
SERVICE CHARGES

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SERVICE CHARGES

A. General

1. Service Charges are nonrecurring charges that apply to customers for work performed by the Company for the ordering, provisioning and changing of local telephone service.
2. Service Charges apply in addition to all other rates and charges unless stated otherwise for specific items.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, overtime charges as specified under Time and Material Charges, will apply.
4. A residential customer may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. The monthly installments normally begin with the first bill rendered after completion of the arrangements between the utility and the customer.

The optional payment plan will not be applicable to subsequent additions or changes to services having one-time charges at customer's premises already receiving local exchange service from the Company.

In the event service is discontinued prior to payment of all amounts due under the provisions of the installment billing option, the outstanding balance will become due and payable in full upon demand by the Company.

SERVICE CHARGES

A. General (Continued)

5. When service which has been disrupted by fire, accident, or natural catastrophe is reestablished for the customer at either the original location or a new location, Service Charges will not apply for the installation of the Network Access line and Standard Network Interface (SNI) that were in place prior to the disaster. The customer will be responsible for replacing facilities beyond the point of demarcation (SNI).

B. Application of Service Charges

1. Service Ordering Charge

- a. The Service Ordering Charge is classified as either Initial or Subsequent. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer's request for connections of service (Initial Service Order Charge applies) and to each order for a move, change, addition to existing service or records change (Subsequent Service Order Charge applies).
- b. One service order will usually be issued for all work or service ordered to be performed or provided at the same time on the same account and for the same premises. Service Ordering Charges apply separately where business and residence service are located on the same premises.

SERVICE CHARGES

B. Application of Service Charges (Continued)

2. Line Connection Charge

- a. The charge for work associated with the provisioning of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.
- b. This charge does not apply when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
- c. This charge applies to each change in telephone number made at the request of the customer.
- d. This charge applies for each move of the service drop and/or the associated station protection device.
- e. This charge applies to each change of party-line assignment made at the request of the customer.
- f. This charge applies to each change of calling plan.

3. Restoral Charge

Applicable to each reconnection of service that was temporarily disconnected for nonpayment.

SERVICE CHARGES

B. Application of Service Charges (Continued)

4. Time and Material Charges

Applicable to each service call by the Company for a trouble report from customer-provided equipment and/or facilities and for all time resulting from customer's requests to perform work on an overtime basis.

- a. Time and Material Charges apply in addition to applicable Service Ordering Charges.
- b. Time and Material Charges will apply when the Company extends wiring from the outside plant distribution terminal to a premises in a multi-unit residence or business structure.
- c. Charges as specified in Section 5.C.4 following apply for work performed Monday through Friday between 8:00 a.m. and 5:00 p.m. Work requested at other hours and on Saturdays, Sundays and Holidays, if agreed to by the Company and the customer (or private vendor for the customer), will be subject to the surcharge shown below in addition to the regular labor rate:

Overtime Monday through Friday	50%
Saturdays	50%
Sundays and Holidays	100%

- d. When a customer elects to have the Company install inside wire and/or jacks (wiring and/or jack installation on the customer side of the demarcation point), such work will be performed as outlined in Section 10 General Services Premises Wire Services and Lines Keeper Service®.

5. Returned Check Charge

Applicable for each check returned by a bank to the Company for the reasons of insufficient funds or a closed account.

SERVICE CHARGES

B. Application of Service Charges (Continued)

6. Service Charges are not applicable in the following situations:

- a. Service upgrade of basic exchange service.
- b. Billing address changes.
- c. Changes to published from nonpublished service.
- d. Installations, moves or changes made on the initiative of the Company, (e.g., changes made for maintenance reasons, changes in type of central office operation, etc.).
- e. Removal or disconnect of service.
- f. Public Telephone Service.
- g. Service reestablished which had been disrupted by fire, accident or natural catastrophe.
- h. Calling Card requests including reissuing of cards to replace those lost or stolen.
- i. Legal name changes.
- j. Supersedure of service due to death of responsible party.
- k. Change of street address due to legal change in house number and/or street name.

