

S13 Additional Engineering, Additional
Labor and Miscellaneous Services

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., 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 Section 5.4.2 preceding may be applicable to services ordered from this section.

13.1 Additional Engineering

Additional Engineering, including engineering reviews as set forth in Section 5.4.3 preceding, will be undertaken only after the Telephone Company has notified the customer that additional engineering charges apply as set forth in Section 17.4.2 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) as set forth in Section 6.1.5 and Section 7.1.6 preceding.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Section 7.1.2 preceding.

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BY: *Jonathan B. Maul*
FOR THE PUBLIC SERVICE COMMISSION

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- (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 Section 5.4.3 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 Section 17.4.1 following, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change.

13.2 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 Section 13.2.1 through Section 13.2.5 following. The Telephone Company will notify the customer that additional labor charges as set forth in Section 17.4.3 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. When provisioning or restoring Telecommunications Service Priority services, the Telephone Company will, when possible, notify the customer of the applicability of these Additional Labor charges.

13.2.1 Overtime Installation

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

13.2.2 Overtime Repair

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

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BY: Jonathan C. Neal
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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.2 Additional Labor (Cont'd)13.2.3 Stand by

Stand by includes all time in excess of one-half (1/2) hour during which Telephone 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 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.

13.2.5 Other Labor

Other labor is that additional labor not included in Section 13.2.1 through Section 13.2.4 preceding and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

13.3 Miscellaneous Services

Testing services offered under this section of the tariff are optional and subject to rates and charges as set forth in Section 17.4.4 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, as described in Sections 6.2.4 and 7.1.7 preceding, are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

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BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

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

13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

Testing Services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in Section (B) (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) and (B) 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 customer acceptance of such access services and which are without charge (i.e., routine testing), and (c) additional tests which are performed during or after customer acceptance of such access services and for which additional charges apply (i.e., Additional Cooperative Acceptance Tests and in-service tests).

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BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

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13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

Routine tests are those tests performed by the Telephone Company on a regular basis, as set forth in Section 6.2.4 preceding which are required to maintain Switched Access Service. Additional in-service tests may be done on an automatic basis (i.e., no Telephone Company or customer technicians involved), or on a manual basis (i.e., Telephone Company technician(s) involved at Telephone Company office(s) and Telephone Company or customer technician(s) involved at Telephone Company office(s) and Telephone Company or customer technician(s) involved at the customer designated premises).

Testing services are ordered to the Dial Tone Office for FGA, to the access tandem or end office for FGB (wherever the FGB service is ordered) and to the end office for FGC and FGD.

(1) Additional Cooperative Acceptance Testing

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

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BY: *Jonathan C. Neal*
FOR THE PUBLIC SERVICE COMMISSION

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13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(1) Additional Cooperative Acceptance Testing (Cont'd)

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

The rates for Additional Cooperative Acceptance Testing are as set forth in Section 17.4.4(A) following.

(2) Additional Automatic Testing

Additional Automatic Testing (AAT) of Switched Access Service (FGB, FGC and FGD), is a service where the customer provides remote office test liens 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 loss, C-Message Noise and Balance) on an as needed or more than routine schedule.

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FOR THE PUBLIC SERVICE COMMISSION

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

13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(2) Additional Automatic Testing (Cont'd)

The Telephone 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.

The Additional Tests (i.e., Gain Slope, C-notched Noise, 1004 Hz loss, C-Message Noise and Balance) may be ordered by the customer at additional charges, 60 days prior to the start of the customer prescribed schedule. The rates for Additional Automatic Tests are as set forth in Section 17.4.4(B) following.

(3) Additional Manual Testing

Additional Manual Testing (AMT) of Switched Access Services (FGA, FGB, FGC and FGD), is a service where the Telephone Company provides a technician at its office(s) and the Telephone Company or customer provides a technician at the customer designated premises, with suitable test equipment to perform the required tests. Such additional tests will normally consist of Gain-Slope and C-Notched Noise testing. However, the Telephone Company will conduct any additional tests which the customer may request.

