

PSC NY No. 11--COMMUNICATIONS

Verizon New York Inc.

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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., 7:00 a.m. to 4:00 p.m.) for the application of rates based on working hours.

13.1 Additional Engineering

Additional Engineering will be provided by the Telephone Company at the request of the customer only when a customer requests additional technical information normally included on the Design Layout Report (DLR) as set forth in 6.1.4 preceding.

The Telephone Company will notify the customer that additional engineering charges, as set forth in 30.13.1 following, will apply before any additional engineering is undertaken.

13.1.1 Charges For Additional Engineering

The charges for Additional Engineering are set forth in Section 30.13.1 following.

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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 30.13.2 following will apply before any additional labor is undertaken.

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 maintenance 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 to facilities of other telephone companies which is in addition to 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, including, but not limited to labor incurred for the installation of inside wire, used to extend the point of termination as set forth in 2.1.5 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.

13.2.6 Charges for Additional Labor

The charges for Additional Labor are set forth in Section 30.13.2 following.

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By Sandra Dilorio Thorn, General Counsel  
1095 Avenue of the Americas, New York, N.Y. 10036

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services13.3.1 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. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.
- (B) The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer's 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) The Telephone Company will advise the customer that it may be responsible for payment of a Maintenance of Service charge should the conditions in either (A) or (B) preceding apply.
- (D) The charges for Maintenance of Service are set forth in Section 30.13.3 following.

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By Sandra Dilorio Thorn, General Counsel  
1095 Avenue of the Americas, New York, N.Y. 10036

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.2 Inward Operator Services

(C)  
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(D)

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Busy Line Verification and Busy Line Verification/Interrupt Service has been withdrawn from the Tariff effective April 14, 2013.

(N)  
(N)

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By Keefe B. Clemons, General Counsel  
140 West Street, New York, N.Y. 10007

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.2 Inward Operator Services\* (Cont'd)(C) Undertaking of the Telephone Company

- (1) The Telephone Company will provide BLV and BLV/I for telephone numbers provided in its operating territory.
- (2) The Telephone Company operator will respond to one telephone number per call on requests for BLV or BLV/I.
- (3) The Telephone Company will designate which TOPS office(s) serves which NXXs and make such information available to the customer.

(D) Obligations of the Customer

- (1) The customer shall order Inward Operator Services as set forth in 5. preceding.
- (2) The customer shall indemnify and save the Telephone Company harmless against all claims that may arise from either party to the interrupted call or any other person.

(E) Rate Regulations

- (1) No minimum monthly charge applies.
- (2) Switched Access Service per access minute charges do not apply to Inward Operator Services trunks.
- (3) The charge for BLV applies per verification requested. The charge for BLV/I applies per verification and interruption requested.
- (4) Rearrangements and moves of FGD trunks are as set forth in 6.7.1(C)(2) and 6.7.7 preceding, respectively.

(F) Rates and Charges

Rates and charges for Inward Operator Services are set forth in Section 30.13.4 following.

\* Inward Operator Services regulations and rates apply only to Verizon New York Inc.

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By Sandra Dilorio Thorn, General Counsel  
1095 Avenue of the Americas, New York, N.Y. 10036

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Pre-subscription

## (A) Intrastate InterLATA

- (1) Pre-subscription is an arrangement whereby an end user may select and designate to the Telephone Company an IC to access, without an access code, for intrastate interLATA calls. This IC is referred to as the end user's pre-designated IC.
- (2) On the effective date of this tariff, all existing end users will have Access Service to intrastate MTS/WATS. Within six (6) months after the introduction of Feature Group D in a serving end office, end users may select one of the following options at no charge.
  - Designate an IC as pre-designated IC and dial 10XXX/101XXX, or other access codes (i.e., 950-XXXX) to reach other ICs.
  - Designate that they do not want to be pre-subscribed to any IC and choose to dial 10XXX/IOIXXXX, or other access codes (i.e., 950-XXXX) for calls to all ICs, including AT&T.

After the end user's initial selection of a pre-designated IC, for any additional change in selection, a nonrecurring charge, as set forth in 30.13.5 following, applies.

