

Verizon North LLC

SERVICE CHARGES

A. DEFINITIONS

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment and other telephone facilities. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

1. Service Order Charge - Applicable for receiving information and taking action in connection with a subscriber's or applicant's request. Service order charges are classified as either primary or secondary.
2. Central Office Work Charge - Applicable for testing and connecting functions required within the central office and for the work associated with the circuit extending from the serving central office to the protector on the customer's premises.
3. Restoration Charge - Applicable for restoral of service following a temporary suspension of such service.
4. Testing of Telephone Set - Applicable for testing both rotary-dial and touch-tone telephone sets for functionality.

B. APPLICATIONS

1. General
 - a. Service charges are applicable to the establishment or changing of service, the assumption of service by a different customer and the move of service from one premise to another.
 - b. Changes in locations of existing stations or terminations to points outside the subscriber's premises are considered new installations at the new location.
 - c. The non-recurring charge applicable for the establishment of foreign exchange service is the total of those non-recurring charges applicable within the local and foreign exchanges.
 - d. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified in e. below.
 - e. Incorporated in this section is the assumption that the subscriber will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the subscriber insists after thorough explanation by the Company of the additional charges which would be applicable that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the subscriber will be charged for at the levels specified in C., Schedule of Charges. Other activity necessitated by requests of the subscriber such as work during other than normal business hours or provision of concealed wiring will be charged for at levels not to exceed differential costs of labor and material. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this Product Guide.
 - f. If the customer is known to be a credit risk to the Company, payment of service charges may be required before the work is begun. See Terms and Conditions.

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B. APPLICATIONS (Cont'd)

1. General (Cont'd)

g. Service charges do not apply for:

- (1) Normal maintenance and repair of the Company's equipment and service including work functions which are not required due to the subscriber's request.
- (2) An upgrade or downgrade of exchange service.
- (3) Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.
- (4) Record orders issued for correction purposes.
- (5) Change or correction in name or billing address for widows or widowers only when there is no connection, disconnection, move or change in service.
- (6) No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service.
- (7) Service charges do not apply for the reestablishment of service, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind, or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous subscriber.
- (8) When all required service facilities are already in-place, a service charge does not apply for a subscriber to connect an item of customer-provided terminal equipment to his existing service under the provisions of Part 68 of FCC Rules and Regulations. If additional facilities are required or requested, the appropriate service charge(s) will apply.
- (9) Separation or combination of billing accounts.

2. Service Order Charge

Only one service order charge is applicable for all requests for the same subscriber made at one time, for service at one premise, with the same requested completion date.

a. Primary service order charges -

- (1) Applicable only for initial connection or establishment of telephone service.

b. Secondary service order charges -

- (1) Applicable to all other customer requests.

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B. APPLICATIONS (Cont'd)

3. Central Office Work Charge

- a. The central office work charge applies to work performed in the central office and extending to the protector at the customer's premises. The charge applies for work including but not limited to:

- (1) Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises station lines and local tie lines (one charge per item).
- (2) Number change on a local exchange central office line or trunk (one charge per item).
- (3) Restoration of service.

- b. Charges, if any, applicable to central office work in exchange(s) of other companies are those applicable for that company.

- c. Central office work charges do not apply for:

- (1) Making an existing telephone number non-published or non-listed.
- (2) Transfer of service from one customer to another when there is no lapse in service.

4. Changes in Telephone Number

- a. For requests for changes in telephone number of central office lines or trunks, one secondary service order charge plus, for each number changed, a central office work charge will apply.
- b. For changes in telephone number of other than central office lines or trunks, one secondary service order charge and one premises visit charge, as appropriate, will apply plus \$2.00 per PBX station line changed.
- c. The above charges do not apply when, in the judgement of the Company, changes in telephone number are necessary for continuation of satisfactory service.

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B. APPLICATIONS (Cont'd)

5. Restoration of Service

- a. When service has been suspended, the Company shall reconnect service by the end of the first full working day after receiving compliance or adequate assurance of compliance with any applicable provision for the establishment of credit or the posting of deposits or guarantees and one of the following:
 - (1) Full payment of any outstanding charges plus the reconnection fee listed in the Company's lawful Product Guide. Any such outstanding charges and the reconnection fee may be spread out over a reasonable period. Factors to be taken into account shall include but not be limited to the size of the unpaid balance, the payment history of the rate-payer, and the length of time over which the bill accumulated.
 - (2) The secondary service order charge and the central office work charge as specified.
 - (3) Payment of all amounts currently due according to a payment agreement, plus a reconnection fee, which may be part of the settlement or payment agreement.
 - (4) Adequate assurances that any unauthorized use or practice will cease, plus full payment of the reconnection fee of the Company, which reconnection fee may be subject to a payment agreement.
- b. The secondary service order charge and central office work charge, for a customer requesting temporary suspension of their service will incur these charges at the time of the suspension. There will be no charge upon the subsequent restoral of service.
- c. For the restoration of a line segment which is part of a local private line, local tie line, or local off-premises station line, the secondary service order charge, central office work charge(s) and premises visit charge if appropriate will apply.

6. Restoration of service after termination.

When service has been terminated, the customer shall reapply for service as an applicant.

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B. APPLICATIONS (Cont'd)

6. "900" Information Service Blocking

a. General

Where central office facilities permit, "900" Information Service Blocking provides customers the capability to block origination of direct dialed calls to a "900" Information Service number (900-NXX-XXXX).

b. Regulations

- (1) Blocking is available on individual lines for residence and business customers.
- (2) When the blocking is activated, direct dialed calls to all "900" Service numbers are blocked.
- (3) Initial blocking is provided at no charge upon customer request. Subsequent requests for "900" Information Service Blocking will be provided at the rates listed below.
- (4) Blocking can be provided on a Foreign Exchange access line.
- (5) Blocking service may not be available with certain multi-line business arrangements.
- (6) There is no charge to remove "900" Information Service Blocking.
- (7) There is also available a Toll Restriction Service as described in Section 37 of the PA PUC No.4 Tariff.

c. Rates

"900" Information Service Blocking

Residence (per line)

Initial Request
Subsequent Request

Service Charges

No Charge
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Business

Initial Request
Subsequent Request
Per Line Equipped

No Charge
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** Secondary Service Order Charge

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B. APPLICATIONS (Cont'd)

7. Transfer of Service

- a. Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation, provided there is no lapse in the rendition of service. The Secondary Service Order charge, will be applied to the new customer's account for such transfers.

Where existing service is continued for a new customer, the telephone number may be retained by the new customer only if the old customer consents and an arrangement acceptable to the Company is made to pay all outstanding charges against the service.

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C. SCHEDULE OF CHARGES		<u>Business</u>	<u>Residence</u>
1.	Service Order Charges		
a.	Primary, each	\$20.00	\$18.00
b.	Secondary, each	12.00	9.00
2.	Central Office Work Charge, each	46.00	37.00
Other Charges			
1.	Changes in Telephone Number	42.00	38.00
2.	Restoration of Service	42.00	38.00
3.	Testing of Telephone Set	5.00	5.00