

ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.1 addresses Additional Engineering. 13.2 addresses Additional Labor (which is comprised of Overtime Installation, Overtime Repair, Standby, Testing and Maintenance with Other Telephone Companies, and Other Labor). 13.3 addresses Miscellaneous Services (which are comprised of Testing Services, Maintenance of Service and Telecommunications Service Restoration Priority). 13.4 addresses Presubscription. (T)

In this section, normally scheduled working hours are an employee's scheduled work period on any given calendar day (e.g., 8:00 a.m. to 5:00 p.m.) for the application of rates based on working hours. (T)

A Miscellaneous Service Order charge as described in 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 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 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 6.1.5 and 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 7.1.2 preceding. (T)
- (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 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 17.4.1(B) following, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change. (T)

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ACCESS SERVICE

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

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 13.2.1 through 13.2.5 following. The Telephone Company will notify the customer that Additional Labor charges as set forth in 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.

(T)
(T)

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 effort performed outside of normally scheduled working hours.

13.2.3 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.

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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 13.2.1 through 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.

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ACCESS SERVICE

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

13.3 Miscellaneous Services

13.3.1 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 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 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. (T)

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

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). (T)
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ACCESS SERVICE

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)

Routine tests are those tests performed by the Telephone Company on a regular basis, as set forth in 6.2.4 preceding which are required to maintain Switched Access Service. Additional in-service tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a manual basis [Telephone Company 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 FGs C and D. Testing Services for Directory Assistance Service not routed through an access tandem is ordered to a Directory Assistance Location for each NPA.

(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.

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

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

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ACCESS SERVICE

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

Additional Automatic Testing (AAT) of Switched Access Services (Feature Groups B, C and D), is a service where the customer provides remote office test lines 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. (T)

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 17.4.4(B) following.

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ACCESS SERVICE

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

Additional Manual Testing (AMT) of Switched Access Services (Feature Groups A, B, C and D and Directory Access Service not routed through an access tandem), 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 test will normally consist of gain-slope and C-notched noise testing. However, the Telephone Company will conduct any additional tests which the IC may request.

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 17.4.4(C) following.

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ACCESS SERVICE

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)

(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 6.2.4(B) preceding or AAT as set forth in 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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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 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

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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 (Cont'd)

(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.

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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

- (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 17.4.4(F) following, for the period of time from when the Telephone Company personnel are dispatched at the request of the customer, to the customer designated premises to when the work is completed. Failure of the 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.

(C) Programming Services

Programming charges apply when a request by a customer for information concerning the access services provided to the customer result in the creation of new computer software or the modification of existing software in order to provide the requested information.

The Telephone Company will notify the customer that additional programming charges will apply before any additional programming is undertaken.

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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 (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" (NCSH 3-2-1) dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual" (NCSM 3-1-1).

ACCESS SERVICE

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)

(T)

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 providing such services.

(T)

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 17.4.4 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 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.

In addition, Additional Labor rates as set forth in 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 17.4.1(D) and Additional Labor rates as set forth in 17.4.3 are applicable.

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ACCESS SERVICE

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

13.3 Miscellaneous Services (Cont'd)

13.3.4 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 17.4.4(H) following.

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ACCESS SERVICE

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 Communication 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 interMSA, intrastate calls. This IC is referred to as the end user's predesignated IC.
- (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 Feature Group D 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,
 - 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 (101XXXX) for all intrastate calls.

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 17.4.4(I) following applies.

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ACCESS SERVICE

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

13.4 Presubscription (Cont'd)

- (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 17.4.4(I) following, applies.

- (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. (T)

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.

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ACCESS SERVICE

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

13.4 Presubscription (Cont'd)

(F) New end users who are served by end offices equipped with Feature Group D 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.

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 17.4.4(I) 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 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 (101XXXX) for all intrastate 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. (C)

For any change in selection after 6 months from the installation of Telephone Exchange Service, a nonrecurring charge, as set forth in 17.4.4(I) following, applies in circumstances wherein a change in the end user's PIC designated to handle intrastate intralata traffic has been effected.

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ACCESS SERVICE

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

13.4 Presubscription (Cont'd)

- (H) If an IC elects to discontinue its Feature Group D 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 they are canceling their service and that they 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 Feature Group D service.
- (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 17.4.4(I) following for each end user line or trunk that is changed.

13.4.1 IntraMSA Presubscription

(A) General

IntraMSA Presubscription is a procedure whereby an end user designates to the Telephone Company the carrier which the end user wishes to be the carrier of choice for calls subject to IntraMSA Presubscription. Calls subject to the initial intraMSA presubscription process are those intraMSA switched calls originating in the Telephone Company's exchanges, and handled by the carrier that had been carrying the intraMSA calls immediately prior to the implementation of the intraMSA presubscription. Such calls are automatically directed to the carrier that the end user designates without any specific codes or numbers being dialed or pulsed by the end user.