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By Sandra Dilorio Thorn, General Counsel  
1095 Avenue of the Americas, New York, N.Y. 10036

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- (3) New end users who are served by end offices equipped with Feature Group D, will be asked to pre-subscribe 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 additional charge for this initial selection.
- Designate an IC as pre-designated IC and dial 10XXX, 101XXXX or other access codes (i.e., 950-XXXX) to reach other ICs.
  - Designate that they do not want to be pre-subscribed to any IC and choose to dial 10XXX, 101XXXX or other access codes (i.e., 950-XXXX) for all calls to all ICs.

Subsequent to the installation of Telephone Exchange Service, and after the end user's initial selection of a pre-designated IC, for any additional change in selection, a nonrecurring charge, as set forth in 30.13.5 following applies.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13. Miscellaneous Services (Cont'd)13.3.3 Pre-subscription (Cont'd)(B) Intrastate INtraLATA

- (1) IntraLATA Pre-subscription (ILP) is an arrangement whereby an Exchange Service customer of the Company may select and designate either the Company or another qualified carrier as the pre-subscribed carrier for "normally dialed" qualifying calls made from that customer's Exchange Access Line (the "ILP PIC"). "Normally dialed" calls are calls dialed without the use of a carrier access code. Calls qualifying for intraLATA pre-subscription are intrastate intraLATA calls that are designated as intraLATA Region to Region calls (downstate) or intraLATA toll calls (upstate) in Verizon New York Inc. Tariffs PSC Nos. 15 and 16, PSC NY No. 3 and Part C of the Product Guide.

Only qualified ILP carriers, as defined in (8) following, may be selected as a customer's ILP PIC.

Only one ILP PIC may be selected for a single Exchange Access Line, but that carrier need not be the same as the pre-subscribed interLATA carrier for that line.

The following categories of calls made from a customer's line will be carried over the Verizon New York Inc. network, notwithstanding the ILP PIC selection for that line:

- All Directory Assistance calls dialed without a carrier access code, calls made using Directory Assistance Call Completion Service (DACC), calls made using Customized Intercept Services (CIS) and Customized Intercept Service Call Completion (CIS-CC), calls to N11 Codes (e.g., 911), calls to Mass Announcement and Interactive Information Network Services (IINS) Codes (e.g., 976).

(C)(1)

The subscriber to an Exchange Access Line is entitled to select the ILP PIC for that line. The payphone service provider is the subscriber to the line that is used to provide payphone service and is responsible for notifying the Company of the ILP PIC. Nothing in this tariff limits the rights of a location provider to have control over the ultimate choice of intraLATA carriers in connection with their choice of payphone service providers.

- (1) Tariff P.S.C. No. 15, Attachment 1, Paragraph 5 sets forth the implementation date for this change as provided for in Tariff P.S.C. No. 15, Section 1.A.13, Implementation Date of Tariff Amendments.

(N)  
(N)

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By Keefe B. Clemons, General Counsel  
140 West Street, New York, N.Y. 10007

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## ACCESS SERVICE

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(2) The following regulations are applicable to Exchange Service customers where ILP is available:

- New line customers will be given an opportunity to select an ILP PIC at the time they place an order for Telephone Exchange Service. If the new line customer fails to select an ILP carrier, the customer will be informed that the customer must dial a carrier access code 101XXXX to complete qualifying calls until the customer affirmatively selects the Telephone Company or another qualified ILP carrier.\*
- Customers who have designated either the Telephone Company or another qualified carrier as their ILP PIC, may select a different carrier to carry particular qualifying calls, either by dialing 101XXXX or other necessary carrier access codes to reach their carrier of choice, or by using any other service options that route calls to particular carriers.
- Customers in the Metro (132) LATA, who are served by a DMS 100 switch and have requested the Toll Restriction feature will not be able to specify a carrier by dialing 101XXXX. Once the customer opts to remove the Toll Restriction feature, the ability to dial 101XXXX will be available.
- A customer entitled to select the ILP PIC may choose at any time, by dialing into the Telephone Company's automated toll freeze/unfreeze system or by written notice to the Telephone Company, to "freeze" their ILP PIC. A frozen ILP PIC cannot be changed unless the customer removes the freeze. The customer can remove a freeze on the ILP PIC at any time by dialing into the Telephone Company's automated toll freeze/unfreeze system or by written request to the Telephone Company.

