

**MISCELLANEOUS SERVICE**

In this section normally scheduled working hours, herein defined as Basic Time hours, are hours within an employee's scheduled work period hours in any given calendar day (e.g., 7:00 a.m. to 4:00 p.m.). Overtime Time (hours) is that time outside of an employees normally scheduled Basic Time working hours. Premium Time (hours) is that time outside of an employees normally scheduled working days.

A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled Basic Time work period is subject to a minimum charge of four hours. Work subject to Premium Time is always subject to a minimum charge of four hours.

**I. ADDITIONAL ENGINEERING**

Additional Engineering will be provided by the Telephone Company at the request of the customer or when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer's request.

Additional Engineering is provided when:

- A. A customer requests additional technical information beyond that normally included by the Telephone Company on the Design Layout Report (DLR) as set forth in Section 5, D.6. and Section 6, I.G.
- B. Additional Engineering time is incurred by the Telephone Company to engineer a customer's specific written request for a customized service or additional engineering activities which are not normally performed in the provision of services under this tariff.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**I. ADDITIONAL ENGINEERING (Continued)**

A. (Continued)

The Telephone Company will notify the customer that Additional Engineering charges, as set forth in Section 7, I.A. following, will apply before any additional engineering is undertaken. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after begin notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for Additional Engineering may not exceed the estimated amount by more than 10%.

1. Charges for Additional Engineering [See Section 14, IX.]

The charges for Additional Engineering are as follows:

Per Engineering, Per Hour, or Fraction Thereof

Basic Time	Overtime	Premium Time
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Issued: 3/31/06  
Effective: 3/8/06  
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**II. ADDITIONAL LABOR**

Additional labor is that labor requested and authorized by the customer on a given service and agreed to by the Telephone Company as set forth in Section 7, II.A. through Section 7, II.B. following. The Telephone Company will notify the customer that additional labor charges as set forth in Section 7, II.G. following will apply before any additional labor is undertaken.

**A. Overtime Installation**

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

**B. Overtime Repair**

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

**C. 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 on a given service.

**D. Maintenance with Other Telephone Companies**

Additional labor charges apply to additional maintenance or repair of facilities which connect to facilities of other Telephone Companies. This is in addition to the normal efforts required to maintain or repair facilities provided solely by the Telephone Company, as set forth in Section 2, I.A.3.

**E. Other Labor**

Other labor is that additional labor not included in 8.2.1 through 8.2.4 preceding. This includes labor incurred to accommodate a specified customer request that involves only labor which is not covered by any other section of this tariff.

**MISCELLANEOUS SERVICE**

**II. ADDITIONAL LABOR (Continued)**

**E. Charges for Additional Labor [See Section 14, X.]**

The charges for additional labor are as follows:

Per Technician, Per Hour, or Fraction Thereof

Basic Time            Overtime            Premium Time\*

\* A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period or non-scheduled workday is subject to a minimum charge of four hours.

Issued:            3/31/06  
Effective:        3/8/06  
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III. MAINTENANCE OF SERVICE

- A. The customer will be responsible for reporting troubles sectionalized to Telephone Company facilities and/or equipment. When trouble cannot be clearly sectionalized to the Telephone Company facilities and/or equipment, the Telephone Company will test cooperatively or independently to assist in trouble sectionalized.

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 for the period of time from when Telephone Company personnel are dispatched to the customer's or customer's end user 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'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 charges for Maintenance of Service are as follows:

Maintenance of Service  
Periods Per Occurrence

Per Technician

The charge for Maintenance of Service are the same as those set for Additional Labor as set forth in II. preceding.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**IV. ADDITIONAL TESTING**

Testing Services provides for the use of a Telephone Company technician in performing specific tests authorized by the customer including additional testing of facilities which connect to facilities of other Telephone Companies. Testing Services offered under this section of the tariff are optional and are in addition to acceptance tests and in-service tests performed by the Telephone Company as described in Section 5, IV.G. and Section 6, I.H. preceding. Testing Services are made subject to the availability of the necessary qualified personnel and test equipment at the requested test locations.