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ACCESS SERVICE

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

13.4.1 IntraMSA Presubscription (Cont'd)

(B) Calls Not Subject to IntraMSA Presubscription

Calls shall not be subject to IntraMSA Presubscription if they originate and terminate within the geographic area within which the Telephone Company provides calling, through one or more of the following: flat rate service, residence untimed calling and usage measured service bands that extend up to 15 miles from the exchange wire center, and/or flat rate or measured Extended Area Service, as defined in the Telephone Company's tariffs. Zero plus (0+) calls that originate and terminate within the geographic area described above are not subject to IntraMSA Presubscription.

The following calls are not subject to IntraMSA Presubscription: Local directory assistance (e.g. 411), local repair (e.g. 611), emergency (911), zero minus (0-) operator service, and local pay-per-call (e.g. 976) calls.

All intraMSA switched calls not subject to IntraMSA Presubscription and dialed without the use of access codes shall be carried by the Telephone Company.

Calls using the 500, 700, 800, or 900 service access codes will not be subject to IntraMSA Presubscription. These calls will continue to be handled in the manner in which they were handled at the effective date of the Commission order that included the final Illinois Part 773 rules dealing with intraMSA presubscription.

(C) End User IntraMSA Presubscription Options

For companies with end offices equipped with equal access capability where the end users already have presubscribed carriers for interMSA calls, the following are the end user IntraMSA Presubscription options :

The end user may select, for all intraMSA calls subject to presubscription, a carrier that is different than the carrier the end user has chosen for all interMSA calls.

The end user may select, for intraMSA calls subject to presubscription, a carrier that is the same as the carrier the end user has chosen for interMSA calls.

The end user may choose not to select a carrier for intraMSA calls. In those instances, the carrier for intraMSA calls will continue to be the carrier that had been carrying the intraMSA traffic immediately prior to the implementation of intraMSA

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ACCESS SERVICE

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

13.4.1 IntraMSA Presubscription (Cont'd)

(D) IntraMSA Presubscription Charges

There will be no charge for an end user's initial carrier selection made within six months of the implementation of IntraMSA Presubscription within a Telephone Company end office.

After the end user's initial carrier selection as described above, for any change thereafter, a presubscription charge as set forth in Section 17.4.4(I) will apply.

If the end user's initial carrier selection is not to choose a carrier, this will be considered a valid choice. Therefore, any change effected subsequent to the six month initial selection period described above will be subject to a presubscription charge as set forth in Section 17.4.4(I).

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:

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ACCESS SERVICE

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

13.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

(A) The IC obtains the billed party's (e.g., and end user or the designator of the PIC for a pay telephone) written authorization to submit the PIC change order. The written authorization shall take the form of a letter of agency which:

- shall be a separate document whose sole purpose is to authorize an interexchange carrier to initiate a primary interexchange carrier change.
- shall be signed and dated by the billed party of the telephone line(s) requesting the primary interexchange carrier change.
- shall not be combined with inducements of any kind on the same document.
- shall not suggest or require that the billed party take some action in order to retain the billed party's current interexchange carrier.
- shall have all portions translated into another language if any portion of the letter of agency is translated into another language.
- may be combined with checks that contain only the required letter of agency language that follows and the necessary information to make the check a negotiable instrument. At a minimum, the letter of agency should be printed with a type to be clearly legible and must contain clear and unambiguous language that confirms:

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-- The billed party's billing name and address and each telephone number to be covered by the PIC change order; and

The billed party's decision to change the PIC to the IC; and

-- The billed party's intention to designate the interexchange carrier to act as it's agent for the PIC change; and

The billed party's understanding that only one interexchange carrier may be designated as the billed party's intrastate primary interexchange carrier for any one telephone number. To the extent that a jurisdiction allows the selection of additional primary interexchange carriers, the letter of agency must contain separate statements regarding these choices. Any carrier designated as a primary interexchange carrier must be the carrier directly setting the rates for the billed party. One interexchange carrier can be both the billed party's interstate primary interexchange carrier and a billed party's intrastate primary interexchange carrier; and

-- The billed party's understanding that they may incur a charge for changing the primary interexchange carrier; or

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ACCESS SERVICE

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

13.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

- (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
- (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,

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ACCESS SERVICE

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

13.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

(D) (Cont'd)

- 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 postpaid 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 the Telephone Company.

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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:

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- The billed party will be reassigned to its previously selected IC. No charge will apply to the billed party for this reassignment.
- The Unauthorized Presubscription Change Charge as set forth in 17.4.4(J) will apply to the IC that requested the unauthorized PIC change. This charge is applied in addition to the \$5.00 PIC change charge.