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

13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(3) Additional Manual Testing (Cont'd)

The Telephone Company will provide an AMT report listing the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on a per occurrence basis.

The Additional Manual Tests may be ordered by the customer at additional charges, 60 days prior to the start of the testing schedule as mutually agreed to by the customer and the Telephone Company.

The rates for Additional Manual Testing are as set forth in Section 17.4.4(C) following.

(4) Obligations of the Customer

(A) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support routine testing as set forth in Section 6.2.4(B) preceding or AAT as set forth in Section 13.3.1 (A)(2) preceding.

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

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BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.1 Testing Services (Cont'd)(B) 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's premises. These tests may, for example, consist of the following:

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

The rates for Additional Cooperative Acceptance Testing are as set forth in Section 17.4.4(D) following.

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BY: Donald R. Brown
FOR THE PUBLIC SERVICE COMMISSION

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13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

(B) Special Access Service (Cont'd)

(2) Additional Manual Testing

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BY: *Jonathan C. Neal* (3)
FOR THE PUBLIC SERVICE COMMISSION

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.

The rates for Additional Manual Testing are as set forth in Section 17.4.4(E) following.

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.

13.3.2 Maintenance of Service

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 Section 17.4.4(F) 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.

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

13.3 Miscellaneous Services (Cont'd)

13.3.2 Maintenance of Service (Cont'd)

- (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.

13.3.3 Telecommunications Service Priority - TSP

- (A) Priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission'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" (NCSH 3-1-2) dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual" (NCSM 3-1-1).

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BY: *Jordan C. Neal*
FOR THE PUBLIC SERVICE COMMISSION

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

13.3 Miscellaneous Services (Cont'd)

13.3.3 Telecommunications Service Priority - TSP (Cont'd)

(A) (Cont'd)

The TSP System is a service, developed to meet the requirements of the Federal Government, as specified in the Service Vendor's Handbook and Service User's Manual which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of NSEP telecommunications services. These include both Switched and Special Access Services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services.

For Switched Access Service, the TSP System's applicability is limited to those services which the Telephone Company can discreetly identify for priority provisioning and/or restoration.

(B) A Telecommunications Service Priority Charge applies as set forth in Section 17.4.4(G) when a request to provide or change a Telecommunications Service Priority is received subsequent to the issuance of an Access Order to install the service.

Additionally, a Miscellaneous Service Order Charge as set forth in Section 17.4.1 will apply to Telecommunications Service Priority requests that are ordered subsequent to the initial installation of the associated access service.

A Telecommunications Service Priority Charge does not apply when a Telecommunications Service Priority is discontinued or when ordered coincident with an Access Order to install or change service.

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BY: Jordan L. Neal
FOR THE PUBLIC SERVICE COMMISSION

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Telecommunications Service Priority - TSP (Cont'd)

(B) (Cont'd)

In addition, Additional Labor rates as set forth in Section 17.4.3 may be applicable when provisioning or restoring Switched or Special Access Services with Telecommunications Service Priority.

When the customer requests an audit or a reconciliation of the Telephone Company's Telecommunications Service Priority records, a Miscellaneous Service Order Charge as set forth in Section 17.4.1(D) and Additional Labor rates as set forth in Section 17.4.3 are applicable.

13.3.4 Miscellaneous Equipment

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.

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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 Section 17.4.4(H) following.

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BY: Jonathan B. Neal
FOR THE PUBLIC SERVICE COMMISSION

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.4 Presubscription

Pursuant to the Federal Communications Commission's Memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985, the Allocation Plan, outlined in the Appendix B of this Order, will be available for inspection in the Public Reference Room of the Tariff Division at the Federal Communications Commission's Washington, D.C., location or may be obtained from the Commission's commercial contractor.

