</u>	<u>Monthly Rates</u>
--	--------------------------

(II) Additional Tests

Gain-Slope Tests performed within a one year period, per test ordered, per transmission path	\$.25
--	-------

C-Notched Noise Tests performed within a one year period, per test ordered, per transmission path	N/A
---	-----

(III) Example

See (b) (III) preceding.

(d) Manual Scheduled Testing (MST)

Return Loss (Balance) Tests performed within a one year period, per test ordered, per transmission path	\$5.00
--	--------

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing Information

- (A) The customer will receive its monthly bills in a standard paper format.
- (B) At the option of the customer, and for an additional charge:
  - (1) customer monthly bills may be provided on magnetic tape, and
  - (2) Billing detail and/or information may be transmitted to the customer premises by data transmission.
  - (3) Additional copies of the customer monthly bill may be provided in standard paper format.
- (C) Upon acceptance by the Company of an order for data transmission, the Company will determine the period of time to implement the transmission of such material on an individual order basis.
- (D) The rates and charges for the provision of Access Service Billing Information are as follows:

Monthly  
Rates

- (1) Provision of Standard Billing Detail and/or Information in magnetic tape format, per record, up to 25 bytes ICB Rates and Charges may apply.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing Information

(D) (Cont'd)

		<u>Monthly Rates</u>
(2)	Data Transmission to an customer Terminal Location of Billing Detail and/or Information, per record transmitted	ICB Rates and Charges may apply.
(3)	Additional Copies of customer monthly bill or service and features record in standard paper or microfiche format per page per microfiche record	ICB Rates and Charges may apply.



ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.7 Other Service-Frontier Communication of AuSable Valley, Inc

Additional Labor <u>Periods</u>	Each Half Hour or Fraction <u>Thereof</u>
1. Installation or Repair -Overtime, outside of normally schedule working hours on a scheduled work day, per technician	\$28.93*
-Premium Time, outside of scheduled work day, per technician	\$38.57*
2. Stand by - Basic time, -normally scheduled working hours, per technician	\$20.84
-Overtime, outside of normally scheduled working hours on a scheduled work day, per technician	\$31.26*
-Premium Time, outside of scheduled work day, per technician	\$41.68*

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.  
Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

P.S.C. NO. 40 - TELEPHONE

FRONTIER COMMUNICATIONS OF NEW YORK, INC.

SECTION 13  
Original Page 26

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.7 Other Service-Frontier Communication of AuSable Valley, Inc (Cont'd)

	<u>Additional Labor Periods</u>	<u>Each Half Hour or Fraction Thereof</u>	
		<u>Installation and Repair Technician</u>	<u>Central Office Maintenance Technician</u>
3.	Testing and Maintenance with other Telephone Companies, or Other Labor		
-	Basic Time per technician normally scheduled working hours	\$19.29	\$19.55
-	Overtime per technician outside of normally scheduled working hours on a scheduled work day,	\$28.93*	\$29.32*
-	Premium Time per technician outside of scheduled work day	\$38.57*	\$39.09*

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

Issued: June 15, 2012

Effective: July 1, 2012

Issued By: Kenneth Mason, Vice President Government and Regulatory Affairs

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)
- 13.3 Miscellaneous Services (Cont'd)
- 13.3.7 Other Service-Frontier Communication of AuSable Valley, Inc (Cont'd)
4. Additional Manual Testing - Switching Access
- |  |  |
|--|--|
| To First Point<br>of <u>Switching</u>  | Each Half Hour<br>or Fraction<br><u>Thereof</u>                                  |
| Additional Tests   |  |
| Gain-Slope,<br>C-Notched Noise and<br>any other agreed to<br>tests, per technician | See the rates for<br>Additional labor as set<br>forth in Section 5<br>preceding. |
5. Maintenance of Service
- |  |   |
|--|---|
| Maintenance of Service<br><u>Periods</u>   | Each Half<br>Hour or<br>Fraction<br><u>Thereof</u>                                |
| Basic Time, Overtime*<br>and Premium Time* | See the rates for<br>Additional Labor as set<br>fourth in Section 5<br>preceding. |
6. Telecommunications Service priority
- |                      |                            |
|----------------------|----------------------------|
|                      | <u>Nonrecurring Charge</u> |
| Per service arranged | \$54.63                    |

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.8 Other Service-Frontier Communication of Seneca Gorham, Inc

