

SERVICE CHARGES

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SERVICE CHARGES

5.1 DEFINITIONS

5.1.1 Account

A customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one or more premises as long as it is part of his/her main telephone system and billed to the main telephone number.

5.1.2 Service Charge Elements

A. Service Order Charge

The Company's charge associated with the receipt, recording and processing of information in connection with a customer's or applicant's request for service to be provided to the same account, at the same time and on the same premises or continuous property. Service Order Charges are further classified as either primary or secondary.

B. Customer Premise Visit Charge

The Company's charge associated with a trip to the customer/applicant's premises to comply with the customer/applicant's request to establish, to add to, or to rearrange service.

C. Central Office Line Connection Charge

The term Central Office Line Connection Charge means the charge that applies for arranging an exchange line to provide service between the Central Office and the company's side of the demarcation point.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES

5.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the customer as indicated throughout this Tariff except as modified hereinafter. Such charges apply in addition to, and not in lieu of, Installation Charges or Construction Charges associated with unusual costs incurred to establish service.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, to add to, or to rearrange service as requested by the customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the customer requests that work be performed at hours outside of the normal business hours (8:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of customer's equipment or service from one premises to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Except for installment payments, Service Charges may be required to be paid at the time of application for service, or upon presentation of a bill.
- F. Payment for service charges can be paid in installments if desired. The minimum initial payment for residence service charges is \$10.00, and for business service charges the payment is \$15.00. Payment may be extended over a three month period, however, no billing of less than \$5.00 will be made. Service will be established in advance of the payment of the service connection charges for addition to the services of existing customers and also in the case of any service for departments and agencies of federal, state, county and municipal governments.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.1 General (Cont'd)

- G. Service Charges are not applicable for:
1. Moves or changes required for normal maintenance and repair of the Company's service.
 2. Change or correction in billing name address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
 3. An upgrade or regrade of service for Company reasons.
 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
 5. Telephone number changes for Company reasons.
 6. When service is reestablished at any location within the same exchange after the destruction or partial destruction of the customer's premises by means beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location Service Charges apply in connection with reestablishment of service at the old location.
 7. When existing customers disconnect their Local Exchange Access Service.
 8. Blocking access to 900 Service.
 9. Specific instances addressed in Section 6 of this Tariff.
- H. Charges specified in this section do not apply to services furnished under the concurrence provisions of this Tariff. Nonrecurring Charges for these services are included with the Tariff provisions in which the Company concurs.
- I. For billing purposes, the Service Order Charge, the Customer Premise Visit Charge, and the Central Office Line Connection Charge will be combined together on the bill in one item called the Connection Charge.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Service Charges

A. Service Order Charges

1. Service Order Charges are applicable:

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Service Charges (Cont'd)

A. Service Order Charges (Cont'd)

1. (Cont'd)

- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premises.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Service Charges (Cont'd)

A. Service Order Charges (Cont'd)

1. (Cont'd)

- h. For each telephone number changed at the customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
- i. When two or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.
- j. For requests to move a telephone number from one premise to another premise.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Service Charges (Cont'd)

B. Customer Premises Visit Charge

1. A Premises Visit Charge is applicable when a trip to the customer's premises is required to complete work requested by a customer, as shown on the related service order.
2. Only one Premises Visit Charge will apply in connection with the same service order. Except when more than one trip to the customer's or applicant's premises is necessary for Company reasons, the charge will apply if additional trips are necessitated by a customer or an applicant request.
3. A Premises Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

C. Central Office Line Connection Charge

1. A Central Office Line Connection Charge is applicable when making and changing connections in the Central Office.
2. A Central Office Line Connection Charge is applicable when making and changing connections in distribution facilities between the Central Office and the customer's premises, including necessary cross connections and line and station transfers and rearranging the drop wire or outdoor circuit on the company's side of the demarcation point.

D. Key and PBX Trunk Charge

Key and PBX Trunk Charge will apply to the installation or provision of access lines to Key and PBX systems.

SERVICE CHARGES

5.3 SCHEDULE OF SERVICE CHARGES

	<u>Business</u>	<u>Residence</u>
5.3.1 Service Order Charge	\$ 9.00	\$ 7.00
5.3.2 Customer Premise Visit Charge	\$ 7.00	\$ 6.00
5.3.3 Central Office Line Connection Charge	\$20.00	\$14.00
5.3.4 Key and PBX Trunk, each	\$30.00	\$20.00
5.3.5 Move and Change Charge		

- A. For rearrangement of drop wire and/or protector, a Service Order Charge and Premises Visit Charge as specified in this tariff shall apply.

5.4 TERMINATION CHARGE

When a customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable. The Termination Charge will be applied on an "individual case basis".

SERVICE CHARGES

5.5 RETURNED CHECK CHARGE

5.5.1 General

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

5.5.2 Rates and Charges

The Service Charge per occurrence is \$25.00 plus any other charges assessed to the Company by the financial institution will be applied to each check returned due to insufficient funds.

5.6 RESTORATION OF SERVICE CHARGE

5.6.1 General

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges, as discussed in Section 4 of this Tariff. In addition, a Restoration of Service Charge will be applied.

5.6.2 Rates and Charges

The business and residential rate for restoration of service is:

	<u>Business</u>	<u>Residence</u>
Restoration Charge	\$20.00	\$15.00

SERVICE CHARGES

5.7 PRIMARY INTEREXCHANGE CARRIER (PIC) SERVICE ORDER CHARGE

5.7.1 General

A PIC Service Order Charge will apply whenever a customer requests a change in their primary interexchange carrier for either interLATA or intraLATA long distance service.

5.7.2 Rates and Charges

PIC Service Order Charges apply as follows:

- A. A PIC Service Order Charge of \$5.00 will apply to each customer's request for a change in their interLATA or intraLATA primary interexchange carrier.
- B. If the customer requests a change in both their interLATA and intraLATA primary interexchange carrier on the same order, only one (1) PIC Service Order Charge will apply.
- C. In addition to the PIC Service Order Charge, a PIC change charge will apply to each telephone exchange service line or trunk requested by the customer as set forth in the National Exchange Carrier Association's (NECA) Tariff F.C.C. No. 5, Section 17.4.4
- D. If a customer requests other services as prescribed in the telephone company's General Subscriber Services Tariff at the same time as a change in their primary interexchange carrier, then those service charges as outlined in Section 5 of this tariff will apply in lieu of the PIC Service Order Charge. The NECA PIC Change Charge will apply for each telephone exchange service line or trunk charged coincident with the customer's service order.

5.8 ADVANCED CALLING FEATURE CONNECTION CHARGE

5.8.1 General

An Advanced Calling Feature Connection Charge will apply when an Advanced Calling Feature is added to an existing line. This charge is in addition to other applicable service order charges.

5.8.2 Rates and Charges

	<u>Business</u>	<u>Residence</u>
Advanced Calling Feature Connection Charge	\$13.00	\$8.00