

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

A. Description

Customer premises wire is defined as that wire including connectors, blocks and jacks on a customer's premises that extends between the demarcation point and those connectors, blocks and jack locations within the same building to which terminal equipment can be connected for access to the exchange access line.

Premises wire may be installed and/or maintained by the Company or the customer. Where installation or maintenance is provided by the Company, rates and charges specified in this Catalog will apply. (Deregulated)

Billable work performed on the network side of the demarcation point can be found in the Regulated Price Lists or Tariffs.

B. Definitions

Business UNISTAR Service

Business UNISTAR Service is a monthly charge for business customers paid in lieu of time and material charges for repairs associated with premises wire. This plan provides line testing, trouble isolation, and the repair of premises wire and connected jacks.

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Change

The change of premises wire at the request of the customer.

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(M) Material moved from Page 4.

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(M1) Material moved to Page 1.1.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

B. Definitions (Cont'd)

Complex Premises Wire

Wiring including connectors, blocks and jacks on a customer's premises whose equipment includes common equipment such as multiline telephone systems, PBX systems, multifunction systems and data equipment jacks (programmable, universal and fixed loop loss), etc.

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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

B. Definitions (Cont'd)

Demarcation Point

The term "demarcation point" means the point of connection, provided and maintained by the Company, to which the Company service and the property owner's or customer's facilities are connected. This demarcation point is to be mutually agreeable to the Company and the subscriber or property owner, and is normally located near the point where the Company facilities enter the building or property, on the subscriber's side of the Company's protector, or its equivalent.

The Company will provide a demarcation point for each residential structure having a separate ground level entrance. Residential structures sharing common walls, but not sharing common entrances or common space, such as hallways or basements, will have separate demarcation points.

Multitenant residential structures sharing common entrances or common space will have one demarcation point per structure. "Residential structure" does not include garages, barns, or other buildings situated on residential property but not intended for human habitation.

For multiple buildings constructed on continuous business property, such as shopping centers, condominiums, industrial parks, and campuses, the Company may establish a single demarcation point or may designate one of the existing terminating connections on a property as a main demarcation point. Where feasible, one or more alternate demarcation points may be placed or reinforced by the Company at the request of the business customer or property owner. Charges will be applied to cover additional costs of placing or reinforcing alternate demarcation points. The property owner or customer is responsible for service on the customer side of the demarcation point.

Estimate

A broad statement of expected price, which is not necessarily the price the customer will be billed.

Firm Bid

A firm price, in writing, for a stated purpose and good for a limited time period. Quotations accepted by the customer will be billed at the stated price, regardless of the actual costs incurred by the installation forces.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

B. Definitions (Cont'd)

Flat Installation Charge

A nonrecurring charge(s) which applies to noncomplex wire and jack installation.

Residence *LINE-BACKER* Service (Monthly Maintenance Agreement)

A premises wire maintenance plan that provides residence customers, per exchange access line, per premises, with inside wire and jack repair, and isolation of trouble.

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Moves

A customer-requested move of premises wiring from one location to another on the same premises.

Network Interface

Same term as "Demarcation Point".

Noncomplex Premises Wire

Noncomplex customer premises wire is defined as that wire including connectors, blocks and jacks on a customer's premises that extends between the demarcation point and those connectors, blocks and jack locations to which terminal equipment can be connected for access to the exchange access line.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

B. Definitions (Cont'd)

Nonrecurring Charge, Unregulated[1]

Charge for work involved in establishing a Company Premises Wire Maintenance Plan. The charge may apply for record work if the customer transfers the service to a different location.

Premises Visit Charge

A premises visit or series of visits by an installer or repair person for the purpose of performing billable premises work requested by the customer or customer's representative.

Rearrangement

Work required to remove and/or replace premises wiring and/or jacks to accommodate a customer's need for a relocation of the wire.

Time and Material (T&M) Charges

Work performed on a customer's premises by a Company employee or representative at the customer's request and not covered by other charges. This includes work preparation, actual work and cleanup. Any work required to establish or reestablish network access up to and including the demarcation point is excluded.

