
SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.1 General

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.

7.2 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 proved the technical information included on the Design Layout Report as set forth in 6.1.3 preceding.

The Company will notify the Customer that additional engineering charges, as set forth in Section 9 following, will apply before any additional engineering is undertaken.

7.3 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 7.3.1 through 7.3.5 following. The Company will notify the Customer that additional labor charges as set forth in Section 9 following will apply before any additional labor is undertaken.

7.3.1 Overtime Installation

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

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES

7.3 Additional Labor (cont'd.)

7.3.2 Overtime Repair

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

7.3.3 Stand By

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

7.3.4 Testing and Maintenance with Other Companies

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

7.3.5 Other Labor

Other labor is that additional labor not included in 7.3.1 through 7.3.4 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.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.4 IntraLATA Toll Presubscription

7.4.1 IntraLATA Presubscription is a procedure whereby a customer designates to the Company the IntraLATA Toll Provider (ITP) which the customer wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a customer, who has presubscribed to an IntraLATA toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred intraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D (FGD) Switched Access Service to qualify as an intraLATA toll provider unless prior arrangements have been made with or by the Company. IntraLATA toll providers must submit an Access Service Request (ASR) prior to the intraLATA toll presubscription conversion date or prior to the date on which the carrier proposes to begin participating in intraLATA toll presubscription, unless prior arrangements have been made with the Company.

Selection of an intraLATA toll provider by an end user is subject to the terms and conditions following.

7.4.2 At the option of the ITP, the nonrecurring charge for a change in intraLATA toll presubscription, as provided herein, may be billed to the ITP, instead of the end user. This may involve charges resulting from end-user initial free choice PIC changes, as specified in 7.4.3(A) following.

This option for the ITP to be billed for the PIC change charge instead of the end user is not available for orders placed directly via the Company's Business Offices.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.4 IntraLATA Toll Presubscription (cont'd.)7.4.3 Presubscription Charge Application

(A) Existing end users may exercise an initial free presubscription choice, either by contacting the Company or by contacting the ITP directly. The initial free choice must be made within 90 days following implementation of intraLATA toll presubscription. The charge for the initial free choice change will be billed to the new ITP at the discretion of the Company. End users' choices which constitute exercising the free initial choice are:

- Designating an ITP as their primary carrier thus requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101XXXX or other required code.
- Choosing no carrier as a primary carrier thus requiring 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company.

Following an existing end user's initial free selection, any subsequent selection made during the first 90 days after presubscription or any change made more than 90 days after presubscription is implemented is subject to a nonrecurring charge as set forth herein.

(B) New end users who subscribe to service after the presubscription implementation date (including an existing customer who orders an additional line) will be asked to select a primary ITP when they place an order for Company Exchange Service. If a customer cannot decide upon an intraLATA toll carrier at that time, the Company may extend a 30-day period following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make intraLATA toll calls.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES

7.4 IntraLATA Toll Presubscription (cont'd.)

7.4.3 Presubscription Charge Application (cont'd.)

(B) (cont'd.)

Initial free selections available to new end users are:

- Designate an ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101XXXX or other required codes.
- Choose no carrier as a primary carrier thus requiring 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company. In addition, new end users that do not select a preferred carrier will be assigned a "No-PIC."

Following a new end user's initial free selection, any subsequent selection made following implementation of intraLATA toll presubscription is subject to a nonrecurring charge as set forth herein.

(C) If an ITP elects to discontinue Feature Group D service after implementation of the intraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred intraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP, and state that the canceling ITP will pay the PIC change charge as provided herein. The ITP must provide written notification to the Company that this activity has taken place.

Following the ITP's discontinuance of service, the Company will bill the canceling ITP the change charge for each end user that is currently designated to the ITP at the time of discontinuance.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.4 IntraLATA Toll Presubscription (cont'd.)7.4.3 Presubscription Charge Application (cont'd.)

- (D) An unauthorized PIC change is a change in the presubscribed intraLATA toll provider that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in intraLATA presubscription occurs, the ITP making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided in 9.2.1(B) following. In addition, the ITP will be assessed the applicable charge for returning the end user to their preferred intraLATA toll provider.