7. Special Telephone Number

A special telephone number is a number not randomly assigned or having the digits that a customer specifically request. All requested special telephone numbers are subject to availability. The Utility retains the right of ownership of all telephone numbers and prohibits the assignment of a telephone number from any customer to another, except as otherwise provided in this tariff. The Utility may disconnect, change or reassign telephone numbers in any exchange as the requirements of service may demand. If the Utility finds it necessary to change a special telephone number, the customer will be granted a refund of the service charge associated with the service. The Utility will not be liable to the customer for any direct, indirect, or consequential damages caused by a change of Special telephone Number.

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
1.	Service Ordering Charge		
a.	Initial Service	\$25.00 NSOIB	\$15.00 NSOIR
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR
2.	California Lifeline Service Connection Charge.....		7.50 33397
	Each subsequent Service Connection within the same 12 month period at the same address as the first Service Connection		7.50 22023
3.	California Lifeline Service Conversion Charge.....		7.50 84926
4.	Line Connection Charge (1).....	21.00 NLCB	20.00 NLCR
5.	Restoral Charge	35.40 RECONB	29.25 RECONR
6.	Time and Material Charges		
a.	Time Charge - each 15 minutes or fraction thereof per employee	9.30 TM15MIN	9.30 TM15MIN
	Overtime Charges	Refer to B.4.c preceding	
	Material Charge	At Cost	At Cost
b.	A five minute allowance into the next time increment will be granted.		
7.	Returned Check Charge	15.00	15.00
8.	Special Telephone Number	73.20 BSTN	42.70 RSTN

(1) Not charged on orders for California Lifeline. (T)

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>		
		<u>Business</u>	<u>Residence</u>	
1.	Service Ordering Charge			
a.	Initial Service	\$25.00 NSOIB	\$15.00 NSOIR	
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR	
2.	ULTS Service Connection Charge		7.50 33397	(R)
	Each subsequent Service Connection within the same 12 month period at the same address as the first Service Connection		7.50 22023	(R)
3.	ULTS Service Conversion Charge		7.50 84926	(R)
4.	Line Connection Charge (1).....	21.00 NLCB	20.00 NLCR	
5.	Restoral Charge	35.40 RECONB	29.25 RECONR	
6.	Time and Material Charges			
a.	Time Charge - each 15 minutes or fraction thereof per employee	9.30 TM15MIN	9.30 TM15MIN	
	Overtime Charges	Refer to B.4.c preceding		
	Material Charge	At Cost	At Cost	
b.	A five minute allowance into the next time increment will be granted.			
7.	Returned Check Charge	15.00	15.00	
8.	Special Telephone Number	73.20 BSTN	42.70 RSTN	

(1) Not charged on orders for ULTS.

Canceling

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
1.	Service Ordering Charge		
a.	Initial Service	\$25.00 NSOIB	\$15.00 NSOIR
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR
2.	ULTS Service Connection Charge		10.00 33397
	Each subsequent Service Connection within the same 12 month period at the same address as the first Service Connection		10.00 22023
3.	ULTS Service Conversion Charge		10.00 84926
			(l)
4.	Line Connection Charge (1).....	21.00 NLCB	20.00 NLCR
5.	Restoral Charge	35.40 RECONB	29.25 RECONR
6.	Time and Material Charges		
a.	Time Charge - each 15 minutes or fraction thereof per employee	9.30 TM15MIN	9.30 TM15MIN
	Overtime Charges	Refer to B.4.c preceding	
	Material Charge	At Cost	At Cost
b.	A five minute allowance into the next time increment will be granted.		
7.	Returned Check Charge	15.00	15.00
8.	Special Telephone Number	73.20 BSTN	42.70 RSTN

(1) Not charged on orders for ULTS.

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
1.	Service Ordering Charge		
a.	Initial Service	\$25.00 NSOIB	\$15.00 NSOIR
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR
2.	ULTS Service Connection Charge		10.00 33397
	Each subsequent Service Connection within the same 12 month period at the same address as the first Service Connection		10.00 22023
3.	ULTS Service Conversion Charge		10.00 84926
			(l)
4.	Line Connection Charge (1).....	21.00 NLCB	20.00 NLCR
5.	Restoral Charge	35.40 RECONB	29.25 RECONR
6.	Time and Material Charges		
a.	Time Charge - each 15 minutes or fraction thereof per employee	9.30 TM15MIN	9.30 TM15MIN
	Overtime Charges	Refer to B.4.c preceding	
	Material Charge	At Cost	At Cost
b.	A five minute allowance into the next time increment will be granted.		
7.	Returned Check Charge	15.00	15.00
8.	Special Telephone Number	73.20 BSTN	42.70 RSTN

(1) Not charged on orders for ULTS.