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[1] A separate nonrecurring charge will not apply to work assessed time and material charges. These administrative costs are included in the first time increment.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE (CONT'D)

C. Terms And Conditions

1. The customer may request an estimate or a firm bid before ordering wire installation work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and material charge incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.
2. The customer or property owner must provide and maintain, or pay the expense of, rights-of-way, poles, attachments, conduits or other supporting structures required for the placing of premises wire.
3. Time and material charges apply per service call when billable premises work is performed on premises wire. Such charges are due and payable when billed.
4. Premises Visit Charge
 - a. Installation
 - Premises Visit Charge applies when:
 - Deregulated work is performed beyond the demarcation point.
 - Flat Installation Charge does not apply.
 - b. Maintenance
 - Premises Visit Charge applies when:
 - Deregulated work is performed beyond the demarcation point.
 - The customer does not subscribe to a Premises Wire Maintenance Plan and requests repair work.
 - Trouble Isolation Charge does not apply.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

C.4 (Cont'd)

- c. Premises Visit Charge is waived when:
- Repair work is performed beyond the demarcation point for a customer subscribing to a Premises Wire Maintenance Plan and the customer requests billable installation work to be performed while the technician is on the premises. The billable time will begin with the first increment.
 - When more than one order involving installation or repair is worked by the same technician, consecutively, on the same contiguous property and travel from one order location to another order location is five minutes or less, the trip charges on the additional orders are waived.
 - When flat rate installation work is performed and Time and Material work is also performed on the same order, the Premises Visit Charge will be waived.

5. Time and Material Charges

- a. Time and material charges apply to all customer-requested nonregulated wiring work involving:
- Installations (Business - complex)
 - Installations (Residence-complex)
 - Moves
 - Changes
 - Removals
 - Rearrangements
 - Replacements
 - Maintenance
 - Prewiring
- b. Simple materials are included in the first increment rate for noncomplex residence and business customers and are not billed separately.

The following items are considered "simple" repair materials.

- Non-billable materials include: standard wire, simple jacks, staples, screws, nails, tape, connectors, etc.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

C.5. (Cont'd)

- c. Time and material charges apply separately for each premises involved, per service call, when billable premises work is performed on premises wire. The minimum billable time is one half hour.
- d. Only one initial time and material charge applies when, for Company reasons, more than one Company technician is involved in performing billable premises work on the same service order. Additional time and material charges will be calculated by totaling the remaining billable work time performed by all technicians.
- e. Initial time and material charges apply when a Company repair technician, while on the customer's premises, provides additional service(s) at the customer's request. In addition, the charges applicable for the additional service will apply.
- f. The initial and any additional time and material charges will apply for the first and subsequent move of equipment and/or wire on the customer's premises, made at the customer's request, as a result of the customer's redecorating or any other customer activity requiring the first and subsequent visit for moves.
- g. Time and material charges will apply for work performed on all RJ21 and other interpositioned network channel terminating equipment located on the customer's side of the demarcation point.
- h. Time and material charges do not apply to the following work:
 - To move or change a customer's telephone service if required or initiated by the Company.
 - To install, move or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 - The "from" portion of work involved in a transfer of service from one premises to another.
 - Disconnection of access line services providing no other work subject to time and material charges is involved.
 - Maintenance work performed when the customer is a subscriber of a Company Premises Wire Maintenance Plan.
 - Installation of noncomplex wire and jacks.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

C. Terms And Conditions (Cont'd)

6. Flat Installation Charge

A nonrecurring charge(s) which applies to noncomplex wire and jack installation. Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material e.g. staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.

D. Warranties For Installation And Repair Of Premises Wire

1. Limited Thirty-Day Installation Warranty

a. Coverage

The Company warrants the premises telecommunications wiring which it has installed against defects and malfunctions for a period of thirty days in the case of both complex and noncomplex wire from the date the telecommunications service utilizing the wire begins. If there is a defect or malfunction, the Company will, at its option, either repair or replace this wiring at no charge to the customer if the defect or malfunction is reported to an authorized Company representative within the warranty period. If replacement parts are used in making repairs, these parts may be refurbished or may contain refurbished materials.

b. Exclusions

- (1) This warranty shall not apply to defects and malfunctions resulting from any equipment or service furnished by any person other than the Company, any accident, alteration, abuse, misuse, fire, acts of God such as storms and floods, or any unauthorized repair.
- (2) The Company disclaims any and all implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose.
- (3) The Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this wiring, either separately or in combination with other equipment.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

D.1. (Cont'd)

c. Customer Responsibility

- (1) To obtain Company repair service, the customer must call the Company repair number which can be found in the telephone directory, or call any Company Business Office, collect.
- (2) When the repair person arrives and before any work is performed, the customer must present proof of the date the warranty commenced before any warranty work can be performed.

E. Responsibility Of The Customer

1. Where the customer elects to install and/or maintain premises wire, such installation and/or maintenance must comply with Part 68 of the FCC Rules and Regulations and the National Electrical Code as well as any applicable local electrical codes.
2. Where customer premises wire is maintained by the customer, the customer is responsible for correcting any service difficulty upon notice from the Company that such wire is causing the difficulty.