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By Alan Anderson, President
2305 West Monroe, Suite 4
Springfield, Illinois 62704
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ACCESS SERVICE

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

13.7 Billing Name and Address Service

13.7.1 General Description

(A) Billing name and address (BNA) Service is the provision by the Telephone Company to an intrastate service provider who is a customer of 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. (C)
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(B) BNA Service is provided only for the purposes of allowing customers to bill their end users for telephone services provided by the customer, order entry and customer service information, fraud prevention, identification of end users who have moved to a new address, any purpose associated with equal access requirement, 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. (T)
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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, unless the subscriber to a nonpublished or unlisted telephone number has affirmatively requested that its BNA not be disclosed. (C)
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13.7.2 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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ACCESS SERVICE

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

13.7 Billing Name and Address Service (Cont'd)

13.7.2. 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 13.7.1(A) preceding. BNA disclosure is limited to those purposes as defined in 13.7.1(B) preceding.

(F) The Telephone Company reserves the right to request from an intrastate service provider, who has placed an order for BNA service, the source data upon which the inter-exchange carrier has based the order. This request is made to ensure that the BNA information is to be used only for purposes as described in 13.7.1(B) preceding. The Telephone Company will not process the order until such time as the intrastate service provider supplies the requested data.

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13.7.3 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 purpose as described in 13.7.1(B) preceding.

(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's end user records it assembles through the use of BNA Service.

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ACCESS SERVICE

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

13.7 Billing Name and Address Service (Cont'd)

13.7.3 Obligations of the Customer (Cont'd)

- (D) Upon request, the customer will provide to the Telephone Company the source data upon which the customer has based an order for BNA service. The Telephone Company will not process the order until such time as the customer provides the requested data.

13.7.4 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 17.4.4(K) following.
- (B) Where available, the customer may order the response formatted on Magnetic Tape. The Optional Magnetic Tape Charge is specified on 17.4.4(K) following and is in addition to the BNA Order and the BNA Record Charge.
- (C) Where available, the customer may order a 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 17.4.4(K) following and is in addition to the BNA Order Charge and the BNA Record Charge.

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ACCESS SERVICE

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

13.7 Originating Line Screening (OLS) Service

The Telephone Company will provide OLS Service to aggregators and other customers who obtain local exchange service from the Telephone Company under its general or local exchange tariff. OLS service enables customers to determine whether there are billing restrictions on exchange service lines from which a call originates. OLS service delivers codes on operator assisted calls made from aggregator locations to identify, calls originating from privately owned payphones, inmate locations, and hotels/motels, etc.

OLS Service is provided at no charge when ordered with the installation of new local exchange service. However, when an OLS code is added to an existing exchange service line, a charge is applied as set forth in 17.4.4(L). This charge is applied for each exchange service line to which an OLS code is assigned. The customer must specify the number of exchange service lines on each individual telephone number equipped.

A Miscellaneous Service Order Charge as set for in 17.4.1(D) will apply to orders adding OLS codes that are placed subsequent to the initial installation of the associated exchange service line.

This charge does not apply when OLS codes are removed from an exchange service line at the same time that the exchange service line is disconnected.

OLS codes may be delivered using Line Information Database (LIDB) or Flexible Automatic Number Identification (Flex ANI) technology. Those telephone companies delivering OLS codes using LIDB are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4, as are those companies delivering OLS codes using Flex ANI.

13.8 Blocking Services

Central office blocking service is offered only where technically feasible.

(A) 900 Blocking Service

900 Service Access Restriction prevents access to the 900 network. When customers dial a 0+ or 1+ 900 pay-per-call number from a restricted telephone number, the 900 call is blocked.

Charges associated with 900 Service Access Restriction will be waived for customers who request a new line for a period of 60 days after the new line is installed.

Requests by customers to remove 900 Service Access Restriction must be submitted in writing to the Telephone Company.

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ACCESS SERVICE

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

13.9 Nonchargeable Confirmation Services

13.9.1 Billed Number Screening (BNS)

At the request of the customer, the Telephone Company business office will confirm BNS codes associated with a line to which a call is to be billed.

13.9.2 Originating Line Screening (OLS)

At the request of the customer, the Telephone Company business office will confirm OLS codes associated with an exchange service line from which a call originates.

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13.10 Payphone-Specific Coding Digits Service

The Telephone Company will equip local exchange pay telephone lines ordered by Payphone Service Providers (PSPs) from the Telephone Company's general and/or local exchange tariff with the capability to transmit payphone-specific coding digits (e.g., 27 for pay telephones requiring central office coin supervision, 29 for prison/inmate pay telephones, and 70 for pay telephones not requiring central office coin supervision) to the Interexchange Carrier. These digits will be transmitted via Flexible Automatic Number Identification (Flex ANI) to Interexchange Carriers who have trunks equipped with the Flex ANI optional feature as described in Section 6 preceding. The Interexchange Carriers will use this information to compensate the PSPs for subscriber 800 series calls and dial-around access code calls (e.g., 101XXXX) placed from pay telephones.

The Telephone Company will apply a monthly Payphone-Specific Coding Digits Service charge, as set forth in 17.4.4(M) following, to each pay telephone service line that is assigned a payphone-specific coding digit. This charge recovers the initial costs of deploying the Flex ANI capability and will be in effect for the period September 1, 1998 through August 31, 2001.

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