\* This option will be available in DMS 10 switches on February 17, 1997.

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- (3) The Telephone Company will follow the interim ILP procedures described below during the ILP Transition Period following ILP availability in the exchange. Following the transition period, the standard ILP procedures described below will apply, subject to Commission approval.

## Interim ILP Procedures

- If a customer calls the Telephone Company and requests a list of ILP carriers, the customer will be provided with an 800 telephone number that will list the participating qualified ILP carriers. Customers who request an ILP PIC other than the Telephone Company will be encouraged to contact that carrier directly to process the ILP PIC change request. Customers who prefer that the Telephone Company process their ILP PIC change request will have their order processed by the Telephone Company.

## Standard ILP Procedures

- If the customer requests a list of participating ILP carriers, the customer will be informed that the Telephone Company does not maintain such a list. Customers who select an ILP PIC other than the Telephone Company will be advised to contact that carrier directly to process their ILP PIC change request.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.3 Pre-subscription (Cont'd)

(B) Intrastate IntraLATA (Cont'd)

- (4) The Telephone Company will not accept ILP PIC change requests prior to 12:01 AM on the day an office is scheduled to provide intraLATA pre-subscription.
- (5) When two or more ILP PIC change orders are received via Carrier Customer List, the order with the latest customer authorization date will take precedence.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.3 Pre-subscription (Cont'd)

(B) Intrastate IntraLATA (Cont'd)

(6) A customer will be billed a nonrecurring charge for ILP PIC changes, except as set forth below:

- There will be no charge for an initial ILP PIC change made, continuing in each exchange for a full six (6) months following the availability of ILP in the exchange.
- Subsequent to the six (6) month ILP Transition Period, there will be no charge for an initial ILP PIC change made by new service customers during the first sixty (60) days following the establishment of the customer's service.
- The charge for an ILP PIC change on a line will be reduced by fifty (50) percent if a request for an interLATA PIC change on that line is made at the same time, and on the same order, as the ILP PIC change request.
- No ILP PIC change charge that would otherwise be billed to an end user will be imposed for any ILP PIC change order received prior to April 1, 1996. This waiver may be extended by the Company for successive one-month intervals from April 1, 1996, by ten days' advance notice to the Commission for each such extension. This waiver does not apply to any charges that would otherwise be billed to parties other than end users.

The nonrecurring charge for an ILP PIC change is set forth in 30.13.5 following.

- Any otherwise applicable LPIC Change Charge will be waived when a business customer selects Verizon New York Inc. as its presubscribed carrier for intra-LATA-toll/interregion service.

When an LPIC Change Charge is waived for a business customer under the preceding paragraph, that charge will be billed to the customer if it cancels its intraLATA-toll/interregion service or changes its presubscribed intraLATA-toll/interregion carrier from Verizon New York Inc within twelve months of obtaining such waiver.

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Pre-subscription (Cont'd)(B) Intrastate IntraLATA (Cont'd)

- (8) In order to be qualified as an ILP PIC, a carrier must obtain or have been granted a Certificate of Public Convenience and Necessity from the New York State Public Service Commission, authorizing it to provide intraLATA telecommunications services in New York State.

In order to be qualified as an ILP PIC., a carrier must have existing, or be in the process of ordering, Feature Group D Switched Access Service from the Telephone Company, in accordance with existing Telephone Company ordering procedures set forth in Section 5 preceding.

A carrier who chooses to participate in ILP must submit to the Telephone Company a completed IntraLATA Presubscription Participation Agreement Questionnaire five (5) months prior to the ILP conversion date of a selected end office, or, if later, five (5) months prior to the date on which the carrier proposes to begin participating in the selected office.

Carriers choosing to participate in ILP must forward their revised trunk requirement forecasts to the Telephone Company five (5) months prior to the date ILP is available in an end office, or, if later, five (5) months prior to the date on which the carrier proposes to begin participating in the selected office.

Revised High Capacity facility requirements. forecasts are required three (3) months in advance of the date ILP is available in an end office, or, if later, three (3) months prior to the date on which the carrier proposes to begin participating in the selected office.