Canceling

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
1.	Service Ordering Charge		
a.	Initial Service	\$25.00 NSOIB	\$15.00 NSOIR
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR
2.	ULTS Service Connection Charge		10.00 33397
	Each subsequent Service Connection within the same 12 month period at the same address as the first Service Connection		10.00 22023
3.	ULTS Service Conversion Charge		10.00 84926
			(l)
4.	Line Connection Charge (1).....	21.00 NLCB	20.00 NLCR
5.	Restoral Charge	35.40 RECONB	29.25 RECONR
6.	Time and Material Charges		
a.	Time Charge - each 15 minutes or fraction thereof per employee	9.30 TM15MIN	9.30 TM15MIN
	Overtime Charges	Refer to B.4.c preceding	
	Material Charge	At Cost	At Cost
b.	A five minute allowance into the next time increment will be granted.		
7.	Returned Check Charge	15.00	15.00
8.	Special Telephone Number	73.20 BSTN	42.70 RSTN

(1) Not charged on orders for ULTS.

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>		
		<u>Business</u>	<u>Residence</u>	
1.	Service Ordering Charge			
a.	Initial Service	\$25.00 NSOIB	\$15.00 NSOIR	
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR	
2.	ULTS Service Connection Charge		10.00 33397	(C)
	Each subsequent Service Connection within the same 12 month period at the same address as the first Service Connection.....		10.00 22023	
3.	ULTS Service Conversion Charge		4.63 84926	(C)
4.	Line Connection Charge (1)	21.00 NLCB	20.00 NLCR	(T)
5.	Restoral Charge	35.40 RECONB	29.25 RECONR	(T)
6.	Time and Material Charges			(T)
a.	Time Charge - each 15 minutes or fraction thereof per employee	9.30 TM15MIN	9.30 TM15MIN	
	Overtime Charges.....	Refer to B.4.c preceding		
	Material Charge	At Cost	At Cost	
b.	A five minute allowance into the next time increment will be granted.			
7.	Returned Check Charge	15.00	15.00	(T)
8.	Special Telephone Number	73.20 BSTN	42.70 RSTN	(T)
(1)	Not charged on orders for ULTS.			(C)

SERVICE CHARGES

C. RATES AND CHARGES

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
1.	Service Ordering Charge		
a.	Initial Service \$25.00	\$15.00(1) NSOIB	NSOIR
b.	Subsequent Service	14.40 NSOSB	9.25 NSOSR
2.	Line Connection Charge	21.00 NLCB	20.00(1) NLCR
3.	Restoral Charge 35.40	29.25 RECONB	RECONR
4.	Time and Material Charges		
a.	Time Charge - each 15 minutes or fraction thereof per employee.	9.30 TM15MIN	9.30 TM15MIN
	Overtime Charges	Refer to B.4.c preceding	
	Material Charge	At Cost	At Cost
b.	A five minute allowance into the next time increment will be granted.		
5.	Returned Check Charge	15.00	15.00
6.	Special Telephone Number	73.20 BSTN	42.70 RSTN

- (1) For the Initial and Subsequent Service Orders and Line Connection, the Universal Lifeline Telephone Service customer will receive a reduction of 50% of the normal charge or \$30.00, whichever is lower. Except that additional charges during the same 12-month period at the same location will be 100% of the Service Order Subsequent; plus, if applicable, 100% of the line connection charge. (T)
(T)
(C)
(C)

SERVICE CHARGES

D. CALIFORNIA LIFELINE TELEPHONE PROGRAM (Link Up Program) (T)

1. Special Conditions

a. See Section 4, Network Access Service for additional Information regarding Eligibility and Conditions applying to California Lifeline. (T)

b. Customers applying for new service and California LifeLine will be charged the regular non-recurring service charges described on Sheet 6 until their eligibility for California LifeLine has been confirmed to the Utility by the Certifying Agent. Once confirmed, their account will be adjusted to the California LifeLine Service Connection Charge described on Sheet 6. (N)

Existing customers applying for California LifeLine will not be charged a non-recurring service charge until their eligibility for California LifeLine has been confirmed to the Utility by the Certifying Agent. Once confirmed, they will be charged the California LifeLine Service Conversion Charge described on Sheet 6. (N)

