
5. 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., 8:00 a.m. to 5:00 p.m.) for the application of rates based on working hours.

A Miscellaneous Service Order charge as described in 3.4.2 preceding may be applicable to services ordered from this section.

5.1 Additional Engineering

Additional Engineering, including engineering reviews as set forth in 3.4.3 preceding, will be undertaken only after the Telephone Company has notified the customer that additional engineering charges apply as set forth in 9.2.2 following, and the customer agrees to such charges.

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

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR).
- (B) Additional Engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in 4.1.2 preceding.
- (C) A customer requested Design Change requires the expenditure of Additional Engineering time. Such Additional Engineering time is incurred by the Telephone Company for the engineering review as set forth in 3.4.3 preceding. The charge for additional engineering time relating to the engineering review, which is undertaken to determine if a design change is indeed required, will apply whether or not the customer authorizes the Telephone Company to proceed with the Design Change. In this case the Design Change charge, as set forth in 9.2.1(C) following, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change.

5. **ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES** (Continued)

5.2 Additional Labor

Additional Labor is that labor requested by the customer on a given service and agreed to by the Telephone Company as set forth in 5.2.1 through 5.2.5 following. The Telephone Company will notify the customer that Additional Labor charges as set forth in 9.2.3 following will apply before any additional labor is undertaken. A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

5.2.1 Overtime Installation

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

5.2.2 Overtime Repair

Overtime repair is that Telephone Company effort performed outside of normally scheduled working hours.

5.2.3 Standby

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

5.2.4 Testing and Maintenance with Other Telephone Companies

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

5.2.5 Other Labor

Other labor is that additional labor not included in 5.2.1 through 5.2.4 preceding and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this catalog.

5. **ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES** (Continued)

5.3 Miscellaneous Services

5.3.1 Testing Services

Testing Services offered under this section of the catalog are optional and subject to rates and charges as set forth in 9.2.4 following. A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. Other testing services are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

Testing Services are normally provided by Telephone Company personnel at Telephone Company locations; however, provisions are made in (A)(2) following for a customer to request Telephone Company personnel to perform Testing Services at the customer designated 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) following.

5. **ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES** (Continued)

5.3 Miscellaneous Services (Continued)

5.3.1 Testing Services (Continued)

(A) Special Access Service

The Telephone Company will provide assistance in performing specific tests requested by the customer.

(1) Additional Cooperative Acceptance Testing

When a customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested tests, the Telephone Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services. At the customer's request, the Telephone Company will provide a technician at the customer's premises or at the end user premises. These tests may, for example, consist of the following:

- Attenuation Distortion (i.e., frequency response)
- Intermodulation Distortion (i.e., harmonic distortion)
- Phase Jitter
- Impulse Noise
- Envelope Delay Distortion
- Echo Control
- Frequency Shift

5. **ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES** (Continued)

5.3 Miscellaneous Services (Continued)

5.3.1 Testing Services (Continued)

(A) Special Access Service (Continued)

(2) Additional Manual Testing

The Telephone Company will provide a technician at its premises, and the Telephone Company or customer will provide a technician at the customer's designated premises with suitable test equipment to perform the requested tests.

(3) Obligation of the Customer

When the customer subscribes to Testing Service as set forth in this section, the customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

5. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Continued)**5.3 Miscellaneous Services** (Continued)**5.3.2 Maintenance of Service**

- (A) When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge as set forth in 9.2.4(C) following for the period of time from when Telephone Company personnel are dispatched, at the request of the customer, to the customer designated premises to when the work is completed. Failure of Telephone Company personnel to find trouble in Telephone 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 Telephone Company dispatches personnel to the customer designated premises, and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.

In either (A) or (B) preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service Charge applies.

5.3.3 Reserved for Future Use

5. **ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES** (Continued)

5.3 Miscellaneous Services (Continued)

5.3.4 Miscellaneous Equipment

(A) Controller Arrangement

This arrangement enables the customer to control up to 48 transfer functions at a Telephone Company central office via a remote keyboard terminal capable of either 300 or 1200 bps operation. Included as part of the Controller Arrangement is a dial-up data station located at the Telephone Company Central Office to provide access to the Controller Arrangement. This dial-up data station consists of a 212A DATAPHONE data set and an appropriate Telephone Company provided channel.

The Controller Arrangement must be located in the same Telephone Company central office as the transfer functions which it controls.

Charges for the Controller Arrangement are set forth in 9.2.4(D) following.