Requests for additions to existing facilities are required two (2) months in advance of the date ILP is available, or, if later, two (2) months prior to the date on which the carrier proposes to begin participating in the selected office.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Pre-subscription (Cont'd)(B) Intrastate IntraLATA (Cont'd)

- (9) Carrier requests for ILP PIC changes in order to consolidate multiple 3 or 4 digit Carrier Identification Codes (CICs) will be subject to an ILP Code Consolidation Charge, provided all lines or trunks associated with the former 3 or 4 digit CICs are changed at the same time to a single existing 3 or 4 digit CICs.

The carrier ordering the ILP Code Consolidation will be billed the ILP Code Consolidation Charge and will be responsible for the notification of all customers affected by the change. The nonrecurring charge for a change in ILP PIC will not apply. The Telephone Company will negotiate a due date for ILP Code Consolidation with the carrier.

The nonrecurring charge for an ILP Code Consolidation is set forth in 30.13.5 following.

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By Sandra Dilorio Thorn, General Counsel  
1095 Avenue of the Americas, New York, N.Y. 10036

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Pre-subscription (Cont'd)(B) Intrastate IntraLATA (Cont'd)

- (10) If a carrier discontinues its provision of pre-subscribed intraLATA calling services, the carrier must send written notice of such discontinuance to the Telephone Company and all customers in writing for whom that carrier is the ILP PIC. Further, the carrier must notify its customers that it will pay the ILP PIC Change Charge, as set forth in 30.13.5 following. The Telephone Company will bill the canceling carrier a charge equal to the total number of lines pre-subscribed to that carrier multiplied by the ILP PIC Change Charge.

All notices to the carrier's customers shall advise those customers that if a new ILP PIC is not selected within fifteen (15) calendar days, Verizon New York Inc. will be the designated carrier.

If the Telephone Company discontinues the carrier's service as set forth in 2.1.8(A), (B) or (C) preceding, the Telephone Company will provide notification to all customers for whom the carrier is the ILP PIC prior to the anticipated disconnection of service. Customers will be advised that the carrier will no longer provide service in their area, and that until another selection is made, their ILP PIC will be the Telephone Company.

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13.3 Miscellaneous Services (Cont'd)

13.3.3 Pre-subscription (Cont'd)

(B) Intrastate IntraLATA (Cont'd)

(11) Unauthorized ILP PIC Carrier Change/Restoral

An unauthorized ILP PIC change is a change in the ILP PIC carrier that the customer denies authorizing.

If a customer denies authorizing a change in ILP PIC as submitted by the alleged unauthorized ILP carrier, the customer will be credited the previously billed ILP PIC change charge and the ILP PIC change charge will be waived for returning the customer to his or her previous ILP carrier. The alleged unauthorized ILP carrier will be assessed the ILP PIC change charge as specified in Section 30.13.5 for:

- The charge billed to the customer for the initial, disputed ILP PIC change; and
- The restoral charge for returning the customer to his or her previous ILP carrier.

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## PSC NY No. 11--COMMUNICATIONS

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Pre-subscription (Cont'd)

## (C) Reverse Billing Option

At the option of the IC, the nonrecurring charge for an intrastate interLATA PIC or an intraLATA PIC change, as set forth in 30.13.5 following, may be billed to the IC, instead of the end user, when the PIC change order is submitted to the Company via the Customer Account Record Exchange (CARE) interface by Network Data Mover or by on-line electronic interface. The on-line electronic interface requires a specific hardware and software configuration including an IBM compatible 386 (preferably 486) personal computer with 8 to 16 megabytes of RAM running with Windows version 3.1 or OS/2 version 2.1 software, a modem (preferably 9.6 kbps), and a dial-up or private line. Intrastate interLATA PIC or intraLATA PIC changes submitted to the Company via paper or fax are not eligible for this option. (C)

The Reverse Billing Option is not available for orders placed via the Company's Residence, Business, or Equal Access Service Center. Lines equipped with selective access blocking are not eligible for this option.