Testing Services consist of Additional Cooperative Acceptance Testing (ACAT) which is performed during installation of Access Services and Nonscheduled Testing (NST) which is performed after acceptance of Access Services by the customer. Rates and charges for Testing Service are set forth IV.C. following.

The Telephone Company will provide, upon request, documentation that lists the results of the tests performed. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

**A. Additional Cooperative Acceptance Testing**

Rates and charges for Additional Cooperative Acceptance Testing of Switched and Special Access Services apply per technician used.

1. Switched Access Service

Additional Cooperative Acceptance Testing (ACAT) of Switched Access Service is performed at the time of installation and 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. The Telephone Company may, at the request of the customer, supply a technician at the customer's premises to perform the required tests.

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**IV. ADDITIONAL TESTING (Continued)**

1. Switched Access Service (Continued)

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

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

2. Special Access Service

When a customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested test, the Telephone Company may provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services at the time of installation. At the customer's request, the Telephone Company may provide a technician at the customer's premises or at the end user premises. These tests may, e.g., 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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**IV. ADDITIONAL TESTING (Continued)**

2. Nonscheduled Testing

Nonscheduled tests are performed by the Telephone Company “on-demand. When a customer provides a technician at its premises with suitable test equipment to perform the required tests, the Telephone Company may provide a technician at its office for the purpose of conducting Nonscheduled Testing of Switched or Special Access services. At the customer’s request, the Telephone Company may provide a technician at the customer’s premises. Nonscheduled tests may consist of any tests, (e.g., loss, noise, slope, envelope delay), which the customer may require. Rates and charges for Nonscheduled Testing apply per technician used.

3. Rates and Charges [See Section 14, XI.]

The charges for additional labor are as follows:

Per Technician, Per Hour, or Fraction Thereof

Basic Time	Overtime	Premium Time*
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\* A call out of a Telephone Company employee at a time not consecutive with the employee’s scheduled work period or non-scheduled workday is subject to a minimum charge of four hours.

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**V. PRESUBSCRIPTION**

Presubscription is an arrangement whereby an end user may select and designate to the Telephone Company an IC access, with 1+ as an access code, for interLATA calls. This IC is referred to as the end user's predesignated IC.

The regulations and charges pertaining to Presubscription are set forth in CC Docket 83-1145, Phase I, Memorandum Opinion and Order, Appendix B, adopted by the Federal Communications Commission on May 31, 1985 and released on June 12, 1985. A copy of the Order with all Appendices is available for inspection in the Public Reference Room of the Tariff Division at the main building of the Federal Communications Commission and can also be obtained from the FCC's commercial contractor. Regulations and charges for Presubscription set forth in this section are in compliance with the Order.

**A. End User Notification and Balloting Procedure**

No later than ninety (90) days prior to the introduction of equal access (Feature Group D) in a serving end office, the Telephone Company will notify all affected end users of the availability of equal access. The end user will be directed to designate a primary IC by the use of an equal access ballot to be returned to the Telephone Company within approximately 30 days after the mailing date. An end user has the option of independently contacting the IC to make arrangements for presubscription to the IC's service.

The equal access ballot will include all the names of ICs participating in the presubscription process. ICs are required to place an order for Feature Group D in accordance with the regulations set forth in Section 5, II.D. preceding.

The end user may select only one primary IC for each access line or multiline hunt group through the ballot process. Multiline hunt group end users will be given the opportunity to select more than one primary IC by contacting the Telephone Company. Customers may designate that they do not want a primary IC by notifying the Telephone Company. This choice is considered a valid selection and the nonrecurring charge as set forth in E.1. following will apply to any subsequent change made after the equal access conversion date.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**V. PRESUBSCRIPTION (Continued)**

**A. End User Notification and Balloting Procedure (Continued)**

New end users who are served by end offices equipped with Feature Group D will be required to presubscribe to an IC at the time they place and order with the Telephone Company for Telephone Exchange Service. A confirmation notice will be sent to end users who verbally place an order for service identifying the IC selected. There will be no charge for this initial selection. New end users will have thirty days from the date the initial selection is made to change their choice of an IC without charge.