(A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA and/or intraLATA intrastate calls. This IC is referred to as the end user's predesignated IC. (T)

(B) On the effective date of this tariff, all existing end users have access to intrastate MTS/WATS. No later than 85 days prior to conversion to FGD in a serving end office, the Telephone Company will notify end users of the availability of equal access in their particular area. The notification will include the names of all ICs wishing to participate in the presubscription process. This notification will be sent via U.S. Mail to each end user of record served by the end office to be converted.

(C) End users may select one of the following options at no charge:

- indicate a primary IC for all of its lines; or
- indicate a different IC for each of its lines.

Only one IC may be selected for each line or lines terminating in the same hunt group.

End users may designate that they do not want to presubscribe to any IC. The end user must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (10XXX) for all interLATA calls.

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BY: Stephan O. Bell
SECRETARY OF THE COMMISSION

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BY: Paul E. Pederson, Vice-President

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

13.4 Presubscription (Cont'd)

(C) (Cont'd)

After the end user's initial selection of a predesignated IC or the designation that they do not want to presubscribe to any IC, for any change in selection after conversion to Equal Access in the serving end office, a nonrecurring charge, as set forth in Section 17.4.4(I) following applies.

(D) End users not responding to the initial notification will be sent a second notification for the selection of a predesignated IC no earlier than 40 days prior to or no later than 90 days after the conversion to Equal Access in a serving end office. This second notification will indicate the primary IC that has been assigned to them if they fail to respond to the second notification.

After the allocation process has been completed, end users assigned to an IC via the allocation process may change their IC one time within six months after conversion to Equal Access in the serving end office at no charge.

Following the six month period after conversion to Equal Access for any change in selection, a nonrecurring charge as set forth in Section 17.4.4(I) following, applies.

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BY: *Jonathan C. Neal*
FOR THE PUBLIC SERVICE COMMISSION

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- (E) When an end user indicates more than one IC selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates an IC selection on the return notification that does not match with information provided by an IC and both notifications indicate the same authorization date, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more ICs provide to the Telephone Company notifications with the same authorization date and neither notification has been processed, the Telephone Company will contact the end user for clarification. A list of these end users in conflict must be sent to the affected IC by the Telephone Company.

In the event that two or more ICs have provided to the Telephone Company notifications with the same authorization date(s), and one IC notification has already been processed by the Telephone Company, those IC notifications not yet processed would be returned to the ICs.

- (F) New end users who are served by end offices equipped with FGD will be asked to presubscribe to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options. There will be no charge for this initial selection.
- designate a primary IC for all of its lines;
 - designate a different IC for each of its lines.

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(F) (Cont'd)

Only one IC may be selected for each individual line, or lines terminating in the same hunt group. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a predesignated IC, for any change in selection, a nonrecurring charge, as set forth in Section 17.4.4(l) following applies.

(G) If the new end user fails to designate an IC as its predesignated IC prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) allocate the end user to an IC based upon current IC presubscription ratios, (2) require the end user to dial an access code (10XXX) for all intrastate interLATA calls, or (3) block the end user from intrastate calling. The end user will be notified which option will be applied if they fail to presubscribe to an IC. An allocated or blocked end user may designate another, or initial, IC as its predesignated IC one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service. (T)
(T)

For any change in selection after six months from the installation of Telephone Exchange Service, a nonrecurring charge, as set forth in Section 17.4.4(l) following applies.

(H) If an IC elects to discontinue its FGD Service offering prior to or within 2 years of the conversion, the IC will notify the Telephone Company of the cancellation. The IC will also notify all end users which selected them that the IC is canceling its service and that the end user should contact the Telephone Company to select a new primary IC. The IC will also inform the end user that it will pay the presubscription change charge. The canceling IC will then be billed by the Telephone Company the appropriate charge for each end user for a period of two years from the discontinuance of FGD service.