The Reverse Billing Option should not be specified on an order for a change in pre-subscription which is normally provided at no charge to the End User. In the event that the IC invokes the Reverse Billing Option for a change in pre-subscription which would normally be provided at no charge to the End User, a Change in Pre-subscription Charge will be applied to the IC as a result of invoking the Reverse Billing Option in its order.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.3 Pre-subscription (Cont'd)(D) Primary Interexchange Carrier (PIC) Verification Service

- (1) PIC Verification Service enables an IC to request verification of their end user's intrastate intraLATA or intrastate interLATA PIC selection in a Telephone Company switch. The IC must provide the telephone number via telephone call or on-line electronic interface with the NYNEX Subscription System (NSS). The on-line electronic interface requires a specific hardware and software configuration including an IBM compatible 386 (preferably 486) personal computer with 8 to 16 megabytes of RAM running with Windows version 3.1 or OS/2 version 2.1 software, a modem (preferably 9.6 kbps), and a dial-up or private line. The verification will indicate whether an end user's intrastate intraLATA or intrastate interLATA PIC selection is or is not the requesting IC.

PIC Verification Service will be provided from suitably equipped wire centers as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION INC., TARIFF F.C.C. NO. 4.

- (2) The verification information:
  - Shall be used only for establishing and maintaining IC service for end users who have requested service.
  - Shall not be used for marketing purposes.
- (3) Nonrecurring Charges will apply for PIC Verification Service. An IC will be billed for each successful intrastate intraLATA or intrastate interLATA PIC verification. A separate rate will apply per telephone request or on-line electronic interface request.

Nonrecurring Charges for PIC Verification Service are set forth in 30.13.5 following.

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By Sandra Dilorio Thorn, General Counsel  
1095 Avenue of the Americas, New York, N.Y. 10036

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.4 Standard Jacks - Registration Program

Standard jacks are provided by the Telephone Company to connect Registered Equipment to those services that are subject to the Registration Program as set forth in 2.5 preceding. The use of jacks is covered in Part 68 of the F.C.C.'s Rules and Regulations. Specific jacks are described in the document on file with the FCC entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the FCC's Rules and Regulations."

These jacks are used to terminate services provided by the Telephone Company. Other services or facilities provided by the Telephone Company or by others may also be terminated in any spare capacity of the jacks remaining after installation without additional charge for the use of such capacity.

The rates and charges for standard jacks and their typical uses are set forth in Section 30.13.6 following.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 30.13.7 following. Other testing services provided by the Telephone Company in association with Access Services are furnished at no additional charge. These other testing services are described in 6.1.5 preceding.

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (A)(5) following for a customer to request Telephone Company personnel to perform testing services at the customer's 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, and (b) tests which are performed after acceptance of such access services by a customer, i.e., in-service tests. These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled.

Scheduled tests are those tests performed by the Telephone Company on a regular basis, e.g., monthly, which result in the measurement of Switched Access Service. Scheduled tests may be done on an automatic

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basis (no Telephone Company or customer technicians involved), on a cooperative basis (Telephone Company technician(s) involved at Telephone Company office(s) and customer technician(s) involved at customer's premises), or a manual basis (Telephone Company technician(s) involved at Telephone Company office(s) and at customer's premises).

Nonscheduled tests are performed by the Telephone Company "on demand", which result in the measurement of Switched Access Services. Nonscheduled tests may involve Telephone Company technicians at Telephone Company offices and at the customer's premises.

(1) Additional Cooperative Acceptance Testing

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

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

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

## (2) (Reserved for future use)

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(3) Cooperative Scheduled Testing

Cooperative Scheduled Testing (CST) of Switched Access Services (Feature Groups B, C and D and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/ balance measurements, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The Telephone Company will provide, on a quarterly basis, a CST 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.

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(4) Manual Scheduled Testing

Manual Scheduled Testing (MST) of Switched Access Services (Feature Groups B and D and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and at the customer's premises, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

The Telephone Company will provide, on a quarterly basis, an MST 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.

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.5 Testing Services (Cont'd)(A) Switched Access Service (Cont'd)(5) Nonscheduled Testing

Nonscheduled Testing (NST) of Switched Access Services is where:

- the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent ("automatic testing"), or
- the Telephone Company provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests ("cooperative testing"), or
- the Telephone Company provides a technician at its office(s), and/or at the customer's premises with suitable test equipment to perform the required tests ("manual testing").

Nonscheduled Tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

(6) Obligations of the Customer

- (A) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support NST as set forth in 13.3.5(A)(5) 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)

13.3.5 Testing Services (Cont'd)

(C) Rates and Charges

(1) Switched Access

The rates and charges for Testing Services are set forth in Section 30.13.7 following.

