

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 1  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 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).

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 Section 17 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.
- (B) 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 Section 17 following, does not apply unless the customer authorizes the Telephone Company to proceed with the Design Change.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 2  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13

Additional Engineering, Additional Labor and Miscellaneous Services

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 Section 17 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 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.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 3  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

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 Section 17 following. Other testing services, as described in Section 6 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. Additional labor charges apply when the customer requests Telephone Company personnel to perform testing services at the customer designated premises.

The offering of Testing Services under this section of the tariff is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (A) following.

(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.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 4  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

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

Issued by: Vice President, 4001 Rodney Parham Road, Little Rock, AR 72212

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 5  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

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 Section 17 following.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 6  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

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 customer 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 Section 17 following.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 7  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

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.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 8  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

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 Section 17 following for the period of time from when Telephone Company personnel are dispatched, at the request of the customer, to the customer designated premises to when the work is completed. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.
- (B) The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer designated premises, and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.

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

Issued by: Vice President, 4001 Rodney Parham Road, Little Rock, AR 72212



PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 9  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13

Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

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 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.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 10  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.3 Telecommunications Service Priority - TSP (Cont'd)

- (B) A Telecommunications Service Priority charge applies as set forth in Section 17 when a request to provide or change a Telecommunications Service Priority is received subsequent to the issuance of an Access Order to install the service.

Additionally, a Miscellaneous Service Order Charge as set forth in Section 17 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 Section 17 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 and Additional Labor rates as set forth in Section 17 are applicable.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 11  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.4 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 Section 17 following.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 12  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.5 IntraLATA Presubscription

A. General

IntraLATA Presubscription (ILP) is an equal access end office service in which an end user may select and designate an Interexchange Carrier (IC) for intraLATA toll calls. This IC is referred to as the end user's primary carrier. The carrier may be the same carrier chosen for the end user's interLATA toll calls, or the end user may select a different carrier for each service. Interexchange Carriers participating in ILP within the Telephone Company's exchanges must provide service to any customer who requests it.

IntraLATA Presubscription will be furnished no later than eighteen months from the date of a bona fide request.

B. ILP Notification

The Interexchange Carrier will act as the end user's agent in selecting a primary carrier for intraLATA calls. Notification from the IC must be in writing. The IC must be in writing. The IC must attest at the time it submits an end user's name that the IC has on file, or is in the process of obtaining, end user certification. The IC should retain the certification for use in the event of a dispute.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 13  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.5 IntraLATA Presubscription (Cont'd)

B. ILP Notification (Cont'd)

If the Telephone Company receives no primary carrier selection for an end user, the Telephone Company's designated carrier will be the default provider of intraLATA toll service.

If an end user wishes to designate no intraLATA primary carrier, affirmative action is required. The end user must arrange this designation by direct notification to the Telephone Company's business office. This choice will require the end user to dial an access code (10XXX) for all intrastate toll service.

If an IC discontinues ILP service in the Telephone Company's serving area, the IC is obligated to contact, in writing, the Telephone Company and all end users who have selected the canceling IC. This notification must be received by the Telephone Company and all end users at least 180 days prior to the cancellation of service. Notification to the end users must include notice that they must select a new intraLATA primary carrier, and that the Primary Carrier Change Charge will be borne by the IC. The Telephone Company will bill the canceling IC one Primary Carrier Change Charge for each end user who makes an alternate selection.

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 14  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.5 IntraLATA Presubscription (Cont'd)

C. Rate Regulations

- (1) New end users served by equal access end offices will be asked to select an intraLATA primary carrier when they initiate service with the Telephone Company. There will be no ILP charge for this initial primary carrier selection. Any authorized request to change an end user's predesignated intraLATA primary carrier will result in a Primary Carrier Change Charge to the end user.
- (2) An Unauthorized Primary Carrier Change is defined as a primary carrier change that the end user denies authorizing, and for which the IC is unable to provide certification. The charge for an unauthorized primary carrier change will be assessed to the IC initiating the change.
- (3) IC's participating in ILP will be assessed a recurring charge per month per presubscribed access line at rates and regulations found in Section 17.5(D).

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 15  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13  
Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.6 Originating Line Screening (OLS) Service

The Telephone Company will provide OLS Service to end user customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs. OLS service enables customers to determine whether there are billing restrictions on lines from which a call is placed.

Originating Line Screening information is provided through Flexible Automatic Number Identification (Flex ANI) described in 6.9.3. Flex ANI provides a two digit code (information digits) that identifies the nature of the originating exchange line to the customer. The OLS service delivers a code on all calls that identifies an exchange line as being used for inmate services (code 29) or private payphone (code 70).

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 16  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13

Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.7 Coin Supervision Additive Service

The Telephone Company will provide Coin Supervision Additive Service to Payphone Service Providers (PSPs) who order local exchange service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchange service lines requires central office coin supervision capability. The local exchange service is obtained from and subject to the terms and conditions under the Telephone Company's general and/or local tariffs.

Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the PSP's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay telephone user. Coin Supervision Additive Service also permits a suitably equipped operator service provider to automatically ring back the originating exchange service line upon completion of a call.

13.3.8 Access Services Billing

Billing Mediums

The customer shall select the primary medium in which its official access service bills and customer service records are to be provided. This selection shall be on an account level basis, and shall be submitted in writing to the Telephone Company.

(A) Primary Bill

At no charge to the customer, the customer shall select as the primary billing medium one of the following billing formats: standard paper, magnetic tape, or data transmission. The primary billing medium shall serve as the customer's official bill. Should the customer fail to make a selection, the official copy of the customer's access service bills and customer service records will be provided in the standard paper format.



PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
Initial Effective Date: August 27, 2006

Section: 13 Leaf: 17  
Revision: 0  
Superceding Revision:

ACCESS SERVICE  
SECTION 13

Additional Engineering, Additional Labor and Miscellaneous Services

13.3 Miscellaneous Services (Cont'd)

13.3.8 Access Services Billing (Cont'd)

Upon acceptance by the Telephone Company of an order for electronic data transfer, the Telephone Company will determine the period of time to implement the transmission of such material on an individual order basis.

When magnetic tape or data transmission is requested as the primary monthly bill, the customer must sign a Document of Understanding.

When magnetic tape or data transmission is requested as the primary monthly bill, the customer will receive an abbreviated bill in paper format. The abbreviated bill will contain the following sections: All Page, Balance Due, Meet Point Billing Cross Reference, Detail of Payments Applied, Detail of Balance Due, Detail of Late Payment Charges, and Other Charges and Credits.

The Telephone Company will accept a request for change from one form of primary billing medium to another at no charge to the customer.

(B) Secondary/Additional Bills

At the customer's written request, a secondary bill, in addition to the customer's primary bill will be provided on a monthly basis. The customer may choose as the medium for the secondary bill one of the following formats: standard paper, magnetic tape, or data transmission. Charges for the provision of a secondary bill are set forth in 17.3.4 following.

Additional copies of a customer's previous monthly access service bills will be provided in paper format, or magnetic tape/data transmission if the original bill was generated in this format. Requests for additional copies of previous monthly bills must be submitted in writing and shall specify the bill dates requested. Such a request, when not the result of a Telephone Company error will be subject to charges as set forth in 17.3.4 following. Unless specified otherwise, additional copies of the customer's access service bills and/or magnetic tapes will be sent via U.S. Mail Service.