

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: June 27, 1991
BY: Vice President
Durham, North Carolina

Fifth Revised Contents Page 1

EFFECTIVE: May 29, 1991
In compliance with the Commission's
Order No. 91-412 in Docket No. 90-698-C.

S4. SERVICE CHARGES

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GTE SOUTH INCORPORATED
SOUTH CAROLINA

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Durham, North Carolina

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S4. SERVICE CHARGES

S4.1 Definitions

S4.1.1 Service Charges

A service charge consists of one or more of the following charges for work required due to customer request. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Network Access Establishment and Change - Applicable for receiving, recording and processing a customer's order for installations, moves or changes. The network access charge varies according to the type of activity involved. When an order for service contains more than one activity, the highest network access charge will apply. Network access charges are classified as network access establishment and network access change. (T)
- b. Premises Visits - New Installs - Applicable for a required trip to the customer's premises where new or additional facilities are required at the premises to provide new service. (T)
- Premises Visits - Subsequent Visits - Applicable to relocation of Special Network Termination Equipment at the request of an existing customer and where no other charge is specifically indicated for on-site labor time. (C)
- c. Central Office Line Connection Work - Work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises and the connection. (C)
- d.
- e.
- f.
- g.

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S4. SERVICE CHARGES

S4.1 Definitions (Continued)

S4.1.1 Service Charges (Continued)

h.

i.

(D)

j. Installation Charge - Installation charges for service features other than that furnished for basic telephone service are identified and presented throughout this tariff. If applicable, charges apply for these service features in addition to the charges listed in S4.3 preceding as appropriate.

k.

(D)

S4.1.2

S4.1.3

S4.1.4 **Protector**

See Section S1, Definition of Terms for Network Interface Device.

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GTE SOUTH INCORPORATED
SOUTH CAROLINA

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S4. SERVICE CHARGES

S4.1 Definitions (Continued)

S4.1.5 Termination Charge

See S1, Definition of Terms.

(T)

S4.1.6 Restoration Charge

A charge applying to restore service following a temporary suspension, as covered in S4.6.

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GTE SOUTH INCORPORATED
SOUTH CAROLINA

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S4. SERVICE CHARGES

S4.2 General

- a. Service charges are applicable for facilities and services furnished to the customers as herein provided and may be required to be paid before the work is started.
- b. Service charges do not apply when service is reestablished at a location which has been destroyed by fire or made untenable by fire, or in connection with the establishing of service at a new location occupied by the customer on account of an old location being untenable for reasons beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location, the service charges are made in connection with the reestablishment of service at the old location. However, in incidents in sections of the state, where governed by this tariff, for the purpose of providing relief in times of flood, hurricane, or tornado and declared as a disaster area by the Governor of South Carolina, federal government and/or both, no service charges would apply.
- c. A network access charge will be applicable in addition to any appropriate service charges in Section S4.3. Network access charges are applicable as necessary to provide for the installation of service and to establish billing for the required service.
 - (1) The network access establishment charge is applicable for requests for (1) initial connection of telephone service; (2) connection of additional local exchange lines, local private lines, tie lines, off-premises extensions, and other services involving central office connections.
 - (2) The network access change charge is applicable for all customer requests for changes and additions to existing service, except as covered in (1) above. Refer to Section S4.2.r. for customer requests where no service charge is applicable.

(T)

(T)

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SOUTH CAROLINA

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S4. SERVICE CHARGES

S4.2 General (Continued)

c. (Continued)

(3)

(D)

(4)

(D)

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GTE SOUTH INCORPORATED
SOUTH CAROLINA

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S4. SERVICE CHARGES

S4.2 General (Continued)

- c. (Continued)
 - (5) The network access establishment charge and the network access change charge cannot be applied on the same order. Only the service charge appropriate for the greatest degree of work is applicable. (T)
(T)
- d. A premises visit charge is applicable in accordance with Section S4.1.1.b. and other sections of this tariff. (C)
(C)
- e. The central office line connection work charge applies for the connection of local exchange lines, local private lines, off-premises extension lines, and any testing and connection functions carried out within the central office. (T)
- f. Each terminal of a tie line, or local private line, and an off-premises extension line are treated as an exchange line for the purpose of applying service charges. (T)
- g. The charges applicable for changes in telephone numbers are as follows:
 - (1) Where a local exchange line number is changed the network access change charge plus the central office line connection work charge will apply. (T)
 - (2)
 - (3) These charges do not apply when, in the judgment of the Company, a change in a telephone number is necessary for continuation of satisfactory service.
- h. Changes in the locations of terminations to points outside the customer's premises are considered new installations at the new location.
- i.