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BY: Stephan O. Bell
SECRETARY OF THE COMMISSION

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BY: Paul E. Pederson, Vice-President

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- (I) If an IC elects to change or discontinue use of a Carrier Identification Code (CIC) for any reasons other than those set forth in (H) above, the IC will identify to the Telephone Company any affected end users and advise the Telephone Company of the new CIC to be assigned to these end users. If the CIC change involves a change of carrier for any end users, the IC will notify the affected end users of the change. The Telephone Company will change the predesignated carrier code of each end user identified by the IC to the new CIC and bill the IC the nonrecurring charge set forth in Section 17.4.4(I) following for each end user line or trunk that is changed.

13.5 Verification of Orders for Long Distance Telemarketing

No IC shall submit to the Telephone Company a Primary Interexchange Carrier (PIC) change order generated by telemarketing unless and until the order has first been confirmed in accordance with one of the following procedures:

- (A) The IC obtains the billed party's (e.g., an end user or the designator of the PIC for a pay telephone) written authorization to submit the PIC change order and confirms:
- The billed party's billing name and address and each telephone number to be covered by the PIC change order;
 - The billed party's decision to change the PIC to the IC; and
 - The billed party's understanding of the PIC change fee; or
- (B) The IC obtains the billed party's electronic authorization to submit the PIC change order. The billed party will place a call, from the telephone number(s) on which the PIC is to be changed, to a toll free telephone number that is dedicated to the IC's PIC verification process. The verification number will connect the billed party to a voice response unit that records the originating ANI and the required information described in (A) preceding; or

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BY: Jordan C. Neal
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13.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

- (C) An appropriately qualified and independent third party, operating in a location physically separate from the telemarketing representative, obtains the billed party's oral authorization to submit the PIC change order. This authorization must confirm the order and include appropriate verification data (e.g., the billed party's date of birth or social security number); or
- (D) Within three business days of the billed party's request for a PIC change, the IC must send them an information package by first class mail which includes:
 - a statement that the enclosed information is being sent to confirm a telemarketing order placed by the billed party within the previous week,
 - the name of the current and soliciting ICs,
 - the terms, conditions or charges for the PIC change,
 - the name of the person who ordered the change,
 - the name, address and telephone number of both the customer and the soliciting IC,
 - a statement advising the billed party that, absent their response, the change will be implemented 14 days from the date the information package was mailed to them,
 - the name, address and telephone number of a contact point at the FCC for consumer complaints.

The IC must provide a post paid postcard which the billed party can use to deny, cancel or confirm the order. The IC must wait 14 days after the information package is mailed to the billed party before submitting the PIC change order to

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.6 Unauthorized PIC Change

If an IC requests a Primary Interexchange Carrier (PIC) change on behalf of a billed party (e.g., an end user or the designator of the PIC for a pay telephone), and the billed party subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of authorization signed by the billed party; then:

- The billed party will be reassigned to their previously selected IC. No charge will apply to the billed party for this reassignment.
- The Unauthorized Presubscription Change Charge as set forth in Section 17.4.4(J) will apply to the IC that requested the unauthorized PIC change. This charge is applied in addition to the PIC change charge.

13.7 900 Blocking Service

The Telephone Company will provide 900 Blocking Service to customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs and to customers who obtain FGA Switched Access service under this tariff. This service is only provided at appropriately equipped end offices. Those offices providing 900 Blocking Service are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

On each line or trunk for which 900 Blocking Service is ordered, the Telephone Company will block all direct dialed calls placed to a 900 number. When capable, the Telephone Company will route the blocked calls to a recorded message.

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PURSUANT TO 807 KAR 5011,
SECTION 9 (1)

BY: Jonathan C. Maul
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.7 900 Blocking Service (Cont'd)

A 900 Blocking Service charge as set forth in Section 17.4.4(K) following is applicable when ordered by the end user customer with the following exceptions:

- Blocking access to 900 Service is offered to all subscribers at no charge from November 1, 1993 through December 31, 1993, and
- Blocking access to 900 Service is offered to all subscribers at no charge at the time telephone service is established at a new number and for 60 days thereafter.

