

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES**

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(D)

EFFECTIVE: FOR TELEPHONE SERVICE RENDERED ON OR AFTER 12-2-2009

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES**

In this section, normal business hours are from Monday through Friday, 8:00 a.m. to 5:00 p.m. Hours before 8:00 a.m. and after 5:00 p.m., Monday through Friday, and all day Saturday, are considered overtime. Sundays and Holidays are premium time.

**12.1 ADDITIONAL ENGINEERING**

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

- A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR).
- Additional engineering time is incurred by the Company to engineer a customer's request for a customized technical specifications package.

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

**A. Charges for Additional Engineering**

The charges for Additional Engineering are as follows:

<b>ADDITIONAL ENGINEERING PERIODS</b>	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Basic Time, per engineer, each 1/2 hour or fraction thereof	AEQXX	\$30.00
• Overtime, per engineer, each 1/2 hour or fraction thereof	AEQOX	40.00

EFFECTIVE: FOR TELEPHONE SERVICE RENDERED ON OR AFTER 7-12-2000

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES****12.2 ADDITIONAL LABOR**

Additional labor is that labor requested by the customer on a given service and agreed to by the Company as set forth in 12.2.1 through 12.2.2, following. The Company will notify the customer that additional labor charges as set forth in 12.2.3, following, will apply before any additional labor is undertaken. The charges apply per Company technician performing billable work at the customer's request. When more than one technician is involved in working on a customer's request, the amount of time accrued by all technicians will be totaled to determine the number of 1/2 hour increments to be billed.

**12.2.1 OVERTIME INSTALLATION**

Overtime installation is that Company installation effort requested by the customer outside of normal business hours.

**12.2.2 OTHER LABOR**

Other Labor is that additional labor not included in 12.2.1, 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. Other Labor also includes fine tuning circuits (per occurrence) to return them to the originally designated level even though the circuit has not degraded below the designated immediate action level. In addition, Other Labor includes Testing Services as described in 12.3.4, following.

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES****12.2 ADDITIONAL LABOR (CONT'D)****12.2.3 CHARGES FOR ADDITIONAL LABOR**

The charges for additional labor are as follows:

## A. Installation

<b>ADDITIONAL LABOR - INSTALLATION PERIODS</b>	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Overtime, per technician, each 1/2 hour or fraction thereof[1]	ALFOX	\$ 9.00
• Premium time, per technician, each 1/2 hour or fraction thereof[1]	ALFPX	17.00

[1] A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four (4) hours.

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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES****12.2 ADDITIONAL LABOR****12.2.3 CHARGES FOR ADDITIONAL LABOR (CONT'D)**

## B. Other Labor

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
<b>ADDITIONAL LABOR - OTHER PERIODS</b>		
• Basic time, per technician, each 1/2 hour or fraction thereof	ALGXX	\$28.00
• Overtime, per technician, each 1/2 hour or fraction thereof[1]	ALGOX	36.00
• Premium time, per technician, each 1/2 hour or fraction thereof[1]	ALGPX	45.00

[1] A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four (4) hours.

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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES****12.3 MISCELLANEOUS SERVICES****12.3.1 MAINTENANCE OF SERVICE**

When a customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Company personnel are dispatched to the customer's premises to when the work is completed. 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. The customer shall be responsible for payment of a Maintenance of Service charge when the Company dispatches personnel to the customer's premises, and the trouble is in equipment or communications systems provided by other than the Company. No credit allowance will be applicable for the interruption involved if the Maintenance of Service charge applies.

When a Maintenance of Service visit is made, Maintenance of Service Charges will apply and are billed to the customer where the problem exists, except in cases where a maintenance contract has been purchased.

<b>MAINTENANCE OF SERVICE PERIODS</b>	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Basic Time, per technician, each 1/2 hour or fraction thereof	MVWXX	\$27.00
• Overtime, per technician, each 1/2 hour or fraction thereof[1]	MVWOX	36.00
• Premium Time, per technician, each 1/2 hour or fraction thereof[1]	MVWPX	45.00

[1] A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES**

**12.3 MISCELLANEOUS SERVICES (CONT'D)**

**12.3.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM**

A. Description

Telecommunications Service Priority (TSP) is a regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

Under the rules of the TSP System, telephone companies are authorized and required to provision and/or restore services with TSP assignments before services without such assignments.

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

In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook", (National Communications System (NCS) Handbook 3-1-2) dated December 1, 1989.

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**12.3 MISCELLANEOUS SERVICES**

**12.3.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (CONT'D)**

B. Definitions

Confirmation

Denotes the process required of a prime service vendor to report the completion of TSP service orders to the TSP Program Office.