	<u>Additional Engineering Periods</u>	<u>Each Half Hour or Fraction Thereof</u>
1.	Basic Time per engineer normally scheduled working hours	\$20.43
2.	Overtime per engineer outside of normally scheduled working hours	\$30.65
3.	Premium Time outside of scheduled work day,	\$40.87

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

---

Issued: June 15, 2012

Effective: July 1, 2012

Issued By: Kenneth Mason, Vice President Government and Regulatory Affairs

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.8 Other Service-Frontier Communication of Seneca Gorham, Inc (Cont'd)

<u>Additional Labor Periods</u>	<u>Each Half Hour or Fraction Thereof</u>	
	<u>Installation and Repair Technician</u>	<u>Central Office Maintenance Technician</u>
4. Testing and Maintenance with other Telephone Companies, or Other Labor		
- Basic Time per technician normally scheduled working hours	\$19.29	\$19.55
- Overtime per technician outside of normally scheduled working hours on a scheduled work day,	\$28.93*	\$29.32*
- Premium Time per technician outside of scheduled work day	\$38.57*	\$39.09*

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

Issued: June 15, 2012

Effective: July 1, 2012

Issued By: Kenneth Mason, Vice President Government and Regulatory Affairs

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)
- 13.3 Miscellaneous Services (Cont'd)
- 13.3.8 Other Service-Frontier Communication of Seneca Gorham, Inc (Cont'd)
5. Additional Manual Testing - Switching Access
- |  |  |
|--|--|
| To First Point<br>of <u>Switching</u>  | Each Half Hour<br>or Fraction<br><u>Thereof</u>                                  |
| Additional Tests   |  |
| Gain-Slope,<br>C-Notched Noise and<br>any other agreed to<br>tests, per technician | See the rates for<br>Additional labor as set<br>forth in Section 5<br>preceding. |
6. Maintenance of Service
- |  |   |
|--|---|
| Basic Time, Overtime*<br>and Premium Time* | Each Half<br>Hour or<br>Fraction<br><u>Thereof</u>                                |
|  | See the rates for<br>Additional Labor as set<br>fourth in Section 5<br>preceding. |
7. Telecommunications Service priority
- |                      |                            |
|----------------------|----------------------------|
|                      | <u>Nonrecurring Charge</u> |
| Per service arranged | \$54.63                    |

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.8 Other Service-Frontier Communication of Seneca Gorham, Inc (Cont'd)

		Each Half Hour or Fraction Thereof
	<u>Additional Engineering Periods</u>	
1.	Basic Time per engineer normally scheduled working hours	\$20.43
2.	Overtime per engineer outside of normally scheduled working hours	\$30.65
3.	Premium Time outside of scheduled work day,	\$40.87

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

---

Issued: June 15, 2012

Effective: July 1, 2012

Issued By: Kenneth Mason, Vice President Government and Regulatory Affairs

ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.9 Other Service-Frontier Communication of Sylvan Lake, Inc

<u>Additional Labor Periods</u>	<u>Each Half Hour or Fraction Thereof</u>	
	<u>Installation and Repair Technician</u>	<u>Central Office Maintenance Technician</u>
4. Testing and Maintenance with other Telephone Companies, or Other Labor		
- Basic Time per technician normally scheduled working hours	\$19.29	\$19.55
- Overtime per technician outside of normally scheduled working hours on a scheduled work day,	\$28.93*	\$29.32*
- Premium Time per technician outside of scheduled work day	\$38.57*	\$39.09*

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.

Issued: June 15, 2012

Effective: July 1, 2012

Issued By: Kenneth Mason, Vice President Government and Regulatory Affairs



ACCESS SERVICE

- 13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)
  - 13.3 Miscellaneous Services (Cont'd)
    - 13.3.9 Other Service-Frontier Communication of Sylvan Lake, Inc (Cont'd)
      - 5. Additional Manual Testing - Switching Access

	Each Half Hour or Fraction <u>Thereof</u>
<u>To First Point of Switching</u>	<u>Thereof</u>
Additional Tests	
Gain-Slope, C-Notched Noise and any other agreed to tests, per technician	See the rates for Additional labor as set forth in Section 5 preceding.
      - 6. Maintenance of Service

	Each Half Hour or Fraction <u>Thereof</u>
Basic Time, Overtime* and Premium Time*	See the rates for Additional Labor as set fourth in Section 5 preceding.
      - 6. Telecommunications Service priority

	<u>Nonrecurring Charge</u>
Per service arranged	\$54.63

\* A service call conducted after normal business hours is subject to a minimum charge of four hours.

Issued in compliance with the Commission's Order in Case 12-C-0112 issued May 24, 2012.