If an unauthorized change in intraLATA toll presubscription and interLATA presubscription occurs at the same time, on the same Business/Residence line, and the presubscribed ITP is the same carrier for intraLATA and interLATA, presubscription change charges as provided herein and the Company's corresponding F.C.C. Access Tariff apply. In addition, the ITP will be assessed the applicable charges for returning the end user to their preferred intraLATA toll provider as herein and in the Company's corresponding F.C.C. Tariff.

7.4.4 End User Charge Discrepancy

- (A) When a discrepancy is determined regarding an end user's designation of a preferred intraLATA toll carrier, the following applies depending upon the situation described:

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.4 IntraLATA Toll Presubscription (cont'd.)7.4.4 End User Charge Discrepancy (cont'd.)

(A) (cont'd.)

- A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Company.
- When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
- If an end user denies requesting a change in intraLATA toll presubscription as submitted by an ITP, and the ITP is unable to produce a letter of authorization, signed by the end user, the ITP will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The ITP will also be assessed the intraLATA toll presubscription change charge as specified herein, which was previously billed to the end user.

(B) Verification of Orders for Telemarketing

Neither the ITP or the Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

7.4.5 PIC Switchback Option-Business/Residence

PIC Switchback is an option under which no investigation activities are performed by the Company when an end user denies requesting a change in primary carrier submitted by the ITP. The ITP participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.4 IntraLATA Toll Presubscription (cont'd.)7.4.5 PIC Switchback Option-Business/Residence (cont'd.)

When the Company is contacted by an end user who denies requesting a change in ITP primary carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous ITP at no charge. If this service is made available by the Company, ITPs may subscribe to or cancel PIC Switchback Service on 30 days notice to the Company by submitting a written request. A letter of authorization from the ITP will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves the ITP of the F.C.C. requirements for:

- Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
- Instituting steps to obtain verification of orders submitted to the Company.

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Public Utility Commission concerning unauthorized changes in carriers.

7.5 Billing Name and Address Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Company.

BNA Service is provided for the sole purpose of permitting the customer to bill its telephone communications service to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone.

The customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

BNA Service is provided on a manual basis only. Information will be provided by voice telecommunications, fax or mail, as appropriate.

BNA information is furnished for 101XXXX dialing, collect, bill to third party, 700 and 900 messages and messages charged to a calling card that is resident in the Company's data base.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES7.5 Billing Name and Address Service (cont'd.)(A) Undertaking of the Company

- (1) A request for information on telephone numbers should be mailed or faxed to the Company. The Company will respond within ten (10) business days of receipt of a customer's request for end user BNA information, unless other arrangements are mutually agreed to between the Company and the Customer.
- (2) The Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- (3) The Company shall use reasonable efforts to provide accurate and complete BNA information. The Company makes no warranties, expressed or implied, as to the accuracy or completeness of this BNA information.
- (4) If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Company will provide an indicator on the confidential records.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES

7.5 Billing Name and Address Service (cont'd.)

(B) Obligations of the Customer

- (1) With each order for BNA Service, the customer shall identify the authorized individual and address to receive the BNA information.
- (2) The Customer must handle all billing name and address information designated as confidential by the Company in accordance with the Company's procedures concerning confidential information. The Company will provide to the Customer a statement of its procedures concerning confidential information upon request.
- (3) The customer shall institute adequate internal procedures to insure that BNA information, including that related to "confidential" non-published and non-listed telephone numbers, is used only for the purpose set forth in this tariff and that BNA information is available only to those customer personnel or agents with a need to know the information.
- (4) The customer shall not publicize or represent to others that the Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA service.
- (5) When the customer orders BNA Service for both interstate and intrastate messages, the Jurisdictional Reporting Requirements listed in Section 3.3.3 will be applicable.

SWITCHED ACCESS SERVICES

Section 7 -- ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND
MISCELLANEOUS SERVICES

7.5 Billing Name and Address Service (cont'd.)

(C) Rate Regulations

- (1) This section contains the specific regulations governing the rates and charges that apply for BNA Service. Specific rates and charges are set forth in Section 9.
- (2) Service Establishment Charges apply for the initial establishment of BNA Service on a manual basis.
- (3) A charge applies for each request for BNA information for a telephone number on a manual basis. The Company will keep a count of the requests processed, and will bill the Customer in accordance with these counts whether or not the Company was able to provide BNA information for all requests.
- (4) When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.