Invocation

Denotes the notification from an invocation official, conveyed by a service user to a service vendor, that a TSP service is so vital that it must be expeditiously provisioned.

Preemption

Denotes the authorization of the Company by the FCC's TSP System rules to preempt other existing services to restore TSP services when, in the Company's best judgment, preemption is necessary. If no suitable spare or non-TSP services are available, the service vendor may preempt an existing TSP service to restore a TSP service of higher restoration priority assignment.

Prime Service Vendor

Denotes the status of the Company when contracting directly with a service user to provide the user all or a portion of a TSP service.

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**12.3 MISCELLANEOUS SERVICES**

**12.3.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM**

**B. Definitions (Cont'd)**

Reconciliation

Denotes the comparison of TSP service information and the resolution of identified discrepancies.

Service User (TSP)

Denotes any individual or organization (including a service vendor) supported by a telecommunication service for which a TSP assignment has been requested or assigned.

Subcontractor

Denotes the Company as a TSP service vendor with whom a prime service vendor contracts to provide a portion of a service to a TSP service user.

System Development

Denotes the Company's modification of computer software, the development of processes and procedures and the staff training necessary for the provisioning of the TSP System.

Verification

Denotes the procedure for determining the authority of an invocation official and the accuracy and validity of a TSP installation or restoration priority assignment with the TSP Program Office.

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES**

**12.3 MISCELLANEOUS SERVICES**

**12.3.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (CONT'D)**

C. Terms and Conditions

1. The TSP System's applicability is limited to telecommunication services which the Company can discreetly identify for priority provisioning and/or restoration.
2. The customer subscribing to TSP System Service must also be the customer subscribing to the service with which TSP is associated.
3. 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 higher priority NSEP telecommunications service(s). If such preemption is necessary, and if circumstances permit, the Company will make reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for such service preemption shall be made, in accordance with the provisions specified elsewhere.
4. In obtaining TSP System service, the customer acknowledges and consents to the company providing customer service record information to the Federal Government in order for the Government to maintain and administer its overall TSP System. This customer service record information will include TSP Authorization Code, Company Circuit/Service ID, customer telephone number and service location.
5. Credit allowance for service interruption for Priority Restoration Maintenance and Administration shall be the same as for the service with which it is associated as specified elsewhere.

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**12.3 MISCELLANEOUS SERVICES**

**12.3.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM**

C. Terms and Conditions (Cont'd)

6. When performing a service under TSP, the Company may not be in a position to notify the customer in advance of circumstances which require Additional Labor and for which Additional Labor charges apply. The TSP subscriber recognizes that quoting charges and obtaining permission to proceed would cause unnecessary delays that would be contrary to the objectives of the TSP System. In subscribing to the TSP system the customer recognizes this condition and grants the Company the right to quote charges after work has been completed.
7. Other terms, conditions, rates and charges for services such as expedited service, special construction, due date change, Maintenance of Service, etc., may apply as specified elsewhere when provided in conjunction with the TSP System.

D. Rates and Charges

The following rates and charges are per point of termination or per access line and apply when the Company is either a Prime Service Vendor or a Subcontractor to a Prime Service Vendor of the TSP System. These rates and charges are in addition to all other rates and charges that may be applicable for services which operate in conjunction with the TSP System.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
Priority Installation (PI)[1]			
• PI Invocation			
Includes System Development, Verification and Confirmation			
- Prime Service Vendor	P1APX	\$128.00	—
- Subcontractor	P1ASX	128.00	—

[1] When a service is ordered with both PI and PR, the associated nonrecurring charge for PR applies.

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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES****12.3 MISCELLANEOUS SERVICES****12.3.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM**

## D. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
Priority Restoration (PR)[1]			
• PR Level Implementation			
Includes System Development, Verification and Confirmation			
- Prime Service Vendor	PR5PX	\$128.00	—
- Subcontractor	PR5SX	128.00	—
• PR Level Change Only			
Includes Verification and Confirmation			
- Prime Service Vendor	PR8PX	6.00	—
- Subcontractor	PR8SX	6.00	—
• PR Maintenance and Administration			
Includes Reconciliation			
- Prime Service Vendor	PR9PX	—	\$1.75
- Subcontractor	PR9SX	—	1.75

[1] When a service is ordered with both PI and PR, the associated nonrecurring charge for PR applies.

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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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**12.3 MISCELLANEOUS SERVICES (CONT'D)**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION**

(T)

A. Description

Interexchange Carrier (IC) Subscription is a procedure whereby an end user or payphone service provider (PSP) may select and designate to the Company an IC to access without dialing an access code. This procedure applies for both interLATA and intraLATA calls. This IC is referred to as the end user's or PSP's primary IC (PIC). An end user or PSP may select one primary IC for both interLATA and intraLATA service, or they may choose to have two primary ICs, one for interLATA service and a different IC for intraLATA service.