F. Violation Of Terms And Conditions

1. Where any customer-provided premises wire or associated jack has been installed or maintained in violation of Part 68 of the FCC Rules and Regulations, National or applicable local Electrical Codes or Company-provided technical standards, the Company will promptly notify the customer of the violation and will take such immediate action, including the temporary disconnection of premises wire, as is necessary for the protection of the telecommunications network and/or Company employees.
2. The customer shall discontinue use of the customer-provided premises wire and/or associated jacks or correct the violation and notify the Company in writing within ten days after receipt of Company notice of violation that the violation has been corrected.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE (CONT'D)

G. Charges

1. Premises Work Charges - Residence

	USOC	NONRECURRING CHARGE
a. Premises Visit Charge	NRAC	\$25.00
b. Time and Material Charges (Installation Complex Wiring and Prewire)		
• Schedule I (Regular Scheduled Hours)		
Applicable to premises work performed during regularly scheduled business hours.		
- First 30 minute increment or fraction thereof	HRD11	60.00
- Each additional 15 minute increment or fraction thereof	HRDA1	25.00
• Schedule II (After Hours)		
Applicable to premises work performed at hours other than on Schedule I, excluding Sundays and holidays.		
- First 30 minute increment or fraction thereof	HRD12	63.00
- Each additional 15 minute increment or fraction thereof	HRDA2	25.00

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

G.1.b. (Cont'd)

	USOC	NONRECURRING CHARGE
<ul style="list-style-type: none">• Schedule III (Premium Hours) <p>Applicable to premises work performed on Sundays and holidays.</p> <ul style="list-style-type: none">- First 30 minute increment or fraction thereof- Each additional 15 minute increment or fraction thereof	<p>HRD13</p> <p>HRDA3</p>	<p>\$74.00</p> <p>30.00</p>
<p>c. Time and Material Charges (Repair)</p> <ul style="list-style-type: none">• Schedule I (Regular Scheduled Hours) <p>Applicable to premises work performed during regularly scheduled business hours.</p> <ul style="list-style-type: none">- First 30 minute increment or fraction thereof- Each additional 15 minute increment or fraction thereof	<p>HRD11</p> <p>HRDA1</p>	<p>60.00</p> <p>25.00</p>
<ul style="list-style-type: none">• Schedule II (After Hours) <p>Applicable to premises work performed at hours other than on Schedule I, excluding Sundays and holidays.</p> <ul style="list-style-type: none">- First 30 minute increment or fraction thereof- Each additional 15 minute increment or fraction thereof	<p>HRD12</p> <p>HRDA2</p>	<p>63.00</p> <p>25.00</p>

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

G.1.c. (Cont'd)

	USOC	NONRECURRING CHARGE
• Schedule III (Premium Hours)		
Applicable to premises work performed on Sundays and holidays.		
- First 30 minute increment or fraction thereof	HRD13	\$74.00 (I)
- Each additional 15 minute increment or fraction thereof	HRDA3	30.00 (I)

d. Holidays

Holidays subject to Schedule III charges are:

HOLIDAY	DAY OBSERVED
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

G. Charges (Cont'd)

2. Premises Work Charges - Business

	USOC	NONRECURRING CHARGE
a. Premises Visit Charge (applies to all T&M Schedules)	NRAC	\$25.00
b. Time and Material Charges (Installation Complex Wiring and Prewire)		
• Schedule I (Regular Scheduled Hours)		
Applicable to premises work performed during regularly scheduled business hours.		
- First 30 minute increment or fraction thereof	HRD11	60.00 (I)
- Each additional 15 minute increment or fraction thereof	HRDA1	25.00 (I)
• Schedule II (After Hours)		
Applicable to premises work performed at hours other than on Schedule I, excluding Sundays and holidays.		
- First 30 minute increment or fraction thereof	HRD12	63.00
- Each additional 15 minute increment or fraction thereof	HRDA2	25.00

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

G.2.b. (Cont'd)

	USOC	NONRECURRING CHARGE
<ul style="list-style-type: none">• Schedule III (Premium Hours) Applicable to premises work performed on Sundays and holidays.		
<ul style="list-style-type: none">- First 30 minute increment or fraction thereof	HRD13	\$74.00
<ul style="list-style-type: none">- Each additional 15 minute increment or fraction thereof	HRDA3	30.00
<p>c. Time and Material Charges (Repair)</p> <ul style="list-style-type: none">• Schedule I (Regular Scheduled Hours) Applicable to premises work performed during regularly scheduled business hours.		
<ul style="list-style-type: none">- First 30 minute increment or fraction thereof	HRD11	60.00 (I)
<ul style="list-style-type: none">- Each additional 15 minute increment or fraction thereof	HRDA1	25.00 (I)
<ul style="list-style-type: none">• Schedule II (After Hours) Applicable to premises work performed at hours other than on Schedule I, excluding Sundays and holidays.		
<ul style="list-style-type: none">- First 30 minute increment or fraction thereof	HRD12	63.00
<ul style="list-style-type: none">- Each additional 15 minute increment or fraction thereof	HRDA2	25.00