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SOUTH CAROLINA

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ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

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S4. SERVICE CHARGES

S4.2 General (Continued)

j. (D)

k. (D)

l. Service charges may be paid in monthly installments of not less than the amount shown following not to exceed a total of more than six months. If additional such charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

(1) First Month

Monthly Rate

(a)	Residence	\$15.00
(b)	Business	25.00

(2) Subsequent Months

(a)	Residence	5.00
(b)	Business	5.00

m.

n. (D)

(1)

(2)

o.

(1)

(D)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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Durham, North Carolina

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S4. SERVICE CHARGES

S4.2 General (Continued)

o. (Continued)

(2)

(D)

p. Service charges do not apply to:

(1)

(D)

(2)

(3)

(4)

(5)

(6)

(D)

(7) Incidents in sections of the state, where governed by this tariff, for the purpose of providing relief in time of flood, hurricane, or tornado and declared as a disaster area by the Governor of South Carolina, federal government and/or both.

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SOUTH CAROLINA

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Durham, North Carolina

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S4. SERVICE CHARGES

S4.2 General (Continued)

S4.2.1 Link-Up

a. General

- (1) Link-Up is offered in all exchanges to provide subsidized assistance to qualifying applicants. Funding for Link-Up service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. It is intended to promote subscribership among low-income households by providing a credit to and a deferred schedule for payment of the installation and connection charges applicable to the provisioning of residential service.
- (2) The payment plan as specified in Section S4.2.1. of this Tariff is available for Link-Up customers.

b. Regulations

- (1) Persons wishing to qualify for the credit must meet state certification criteria for eligibility. This credit is available only to residential customers, and will be applied to the nonrecurring charges for the establishment of service for a single telephone line per household at the principal place of residence.
- (2) The subscriber must not be a dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- (3) The subscriber must be currently on Medicaid, the Food Stamp Program or Temporary Assistance to Needy Families (TANF), previously known as AFDC. (C)
(C)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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Durham, North Carolina

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S4. SERVICE CHARGES

S4.2 General (Continued)

S4.2.1 Link-Up (Continued)

c. Rates and Charges

(1) Federal Credit¹

(a) Each

Nonrecurring Charge

\$ --

(C)

(C)

Note 1: Credit is 50 percent of the total of Network Access Charge plus Central Office Line Connection Charge (and Premises Visit if applicable) or a \$30 reduction (whichever is less). (C)

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S4. SERVICE CHARGES

S4.3 Schedule of Charges

a.	Network Access				(T)
		<u>Business</u>	<u>Residence</u>	<u>GSEC</u>	
(1)	Establishment (as specified in S4.2.c(1))	\$28.00	\$24.00*	SOP SOPLUA	(T)
(2)	Change (as specified in S4.2.c(2))	14.00	10.00	SOS	(C)
(3)					(D)
b.	Premises Visit - New Installs	25.00	25.00*	PVR PVB PVLUA	(C)
	Premises Visit - Subsequent Visits				
	First 15 minutes, each	15.00	15.00	PVS1R PVS1B	
	Additional 15 minutes, each	10.00	10.00	PVS2R PVS2B	(C)
c.	Central Office Line Connection Work, each	26.00	20.00*	COLC COLCLUA	
d.					
e.					

* A charge of one-half applies to customers eligible under the Link-Up South Carolina Program, subject to a maximum reduction of \$30.00 of the total applicable Service Charges.

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S4. SERVICE CHARGES

S4.3 Schedule of Charges (Continued)

i. Special Network Termination Equipment

General

The following charges apply for special network termination equipment provided for as a Demarcation Point for the connection of customer equipment.

(D)

		<u>Installation Charge</u>	<u>GSEC</u>
(1)	Ancillary Devices Series, per termination point	\$ 24.50	SJK
(2)	Data Equipment Universal, per termination point	42.00	UJK
	Programmed, per termination point	41.00	PJK
(3)	Key and PBX Systems 50-pin miniature ribbon connection,* per termination connector	33.25	MRJK

* Central Office and PBX lines will be consecutively wired beginning with the first position unless otherwise specified by the customer.