The Blocking Service charge is applied for each line, trunk or FGA Switched Access service to which 900 Blocking Service is added or removed. Requests by subscribers to remove 900 Blocking Service must be in writing. This charge does not apply when blocking is removed from an exchange line or trunk or FGA Switched Access line at the same time that it is disconnected.

13.8 Billing Name and Address Service13.8.1. General Description

- (A) Billing Name and Address (BNA) Service is the provision to an intrastate service provider by the Telephone Company of the complete billing name, street address, city or town, state and zip code for a telephone number or calling card account number assigned by the Telephone Company. An intrastate service provider is defined as an interexchange carrier, an operator service provider, an enhanced service provider or any other provider of intrastate telecommunications services.

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BY: *Jonathan C. Smith*
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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

13.8 Billing Name and Address Service (Cont'd)

13.8.1. General Description (Cont'd)

(B) BNA Service is provided only for the purpose of allowing customers to bill their end users for telephone services provided by the customer. BNA Service is limited to information associated with Local Exchange Carrier (LEC) calling card calls, collect calls and third party calls.

BNA information may not be resold or used for any other purpose including, but not limited to, marketing or merchandising activities.

(C) BNA information associated with listed/published telephone numbers will be provided. Requests for BNA information associated with non-published and unlisted telephone numbers will not be provided.

13.8.2 Undertaking of the Telephone Company

(A) A standard format for the receipt of BNA requests and the provision of BNA information will be established by the Telephone Company.

(B) Standard response to BNA requests will be by First Class Mail. Standard format will be on paper. Optional Magnetic Tape formatting will be offered where available.

(C) Where facilities are available, the customer may request an optional specialized output format required to meet a specific customer need.

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BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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

13.8 Billing Name and Address Service (Cont'd)

13.8.2 Undertaking of the Telephone Company (Cont'd)

- (D) The Telephone Company will make every effort to provide accurate and complete BNA data. The Telephone Company makes no warranties, expressed or implied, as to the accuracy or completeness of this information.
- (E) The Telephone Company will not disclose BNA information to parties other than intrastate service providers and their authorized billing agents as defined in Section 13.8.1 preceding. BNA disclosure is limited to those intrastate service providers to which an end user has offered to pay for services by means of a calling card account number or a billing telephone line number.
- (F) The Telephone Company reserves the right to request from an interexchange carrier, who has placed an order for BNA service, the source data upon which the interexchange carrier has based the order. This request is made to ensure that the BNA information is to be used only for billing purposes. The Telephone Company will not process the order until such time as the interexchange carrier provides the requested data.

13.8.3 Obligations of the Customer

- (A) The customer shall order BNA Service on a separate BNA Order. The order must identify both the customer's authorized representative and the address to which the information is to be sent.
- (B) The customer shall treat all BNA information as confidential. The customer shall insure that BNA information is used only for the purposes as described in Section 13.8.1 preceding.

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BY: Donald R. Brown, President

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.8 Billing Name and Address Service (Cont'd)13.8.3 Obligations of the Customer (Cont'd)

- (C) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer' end user records it assembles through the use of BNA Service.
- (D) Upon request, the customer will provide to the Telephone Company the source data upon which the customer has based on order for BNA service. The Telephone Company will not process the order until such time as the customer provides the requested data.

13.8.4 Rate Regulations

- (A) For each order for BNA information received by the Telephone Company, a BNA Order Charge applies. In addition, a charge applies for each customer specific record provided. The BNA Order Charge and the per Record Charge are specified in Section 17.4.4(L) following.
- (B) Where available, the customer may order the response formatted on Magnetic Tape. The Optional Magnetic Tape Charge is specified in Section 17.4.4(L) following and is in addition to the BNA Order Charge and the BNA Record Charge.
- (C) Where available, the customer may order an output format other than a standard paper format in order to meet a customer's specific requirement. This option is subject to an hourly programming charge as specified in Section 17.4.4(L) following and is in addition to the BNA Order Charge and the BNA Record Charge.

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