

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, Stand by, 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.

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 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 preceding.
- (B) Reserved for Future Use
- (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.

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(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. 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.

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 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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(Cont'd)13.3 Miscellaneous Services13.3.1 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. Other testing services, as described in 6.2.4 preceding, 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 (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) test 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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(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.

(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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(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.

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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(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) 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 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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(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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13.3 Miscellaneous Services (Cont'd)

13.3.1 Testing Services (Cont'd)

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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 Services

- (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 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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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.2 Maintenance of Services (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 (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 3-1-2) dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual" (NCSM 3-1-1).

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. The TSP System applies only to NSEP

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(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Telecommunications Service Priority - TSP (Cont'd)

(A) (Cont'd)

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 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 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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(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.

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13.4 Presubscription (Cont'd)

- (A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC(s) to access, without an access code, interLATA calls, and if the option is available, intraLATA calls. Separate IC(s) may be selected; i.e., different IC(s) for interLATA and intraLATA. This IC(s) is referred to as the end user's predesignated IC(s).
- (B) On the effective date of this tariff, all existing end users have access to intrastate MTS/WATS. Except as noted in 13.5 following, 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. (Note: This paragraph is applicable to those exchanges which are converting to interLATA FGD service only.)

(N)
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13.4.1 End User PIC Selection

- (A) End users may select one of the following options at no charge:
 - indicate a primary IC (per LATA jurisdiction if available) for all of its lines,
 - indicate a different IC(s) for each of its lines.

Only one IC(s) 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 IC calls.

(T)

After the end user's initial selection of a predesignated IC(s) 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(H) following applies.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)13.4 Presubscription (Cont'd)13.4.1 End User PIC Selection (Cont'd)

(B) Except as noted in 13.5 following, end users not responding to the initial notification will be sent a second notification for the selection of predesignated IC(s) 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(s) that has been assigned to them if they fail to respond to the second notification. (Note: This paragraph is applicable to those exchanges which are converting to interLATA FGD service only.)

(N)
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Except as noted in 13.5 following, after the allocation process has been completed, end users assigned to an IC(s) via the allocation process may change their IC(s) one time within six months after conversion to Equal Access in the serving end office at no charge. (Note: This paragraph is applicable to those exchanges which are converting to interLATA FGD service only.)

(N)
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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. (Note: This paragraph is applicable to those exchanges which are converting to interLATA FGD service only.)

(N)
|13.4.2 Conflict Resolution

When an end user indicates more than one IC(s) 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(s) selection on the return notification that does not match with information provided by an IC(s) 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 customers in conflict must be sent to the affected IC(s) by the Telephone Company.

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

13.4 Presubscription (Cont'd)

13.4.2 Conflict Resolution (Cont'd)

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.

13.4.3 PIC Selection for New End Users

(A) New end users who are served by end offices equipped with Feature Group D will be asked to presubscribe to an IC(s) 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(s) for all of its lines,
- designate a different IC(s) for each of its lines.

Only one IC(s) 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(s), for any change in selection, a nonrecurring charge, as set forth in 17.4.4(I) following, applies.

(B) If the new end user fails to designate an IC(s) as its predesignated IC(s) prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) allocate the end user to an IC(s) based upon current IC presubscription ratios, (2) require the end user to dial an access code (101XXXX) for all non local calls, or (3) block the end user from non local calling. The end user will be notified which option will be applied if they fail to presubscribe to an IC(s). An allocated or blocked end user may designate another, or initial, IC(s) as its predesignated IC(s) one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service. (Note: This paragraph is applicable to those exchanges which are converting to interLATA FGD service only.)

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(N)

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

13.4 Presubscription (Cont'd)

13.4.3 PIC Selection for New End Users (Cont'd)

(B) (Cont'd)

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. (Note: This paragraph is applicable to those exchanges which are converting to interLATA FGD service only.)

(N)
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13.4.4 Cancellation of an IC

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 cancelling 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 cancelling 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.

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13.5 Reserved for Future Use

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

13.6 Unauthorized PIC Change

If an IC requests a PIC change on behalf of an end user, the end user subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of agency signed by the end user; then;

- The end user will, at no charge to the end user, be presubscribed to the previously selected IC.
- Both the Miscellaneous Service Order Charge as set forth in 17.4.1(D) and the Presubscription Change Charge as set forth in 17.4.4(H) apply to the IC that requested the unauthorized PIC change. (Z)

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