**B. Allocation Process**

End users who do not return their initial ballot will receive a second ballot indicating that they have been pre-assigned to a specific IC. The Telephone Company will assign non-presubscribed end users randomly to the participating ICs in the same proportion as the presubscribed end users based on the results of the initial balloting process as set forth in A. preceding. Separate allocation processes will be used for residence and business lines.

End users who do not return the second ballot by the specified due date will be presubscribed to the IC indicated on that ballot effective with the equal access conversion. Allocated customers will have six months after the equal access conversion date to change to an IC of their choice without charge.

**C. IC Customer Lists**

The Telephone Company will accept from the IC a list(s) of end users that have made individual arrangements with that IC to become their primary IC. The IC must submit a Telephone Company end user enrollment form listing these end users. The end user enrollment form have, or has instituted steps designed to obtain, signed letters of agency from the end users designating the IC to act as the end user's agent for the presubscription process. The IC will accept responsibility for any billing disputes arising from implementation of its end user lists.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**V.     **PRESUBSCRIPTION**** (Continued)

**D.     **End User Choice Discrepancies****

In the event of discrepancy between an end user's ballot and an IC's end user enrollment form, the Telephone Company will notify, within 10 days, all affected ICs via a conflict report. If the IC certifies to the Telephone Company that it has a signed letter of agency from the end user with a date subsequent to that on the ballot, that IC becomes the primary IC for that end user. If the IC is unable to obtain a letter of agency signed by the end user, the IC selected on the end user's ballot will be used.

When two or more enrollment forms are received from different ICs, and no ballot is returned, the end user in question will be included in the allocation process and will be notified, via the second ballot, that a conflict exists. In addition, the ICs will be notified in this instance. If the conflict is discovered after allocation has taken place, the subscriber in question will be contact by the Telephone Company to obtain a valid selection.

**E.     **Presubscription Charge****

The nonrecurring charge for Prescription will be applied as follows:

1. After the end office equal access conversion date, for any change in the end user's selection of a primary IC, a nonrecurring charge as set forth in 5. following will apply to the end user. The nonrecurring charge for Presubscription does not apply to any change in selection of a primary IC made prior to the equal access conversion date.
2. An allocated end user may use the second ballot as described in B. preceding or contact the Telephone Company to make an IC selection after allocation has taken place. There will be no charge for this selection if it is done within 6 months after the equal access conversion date.

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**V. PRESUBSCRIPTION (Continued)**

**E. Presubscription Charge (Continued)**

3. Changes in an end user's primary IC made as a result of the resolution of an end user choice discrepancy, as set forth in D. preceding, will not incur the nonrecurring charge, provided the change is made within 6 months after the equal access conversion date.
4. An IC will be charged the Presubscription Charge if the IC submits a request for a change in an end user's primary IC, end user disputes that request, and the IC is unable to produce a signed letter of agency from the end user designating that IC as the end user's primary IC. End users will not be charged the Presubscription Charge for any changes made as result of an error o the part of the IC or the Telephone Company.
5. If an IC elects to discontinue all of its Feature Group D service in the converting end office prior to the conversion date or within two years after the introduction of Feature Group D in the converting end office, the IC must notify in writing all end users who have selected or been allocated to that IC, inform these end users of the cancellation, request the end users to select a new IC and state that the cancellation IC will pay for the change charge. For a period of two years from the discontinuance of FGD service, the Telephone Company will bill a canceling IC the nonrecurring charge as set forth in 6. following for each end user, converting to another IC.
6. The nonrecurring charge for Presubscription is shown in Section 14, Page 21.