The California Lifeline Service Connection Charge is applicable any time a qualifying household: (T)

- establishes California Lifeline, (T)
- re-establishes California Lifeline at the same residence at which California Lifeline was previously provided, (T)
- establishes California Lifeline at a new residence, or (T)
- switches California Lifeline from the Utility to another utility or from another utility to the Utility. (T)

California Lifeline Service Conversion Charge will apply to requests from eligible customers for changes in class, type, or grade of service, including requests to change from basic exchange service or Foreign Exchange Service to California Lifeline. Installation of non-California Lifeline line(s) and changes to the service other than as stated above shall be subject to the Utility's regular tariff rates as set forth in this Section. (T)

c. Eligible customers with this service may have up to one (1) year to pay the Utility for the reduced California Lifeline Service Connection Charge. Interest on the unpaid balance at the rate as determined by the three-month commercial paper rate may be applied, but shall not be assessed to the customer. Total interest can not exceed the rate times a maximum balance of \$200.00, for up to one year. All interest charges are to be charged to the federal Link Up Program. (T)

d. There is no restriction on the number of service connections per year a California Lifeline customer who relocates can receive. (T)

(D)
|
(D)

SERVICE CHARGES

D. UNIVERSAL LIFELINE TELEPHONE SERVICE (Link Up Program)

1. Special Conditions

- a. See Section 4, Network Access Service for additional Information regarding Eligibility and Conditions applying to Universal Lifeline Telephone Service.
- b. The ULTS Service Connection Charge is applicable any time a qualifying household: (N)
- establishes ULTS,
 - re-establishes ULTS at the same residence at which ULTS was previously provided,
 - establishes ULTS at a new residence, or
 - switches ULTS from the Utility to another utility or from another utility to the Utility. (N)
- ULTS Service Conversion Charge will apply to requests from eligible recipients for changes in class, type, or grade of service, including requests to change from basic exchange service or Foreign Exchange Service to ULTS. Installation of non-ULTS line(s) and changes to the service other than as stated above shall be subject to the Utility's regular tariff rates as set forth in this Section. (C)
(N)
(N)
- c. Eligible recipients of this service may have up to one (1) year to pay the Utility for the reduced ULTS Service Connection Charge. Interest on the unpaid balance at the rate as determined by the three-month commercial paper rate may be applied, but shall not be assessed to the customer. Total interest can not exceed the rate times a maximum balance of \$200.00, for up to one year. All interest charges are to be charged to the federal Link Up Program. (T)
(C)
(C)
- d. There is no restriction on the number of service connections per year a Universal Lifeline Telephone Service customer who relocates can receive.
- e. Universal Lifeline Telephone Service (Link Up Program) is only available for the primary residential service connection, with the exception of a second ULTS line for households as described in Section 4, Special Conditions, Paragraph D.2.a.7 of this tariff. (C)
(C)

SERVICE CHARGES

D. UNIVERSAL LIFELINE TELEPHONE SERVICE (Link Up Program) (T)

1. Special Conditions (T)

a. See Section 4, Network Access Service for additional Information regarding Eligibility and Conditions applying to Universal Lifeline Telephone Service.

b.

Reduced Service Connection Charges will apply to requests from eligible recipients for changes in class, type, or grade of service, including requests to change from Foreign Exchange Service. (D)

c. Eligible recipients of this service may have up to one (1) year to pay the Utility for the reduced Service Connection Charges. Interest on the unpaid balance at the rate of 1.5% per month may be applied, but shall not be assessed to the customer. Total interest can not exceed the rate times a maximum balance of \$200.00, for up to one year. All interest charges are to be charged to the federal Link Up Program. (D)
(C)

d. There is no restriction on the number of service connections per year a Universal Lifeline Telephone Service customer who relocates can receive.

e. Universal Lifeline Telephone Service (Link Up Program) is only available for the primary residential service connection.