(T)

The IC Subscription procedure applies to Telephone Exchange Service lines and/or trunks, Switched Access Lineside connections, Centrex-type lines and Public Access Line (PAL) Service.

(T)

- For IC Subscription pay telephones, the PSP will select and designate to the Company an IC to access, without dialing an access code, for intraLATA calls.

(T)

Should a caller wish to use the services of an IC other than the primary IC, it is necessary for the caller to dial the IC's access code(s) to reach that IC's service(s).

The terms, conditions, rates and charges for interLATA IC Subscription are found in F.C.C. No. 1, Section 13.

(T)

The terms and conditions for intraLATA IC Subscription are following.

(T)

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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**12.3 MISCELLANEOUS SERVICES**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION (CONT'D)**

B. Terms and Conditions

1. Charge Application for IC Subscription

- a. End users or PSPs placing orders for new service will be asked to select a primary IC at the time they place an order with the Company for Exchange Service, Switched Access Lineside connection, Centrex-type service or PAL Service. There will be no charge for this selection.
- b. End users or PSPs that choose their primary IC within 30 days of the effective date of their new service will not be charged for the first such change.
- c. Subsequent to the 30 day waiver period following installation of Telephone Exchange Service, Switched Access Lineside connection, Centrex-type service or PAL Service, for any change in selection, including a change from one access code to another access code for the same IC, a nonrecurring charge applies.
- d. When end users or PSPs simultaneously choose or change an intraLATA and interLATA primary IC, a PIC change charge from F.C.C. No. 1, Section 13, will apply in addition to the applicable charge as set forth in D., following.
- e. The nonrecurring charge for a primary IC change is billed to the end user who is the subscriber to the Telephone Exchange Service, Switched Access Lineside connection, Centrex-type service or to the PSP of PAL Service. However, an IC may, at its option, pay the charge for any end user and/or PSP at any time, or as prescribed by the Company, when the IC has specified that the PIC change request is being made as the result of an end user/PSP disputed PIC change reported to the alleged authorized carrier. The nonrecurring charge for a PIC change is set forth in D., following.

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(C)  
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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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**12.3 MISCELLANEOUS SERVICES**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION**

B. Terms and Conditions

1. Charge Application for IC Subscription(Cont'd)

- f. The applicable primary IC change charge as set forth in D., following, will be determined based on whether the change is requested through manual or electronic means.
- (1) A manual change is defined as a change submitted to a customer service representative from an end user request or by a wholesale provider request.
  - (2) An electronic change is defined as a change submitted by an IC to the Company through the Regional Subscription System (RSS) or processed from an electronic source such as a Company – sponsored website, regardless of whether some manual processing is required.

(N)  
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(N)

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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**12.3 MISCELLANEOUS SERVICES**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION**

B. Terms and Conditions (Cont'd)

(T)

2. Dispute Application for IC Subscription

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If there is a conflict between an end user, a PSP or their respective agent, on one hand, and the IC on the other hand, over the designation of the primary IC, the Company will honor the designation selected by the end user, a PSP or their respective agent, regardless of any contractual obligations the end user, PSP or agent may have with one or more ICs.

If there is a conflict between an end user and/or a PSP, on one hand, and their agent on the other hand, over the designation of the primary IC, the Company will honor the designation selected by the end user and/or PSP regardless of any contractual obligations the end user and/or PSP may have with one or more ICs or agents.

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**12.3 MISCELLANEOUS SERVICES**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION**

B. Terms and Conditions (Cont'd)

3. Subscriber Alleged PIC Disputes

When a subscriber alleges that a PIC change was made without their authorization, the Company shall return the subscriber to their previous PIC at no charge to the subscriber. All PIC change charges assessed by the Company to the subscriber as the result of the alleged unauthorized PIC change shall be credited to the subscriber's service.

Even if no order is received from the alleged unauthorized carrier to switch the customer back to their alleged authorized carrier, the Company will assess two nonrecurring PIC change charges to the alleged unauthorized carrier, one for the initial switch of the subscriber to the alleged unauthorized carrier; the second for the switch from the alleged unauthorized carrier to the alleged authorized carrier as set forth in D., following.

If the alleged unauthorized carrier change was due to a Company error, the subscriber will be returned to the alleged authorized carrier free of charge to both the subscriber and the alleged unauthorized carrier.

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**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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**12.3 MISCELLANEOUS SERVICES**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION (CONT'D)**

(T)

C. IC Initiated Conversions for IC Subscription

(T)

When an IC requests that their end user or PSP be changed from one access code to another access code on a mass conversion basis, (e.g., an IC using two or more PIC designations or an IC assuming ownership of another IC's end users, etc.) charges will be as set forth in D., following.