Presubscription, per Telephone Exchange Service Line or Trunk  
[See Section 13, XII.]

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**V. PRESUBSCRIPTION (Continued)**

**F. Telecommunications Service Priority**

The Telecommunications Service Priority (TSP) System is the regulatory, administration, and operational system authorizing and providing for priority treatment to initiate and restore National Security Emergency Preparedness (NSEP) telecommunications services. Under the rules of the TSP System telephone companies are authorized and required to provision and restore services with TSP assignment before restoring services without such assignments.

The Exchange Carrier will arrange a TSP Access Service upon receipt of certification as authorized by Part 64, Subset D, Appendix A of the Federal Communications Rules and Regulations. A Design Change Charge applies when a request to provide or change a TSP Service is received subsequent to the issuance of an Access Order to install the service. In addition, the TSP charge also applies.

TSP System 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).

No charge applies when a TSP Service is discontinued or when ordered coincident with an access order to install service.

For Telecommunications Service rates see Section 14, XIII.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**V. PRESUBSCRIPTION (Continued)**

**F. Telecommunications Service Priority (Continued)**

1. Regulations

- a. The TSP System's applicability is limited to telecommunication services which the Telephone Company can discretely identify for priority provisioning and/or restoration.
- b. The customer subscribing to TSP System must also be the customer subscribing to the service with which TSP is associated.
- c. Under certain conditions, it may be necessary to preempt one or more customer services with a lower or no restoration priority in order to install or restore higher priority NSEP telecommunications service(s). If such preemption is necessary, and if circumstances permit, the Telephone Company will make reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for such service preemption shall be made, in accordance with the provisions specified elsewhere in the Utility's Tariff.
- d. In obtaining TSP System, the customer acknowledges and consents to the Telephone Company providing customer service record information to the Federal Government in order for the Government to maintain and administer its overall TSP System. This customer service record information will include the TSP Authorization Code, Telephone Company Circuit/Service ID, customer's telephone number and service location.
- e. Credit allowance for service interruption for Priority Restoration Maintenance and Administration shall be the same as for the service with which it is associated as specified elsewhere in the Utilities Tariff.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.

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**V. PRESUBSCRIPTION (Continued)**

**F. Telecommunications Service Priority (Continued)**

1. Regulations (Continued)

- f. When performing a service under TSP, the Telephone Company may not be in a position to notify the customer in advance of circumstances which require additional labor and for which additional labor charges apply. The TSP subscriber recognizes that quoting charges and obtaining permission to proceed would cause unnecessary delays that would be contrary to the objectives of the TSP System. In subscribing to the TSP System the customer recognizes this condition and grants the Telephone Company the right to quote charges after work has been completed.
- g. Other regulations, rates and charges for services such as expedited service, special construction, due date change, Maintenance of Service etc. may apply as specified elsewhere in the Utilities Tariff when provided in conjunction with the TSP System.

2. Definitions

Prime Service Vendor

Denotes a service vendor who contracts directly with a service user or the user's contracting activity to provide all or a portion of a TSP service. A prime service vendor may subcontract a portion of the service to other service vendors (i.e., subcontractors).

Subcontractor

Denotes the Company as a TSP service vendor with whom a prime service vendor contract to provide a portion of a service to a TSP service user.

**MISCELLANEOUS SERVICE**

**V. PRESUBSCRIPTION (Continued)**

**G. 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 Section 2, V. preceding. The use of jacks is covered in part 68 of the FCC's Rules and Regulations. Specific "Descriptions of Standard Registration Program Connection Configurations Supplemental Configurations Described in Subpart F of Part 68 of 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 space capacity of the jacks remaining after installation without additional charge for the use of such capacity.

The nonrecurring charges, which include installation, for standard jacks and their typical uses are set on an individual case basis as set forth in Section 14, XIII.

Issued: 3/31/06  
Effective: 3/8/06  
By: Hopi Telecommunications, Inc.