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

G.2.c. (Cont'd)

	USOC	NONRECURRING CHARGE
• Schedule III (Premium Hours)		
Applicable to premises work performed on Sundays and holidays.		
- First 30 minute increment or fraction thereof	HRD13	\$74.00 (I)
- Each additional 15 minute increment or fraction thereof	HRDA3	30.00 (I)

d. Holidays

Holidays subject to Schedule III charges are:

HOLIDAY	DAY OBSERVED
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES WIRE

G.2. (Cont'd)

e. Material Used Not Billed

(Normal repair material)

Staples, screws, nails, tape, connectors, etc.

	USOC	NONRECURRING CHARGE	
f. Material Used/Billed	AKT++ (e.g., AKT57	\$1.00 to \$99.00 \$57.00)	(T) ----- (T)
	BAC++ (e.g., BACO1	\$100.00 to \$199.00 \$101.00)	
	CDR++ (e.g., CDR73	\$200.00 to \$299.00 \$273.00)	
	DPY++ (e.g., DPY29	\$300.00 to \$399.00 \$329.00)	
	Two USOCs (e.g., CDR63 DPYOO)	\$400.00 + \$563.00	

g. Flat Installation Charge

Applies for the installation
of noncomplex wire.

- Per order, per premises
 - 1st Jack
 - Each additional

HRDJ1	\$110.00 (I)
HRDS1	70.00 (I)

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES MAINTENANCE PLANS

A. Description

1. Premises Maintenance Plans are available which provide customers with various degrees of maintenance as described below. These plans provide for trouble isolation and maintenance of noncomplex premises wire and associated jacks located on the customer side of the demarcation point.
2. The following plans are available:
 - a. Residence *LINE-BACKER* Service

A premises wire maintenance plan that provides residence customers with inside wire and jack repair, and isolation of trouble available on a per exchange line/per premises or a per premises basis.

- b. Business *UNISTAR* Service

Business *UNISTAR* Service is a monthly charge for business customers paid in lieu of time and material charges for repairs associated with premises wire. This plan provides line testing, trouble isolation and the repair of premises wire and connected jacks.

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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES MAINTENANCE PLANS (CONT'D)

B. Terms and Conditions

1. The Company will maintain premises wire regardless of who installed it.
2. When a trouble condition is attributed to the presence of nonstandard wiring or installation, only that portion of the wiring and jacks where the problem exists will be rewired, if necessary, using standard wire, jacks and installation methods. The Company will not entirely rewire the premises, even though nonstandard wire may have been used on other working jacks. Rewiring work that is required to remedy an existing case of trouble will be performed in a reasonable manner.

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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**13.2 PREMISES MAINTENANCE PLANS****B. Terms and Conditions (Cont'd)**

3. If a customer does not subscribe to a Premises Maintenance Plan and the Company makes either a repair or trouble isolation visit (Trouble Isolation Charge is found in Section 3 of the Exchange and Network Services Price List) to that customer's premises and the trouble condition is not found to be on the Company's side of the demarcation point, the customer will be subject to charges as follows:
 - a. A Trouble Isolation Charge will apply for the visit if the customer does not have the Company repair the premises wire trouble.
 - b. A Trouble Isolation Charge will apply for the visit when the technician is able to gain access to the demarcation point whether or not the customer is at the premises.
 - c. A Trouble Isolation Charge and Premises Work Charges will apply if the Company repairs the premises wire trouble or isolates the trouble to the customer-provided equipment.
 - d. A Premises Visit Charge and Premises Work Charges will apply if the customer has isolated the trouble and has the Company make the appropriate repairs. (D)
4. Premises Maintenance Plans are available where Company facilities and operating conditions permit. (T)
5. Premises Maintenance Plans are subject to a minimum billing period of one month. (T)
6. A customer utilizing noncomplex premises wire may change from paying T&M per maintenance visit or from customer-provided maintenance to a Premises Maintenance Plan as appropriate. However, a nonrecurring charge will be assessed for this change. Existing service problems are excluded from coverage when a customer changes from T&M to a maintenance plan. (T)
7. Coverage of these plans will commence for existing customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan. New customers or customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. The Plan will not cover installation of new jacks and wiring or rewiring of existing jacks at the new location. (T)

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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