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S4. SERVICE CHARGES

S4.4 Installation Charges

Installation Charges for services other than that furnished for basic telephone service are identified and presented throughout this tariff if applicable as a part of the offering of service features. These charges apply in addition to the charges listed in S4.3 preceding as appropriate.

Installation charges do not apply where service is established without connection or change of service.

S4.5 Termination Charge

- a. A termination charge is determined by applying to the basic termination charge the percentage which the unexpired portion of the initial service period bears to the full initial service period.
 - (1) The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply. The initial service period is shown in brackets following the amount of the basic termination charge.
- b. When a customer discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.
- c. When a customer cancels an order for service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal, the termination charge in this event will not exceed the basic charge.

S4.6 Restoration Charge

- a. In the event service is temporarily suspended for nonpayment of charges, such service will be restored upon payment of charges due or, at the discretion of the Company, a substantial portion thereof. In addition, a restoration charge of \$25.00 will apply. No Premises Visit charge applies.

(T)

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S4. SERVICE CHARGES

S4.7 Maintenance of Service Charge

The customer shall be responsible for payment of service charges shown below for each visit by the Telephone Company to the premises of the customer, or authorized user, where the difficulty or trouble report results from the use of equipment provided by the customer, or authorized user. No further Premises Visit Charge applies. (T)

- (1) First 30 minutes - Business or Residence - \$47.30
- (2) Each additional 30 minutes or fraction thereof.
Business or Residence - \$17.00

S4.8

S4.8.1

S4.8.2

a.

b.

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GTE SOUTH INCORPORATED
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S4. SERVICE CHARGES

S4.9

S4.9.1

a.

b.

c.

S4.9.2

a.

b.

S4.10 Relocation of Drop and/or Network Interface Device

(C)

a. For relocation of the drop and/or network interface device, requested by the customer, the following charges are applicable:

(1) First 15 minutes, each premises, GSEC
Business or Residence RELODROP1 \$39.00

(2) Each additional 15 minutes or
fraction thereof, each premises,
Business or Residence RELODROP2 8.50

(C)

b. No further Premises Visit Charge applies. The appropriate Network Access Change Charge will apply.

(N)

GENERAL CUSTOMER SERVICES TARIFF

**GTE SOUTH INCORPORATED
SOUTH CAROLINA**

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Durham, North Carolina**

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S4. SERVICE CHARGES

S4.11

(D)

S4.11.1

S4.11.2

(D)

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S4. SERVICE CHARGES

S4.12

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

VERIZON SOUTH INC.
VERIZON SOUTH CAROLINA
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Durham, North Carolina

First Revised Page 14

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S4. SERVICE CHARGES

S4.13 Return Payment Charge

(T)

a. General

(N)

A return payment charge will be applied to each payment dishonored by the bank in compliance with Section 34-11-70, as amended, Code of Laws of South Carolina, 1976.

(T)

Return Payment Charge applies to any payments which are unable to be processed, but is not limited to: Insufficient funds; unable to locate account; account closed; balance held; drawn against uncollected funds; account garnished; payment stopped; no funds; account frozen; or post no debits.

(N)

b. Regulation

GENERAL ASSEMBLY BILL - ACT NO. 291

When a payment, a draft, or other written order is not paid by the drawer because the maker or drawer did not have an account with or sufficient funds on deposit with the bank or the person upon which it was drawn when presented or the draft, payment or other written order has an incorrect or insufficient signature on it, and the maker or drawer does not pay the amount due on it, together with a service charge of thirty (\$30.00) dollars within ten days after written notice has been sent by certified mail to the address printed on the payment or given at the time it is tendered or provided on a payment-cashing identification card stating that payment was refused upon the instrument, then it constitutes prima facie evidence of fraudulent intent against the maker. Service charges collected pursuant to this section must be paid to the payee of the instrument.

c. Rates and Charges

A return payment charge will be applied to each payment dishonored by the bank.

Each payment, each instance,.....\$30.00

(N)

GENERAL CUSTOMER SERVICES TARIFF

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SOUTH CAROLINA

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S4. SERVICE CHARGES

S4.13 Return Check Charge

A return check charge will be applied to each check dishonored by the bank in compliance with Section 34-11-70, as amended, Code of Laws of South Carolina, 1976.

(N)

(N)