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**12.3 MISCELLANEOUS SERVICES**

**12.3.3 INTEREXCHANGE CARRIER SUBSCRIPTION (CONT'D)**

D. Rates and Charges

	USOC	NONRECURRING CHARGE	
1. The charges for a Manual PIC change are as follows:			(C)
• Per Telephone Exchange Service line or trunk	P6XLX	\$5.50(I)	
• Per Switched Access Lineside connection	P6XLX	5.50	
• Per Centrex-type line	P6XLX	5.50	
• Per PAL	P6XLX	5.50(I)	(C)
2. The charges for an Electronic PIC change are as follows:			(N)
• Per Telephone Exchange Service line or trunk	P6XFX	1.25	
• Per Switched Access Lineside connection	P6XFX	1.25	
• Per Centrex-type line	P6XFX	1.25	
• Per PAL	P6XFX	1.25	
3. The charges for a simultaneous Manual PIC change are as follows[1]:			
• Per Telephone Exchange Service line or trunk	P6XPX	2.75	
• Per Switched Access Lineside connection	P6XPX	2.75	
• Per Centrex-type line	P6XPX	2.75	
• Per PAL	P6XPX	2.75	
4. The charges for a simultaneous Electronic PIC change are as follows[1]:			
• Per Telephone Exchange Service line or trunk	P6XOX	0.62	
• Per Switched Access Lineside connection	P6XOX	0.62	
• Per Centrex-type line	P6XOX	0.62	
• Per PAL	P6XOX	0.62	(N)
5. The charges for an IC Initiated Conversion are as follows:			(T)
• Per Telephone Exchange Service line or trunk		0.75	
• Per Switched Access Lineside connection		0.75	
• Per Centrex-type line		0.75	
• Per PAL		0.75	

[1] Simultaneous Manual and Electronic PIC Charges will apply in addition to the charges described in 13.3.3.B.1.d., preceding. (N)  
 (N)

EFFECTIVE: FOR TELEPHONE SERVICE RENDERED ON OR AFTER 12-31-2005



**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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**12.3 MISCELLANEOUS SERVICES (CONT'D)**

**12.3.4 TESTING SERVICES**

Testing Services offered under this section of the Tariff are optional and subject to rates and charges as set forth in B., following, except for Additional Cooperative Acceptance Testing and Nonscheduled Testing which are subject to the charges, as set forth for Additional Labor - Other, in 12.2.3, preceding. 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 6.1.4, preceding.

Testing Services are normally provided by Company personnel at Company locations. However, provisions are made in A.5., 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. and B., following:

A. Switched Access Service

Testing Services for Switched Access Service are comprised of (a) tests which are performed during the installation of a Switched Access Service, and (b) tests which are performed after acceptance of such access services by a customer, i.e., in-service tests. These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled.

Scheduled tests are those tests performed by the Company on a regular basis, e.g., monthly, which result in the measurement of Switched Access Service. Scheduled tests may be done on an automatic basis (no Company or customer technicians involved), on a cooperative basis (Company technician(s) involved at Company office(s) and customer technician(s) involved at customer's premises), or a manual basis (Company technician(s) involved at Company office(s) and at customer's premises).

Nonscheduled tests are performed by the Company "on demand", which result in the measurement of Switched Access Services. Nonscheduled tests may involve Company technicians at Company offices and at the customer's premises.

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(M) Material changed location on this page.

Effective: For Telephone Service rendered on or after 04-23-2001

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
AND MISCELLANEOUS SERVICES****12.3 MISCELLANEOUS SERVICES****12.3.4 TESTING SERVICES**

## A. Switched Access Service (Cont'd)

## 1. Additional Cooperative Acceptance Testing (ACAT)

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 premises, with suitable test equipment to perform the required tests.

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

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

## 2. Automatic Scheduled Testing (AST)

Automatic Scheduled Testing (AST) 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, will consist of monthly loss and C-message noise tests and annual balance test. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The 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 will be provided to the customer on an as-occurs basis.

**12. ADDITIONAL ENGINEERING, ADDITIONAL LABOR  
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## A. Switched Access Service (Cont'd)

## 3. Cooperative Scheduled Testing

Cooperative Scheduled Testing (CST) of Switched Access Services (Feature Groups B, C and D not routed through an access tandem), where the Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance measurements, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The Company will provide, on a quarterly basis, a CST 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.

## 4. Manual Scheduled Testing (MST)

Manual Scheduled Testing (MST) of Switched Access Services (Feature Groups B and D not routed through an access tandem), where the Company provides a technician at its office(s) and at the customer's premises, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The Company will provide, on a quarterly basis, an MST 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.