SERVICE CHARGES

D.	CALIFORNIA LIFELINE TELEPHONE PROGRAM (Link Up Program)(Continued)	(T)
	(RESERVED FOR FUTURE USE)	(T)
		(D)
		(D)

SERVICE CHARGES

D. UNIVERSAL LIFELINE TELEPHONE SERVICE (Link Up Program)(Continued)

1. Special Conditions (Continued)

- f. New applicants for telephone service will be advised of the availability of Universal Lifeline Telephone Service, (T)
including the availability of two ULTS lines for qualified disabled persons, and if eligible will be furnished with (C)
the necessary self-certification forms. Those applicants who do not return a signed self-certification form to (C)
the Utility within 30 days of being admitted to the ULTS program will be changed to regular tariffed rates. The (C)
regular tariffed rates (excluding usage) will be retroactive to the date the Universal Lifeline Telephone Service |
began. If reduced service connection charges were applicable, the difference between reduced charges and (C)
regular tariffed charges will be billed to the applicant. Such applicants who do not return the signed self- (C)
certification form to the Utility within 30 days will be subject to normal deposit requirements.
- g. Recipients to Universal Lifeline Telephone Service must notify the Utility of a change in any condition which (C)
occurs that would cause the household to no longer qualify for ULTS or a second ULTS line. Upon receipt of (C)
notification, the Utility will change the service to regular tariffed rates for the service furnished. Service (T)
Charges will not apply to the change in service.

If the Utility discovers that conditions exist which cause the recipient not to qualify for ULTS or a second ULTS (C)
line, the Utility will immediately convert ULTS or the second ULTS line to regular tariff rates and charges |
and notify the customer of the conversion to regular tariff rates and charges. If the customer cannot (C)
prove when he became ineligible, the Utility will bill the customer retroactive to the last certification date for the
difference between Universal Lifeline Telephone Service rates and the regular tariff rates for the service
furnished, including Service Charges and deposits, if applicable. (T)

SERVICE CHARGES

D. UNIVERSAL LIFELINE TELEPHONE SERVICE (Link Up Program)(Continued) (T)

1. Special Conditions (Continued)

- f. New applicants for telephone service will be advised of the availability of Universal Lifeline Telephone Service (T) and if eligible will be furnished with the necessary self-certification forms. Those applicants who do not return (T) a signed self-certification form to the Utility within 30 days will be liable to pay regular tariffed service charges. If reduced service connection charges were applied, the difference between reduced charges and regular tariffed charges will be billed to the applicant. Such applicants who do not return a self-certification form to the Utility within 30 days will be subject to normal deposit requirements.

- g. Recipients to Universal Lifeline Telephone Service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for the service. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service.

If the Utility discovers that conditions exist which cause the recipient not to qualify for Universal Lifeline (T) Telephone Service, the customer will be notified that the service will be converted to regular tariffed rates. If the customer cannot prove when he became ineligible, the Utility will bill the customer retroactive to the last certification date for the difference between Universal Lifeline Telephone Service rates and the regular tariff rates for the service furnished, including Service Connection Charges and deposits, if applicable.

SERVICE CHARGES

D.	CALIFORNIA LIFELINE TELEPHONE PROGRAM (Link Up Program)(Continued)	(T)
	(RESERVED FOR FUTURE USE)	(T)
		(D)
		(D)

SERVICE CHARGES

D. UNIVERSAL LIFELINE TELEPHONE SERVICE (Link Up Program)(Continued)

1. Special Conditions (Continued)

- h. Eligible recipients are required to be re-certified annually. The Utility will mail re-certification forms to each recipient of the service annually. If the recipient fails to return the re-certification notice by the due date, the Utility will assume that the customer is no longer eligible. The customers service rates will be converted to the regular tariffed rates for the type, class, and grade of service furnished. Non-recurring charges will not apply to the change in service. Deposit requirements will be applied in accordance with applicable tariffs. (C)

SERVICE CHARGES

D. UNIVERSAL LIFELINE TELEPHONE SERVICE (Link Up Program)(Continued) (T)

I. Special Conditions (Continued)

- h. Eligible recipients are required to be re-certified annually. The Utility will mail re-certification forms to each recipient of the service annually. If the recipient fails to return the re-certification notice within 30 days, the Utility will assume that the customer is no longer eligible. The customers service rates will be converted to the regular tarified rates for the type, class, and grade of service furnished. Non-recurring charges will not apply to the change in service. Deposit requirements will be applied in accordance with applicable tariffs. (T)

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS**

1. General

Applicable to charges for line extensions and service connections in addition to line extension and service connection provisions of Section 2 LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER. Within the suburban areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