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13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing Information

(A) The customer, upon request, has the option of receiving its primary monthly access bill and Customer Service Record (CSR) in one of the following standard media, at no charge:

7

(1) Paper  
(a) Detailed paper bill

(C)

(2) Bill Data Record  
(a) Electronic Data Transmission  
(b) storage device (CD ROM)

J

(B) The rates and charges for the provision of Access Service Billing Information are set forth in Section 30.13.8 following.

(T)

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ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.7 Protective Connecting Arrangements

Protective Connecting Arrangements (PCAs) are grandfathered and are offered subject to on-the-shelf availability. Rates and charges for PCAs are set forth in Section 30.13.9 following.

(T)

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.4 1+ Coin Rating Service

(N)

13.4.1. General

- (A) 1+ Coin Rating Service provides operator services coin processing for the customer's end user coin toll calls that are dialed from Telephone Company provided network controlled payphone access lines. 1+ Coin Rating Service includes real-time (automated) rating, live operator assistance, and management and reporting of coin deposits.
- (B) Customers subscribing to 1+ Coin Rating Service will be required to complete a Technical Questionnaire (TQ). The TQ will provide information specific to the customer, including rate tables, Carrier Identification Code(s) (CIC), Service Provider Identification (SPID), branding requirements, and technical contacts. Customers are also required to subscribe to originating Switched Access service for all end user calls pursuant to applicable tariffs.

13.4.2 Service Description

- (A) This service allows a customer's end user to place 1+ coin payphone calls from Telephone Company provided network controlled payphone access lines used with network controlled payphones. The Telephone Company will transport these calls from the central office that serves the payphone to the Telephone Company operator services tandem switch. 1+ Coin Rating Service is available only for central offices designated by the Telephone Company and only to the extent that transport and other facilities are available for provision of this service from such central offices.
- (B) Once the 1+ coin payphone call reaches the Telephone Company operator services tandem switch, the applicable rate (based on customer provided rate tables) will be announced to the end user and the sufficiency of the coin deposit amount will be verified. Any changes in rate tables must be provided to the Telephone Company 30 days prior to the effective date of the rate table change.
- (C) After verification of the coin deposit, the Telephone Company will release the 1+ coin payphone call to the customer for call completion by customer. Customer must provide Feature Group D trunks that use Signaling System 7 (SS7) to the point designated by Telephone Company for delivery of calls to customer.
- (D) The Telephone Company will route the call from the operator services tandem switch to the customer's trunks based on the CIC, as provided on the TQ. Customer requests to change or add CICs will require a 60-day implementation period.

(N)

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By Sandra Dilorio Thorn, General Attorney  
1095 Avenue of the Americas, New York, N.Y. 10036

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## ACCESS SERVICE

13. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)13.4 1+ Coin Rating Service (Cont'd)13.4.2 Service Description (Cont'd)

(E) Branding for 1+ Coin Rating Service is an available option. The customer must provide branding tape(s) in a format acceptable to the Telephone Company at least 4-weeks prior to implementation

(F) Live operator assistance will be provided:

- (1) when an end user encounters difficulty or requests assistance in placing 1+ coin payphone calls, or
- (2) when the call duration exceeds the time covered by the initial deposit (time-outs). In time-out situations, an operator will request additional coin deposits from the end user. Any overtime will require additional coin deposits. The limit for one-time coin deposits (initial or subsequent) is \$3.00.

(G) Live operator assistance will not be provided for the following:

- (1) Alternate billing (e.g., calling card) call requests.
- (2) Change of Class requests in time-out situations. The end user may not change method of payment for the call.
- (3) Payphone calls that are dialed using 0-.

(C)

13.4.3 Rate Regulations

Rates and charges for 1+ Coin Rating Service are shown in Section 31.13.10 following. Rate elements include a per-call rate for rating, a per-second charge for live operator assistance, and a nonrecurring charge per rate table change. Billing of rates and charges will be based on CICs specified in the TQ. These rates and charges are in addition to the rates and charges for originating switched access (including tandem switched transport and switching) applicable to end user calls originating from the Telephony Company's network as specified in Section 30.6.