2. Special Conditions

a. General:

- 1) Charges under this schedule are for abnormally long plant extensions to prevent unreasonably burdening the general body of existing customers.
- 2) Charges in this schedule are:
 - o Applicable to aerial and underground facilities whether Utility or jointly owned or rented and to all classes, types and grades of service;
 - o Not applicable to new subdivisions and real estate developments (Special Condition 8); or to farmer lines, toll station service and tree-contact-type construction;

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

a. General: (Continued)

- 3) In lieu of the charges under this schedule for excess footage applicant may, for that excess, clear the right-of-way, furnish and set the poles where aerial construction is employed, or furnish and install the underground supporting structure, all in accordance with the Utility's construction specifications; the Utility in that case will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities so provided by applicant shall be vested in the Utility, except that underground supporting structures for service connections on private property shall be owned and maintained by the customer (see Section 2).
- 4) Charges under this schedule are payable in advance and, except as described in Special Conditions g. and h. following, are not refundable.

b. Route, Type and Measurement of Line Extensions and Service Connections:

- 1) The line extension and service connection distance (excluding the length of aerial drop wire, if any) for determining free footage and charge is measured from the point of connection at the existing distribution facility to the point of connection with the interior wiring at the building being served. The free footage portion on private property, 300 feet maximum, is deducted from the total free footage to determine the remaining free footage along public roads. (See Special Condition 2.d.2)

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

b. Route, Type and Measurement of Line Extensions and Service Connections: (Continued)

- 2) Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the Utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads.

c. Collective Application and Grouping of Applicants:

- 1) When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers making bona-fide applications for service.
- 2) All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile. Two or more projects are combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved.
- 3) An applicant at any premises receives only a single line extension allowance regardless of the number of services ordered at that premises.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

c. Collective Application and Grouping of Applicants: (Continued)

- 3) Where an applicant orders service at more than one premise, he is treated as being a separate applicant at each premise for purposes of this schedule.

d. Apportionment of Charges To Group of Applicants:

- 1) Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The over-all charge for the project is divided equally among all applicants in the second group.
- 2) Exceptions:
- o No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the Utility.
 - o Charges for extensions to plant on private property are assumed by applicants on whose property such extensions are made and these charges are not included in the overall charges for the project. Likewise, the free footage allowance on private property is not included in the collective allowance for the project.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

f. Charges to Subsequent Applicants:

- 1) When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the line extension charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, the time to be computed from the date service is established for the new applicant.
- 2) Where additional construction is required for an applicant to be served from a project less than three years old, the cost of the project is recomputed as above if such recomputation does not increase the charges to those customers served from the existing project. Otherwise, a new project will be established.

g. Adjustment in Charges When Additional Applicants are Connected:

- 1) When a project is recomputed as described in Special Condition 6. above, existing customers will be refunded a prorate of the difference between the original charges and the recomputed charges, based on the remainder of the three-year term. Recomputation of charges due to the addition of new applicants is made on the assumption that there have been no disconnects.
- 2) In the event the Utility attaches interexchange toll facilities to an aerial line extension within the three-year period, the Utility will refund a prorated amount to cover the unexpired portion of the line extension charges for that part of the line extension facilities so used.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

g. Adjustment in Charges When Additional Applicants are Connected:
(Continued)

- 3) If within three years of completion of the original project, construction on private property is treated as being on public roads, or if a private road is dedicated to public use, the line extension charges shall be recomputed and refunds made to the initial applicants where applicable.

h. Line Extensions to Serve New Subdivisions or Real Estate Developments in Their Entirety:

- 1) Where requested and permissible, aerial facilities to and within real estate developments will be provided under the following conditions:
- o The applicant, in addition to any labor or material to be furnished by him, will pay in advance the estimated total cost of the Utility's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 60 days after completion of the Utility's construction.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

h. Line Extensions to Serve New Subdivisions or Real Estate Developments in Their Entirety: (Continued)

- 1) Where requested and permissible, aerial facilities to and within real estate developments will be provided under the following conditions: (Continued)
 - o When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the Utility will refund the advance in (1) above. If, at the end of the three-year period the subdivision density requirement has not been met, the Utility will refund that portion of the advance proportional to the ratio of the then permanent main telephone and PBX trunk line terminations density to the subdivision density requirement. No interest will be paid on such advances.
- 2) Where underground facilities are to be constructed to and within new subdivisions or real estate developments, line extensions and service connections will be provided in accordance with Section 2.

i. Disconnects:

When one or more customers on a project disconnect within the three-year term, no refund is made of the line extension charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

j. Re-Use of Facilities:

- 1) When a customer disconnects service or moves off the project and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original customer and the new applicant.
- 2) Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional line extension charges in addition to his total original obligation.
- 3) Where a customer has paid line extension charges for service at a premises on a given project and subsequently applies for service at a different premises on the same project, the customer will not be assessed additional line extension charges greater than his original obligation unless additional construction is required.

k. Contracts:

Contracts, covering periods of not to exceed three years of telephone service, may be required by the Utility as a condition precedent to establishment of the service when line extensions are necessary. Such contracts will not require advance or unusual payments in excess of those otherwise required by this schedule, and shall not interfere with the Utility's right to collect amounts as provided for elsewhere in its tariff schedules.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

2. Special Conditions (Continued)

I. Saving Clause:

In exceptional circumstances, when the application of this schedule appears impracticable or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission of the State of California for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

SERVICE CHARGES

**E. LINE EXTENSION CHARGES AND SERVICE CONNECTION
CHARGES IN SUBURBAN AREAS (Continued)**

3. RATES (See also Special Conditions 2.a. General: 1 thru 7)

Charge

- a. Aerial, or, at Utility's option, underground reinforcements to plant along existing exchange or suitable toll telephone circuits of this Utility.

No Charge

- b. Aerial, or, at Utility's option, underground extension to plant beyond existing exchange or suitable toll circuits of this Utility:
(Not applicable to subdivisions or real estate developments; See Special Condition 2.a. General: 8)

1) Free Footage Allowance;

The Utility will construct at its expense a maximum of 500 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.

No Charge

2) Extensions to Plant Exceeding Free Footage Allowance;

Each foot or fraction thereof of line extension and/or service connection.

.50

SERVICE CHARGES

VISIT CHARGE

A. GENERAL

Applicable to Private Branch Exchange, and Pushbutton and single line service used for data when a Utility repairman visits the customer's premises and the service difficulty is found to be the result of customer- provided facilities. Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

B. CONDITIONS

The Utility will not repair, adjust, or perform any work on customer-provided facilities.

At the request of the Utility, the customer is responsible for disconnecting customer-provided facilities in order that the Utility can determine the location of trouble condition.

When a service difficulty or trouble is reported to the Utility or is detected by personnel of the Utility;

1. the Utility will first endeavor to clear the trouble without a visit to the customer's premises,
2. if the trouble cannot be so cleared, the Utility will inform the customer of the trouble condition, and
3. the customer may then temporarily disconnect the customer-provided facilities from those of the Utility, to determine if the trouble will clear. If disconnection of the customer-provided facilities does not clear the trouble and a visit to the customer's premises is required, the customer shall be responsible for the payment of all billed charge for visits by the Utility to the customer's premises where a service difficulty or trouble report results from other than facilities provided by the Utility.

SERVICE CHARGES

VISIT CHARGE

B. CONDITIONS (Continued)

4. Additionally, the customer may request the Utility to defer its visit until the customer has his customer-provided facilities tested, in which case the Utility will delay its visit.
5. If the customer asks the Utility to defer its visit in accordance with d. above, and does not disconnect his facilities or does not consent to a visit by the Utility, the Utility has the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action.

Visit charges provided for herein are in addition to charges billed to the customer as otherwise provided for in other Tariff Schedules and Rules.

The application of this tariff schedule will be in accordance with established procedures, practices, and standards of the Utility.

Time for the per hour charge is measured from the time of arrival on customer premises to time of departure from customer premises.

B. **RATES**

Charge
Per Hour or
Portion Thereof

Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.

\$ 35.00

SERVICE CHARGES

G. NATIVE AMERICAN LIFELINE SERVICE (Link Up Program)

1. Special Conditions (Continued)

- a. Customers who live on federally recognized tribal lands and meet the Lifeline eligibility criteria described in Section 4 on Sheet 11.1 are eligible for federal assistance of up to \$100.00 in LinkUp installation credits to establish telephone service.

This additional credit will be available to Lifeline customers who live in the following exchanges:

Crescent City
Klamath
Smith River