3. Service Charges
3.1 Description

Service charges referred to herein are contained in Part F, Section 1.3, or the service specific rate sections also in Part F.

3.1.1	General
A.	Service charges apply for ordering, installing, moving, changing or rearranging, telephone service and equipment. Service charges are categorized are as follows.
1.	Service and Equipment (S&E)
2.	Premises Work

3.1.2	Service and Equipment Charges (S&E)
A.	When work is performed by Verizon in connection with the installation, transfer, or change of services or equipment, S&E charge(s) apply.

3.1.3	Premises Work Charges
A.	These charges are a Time and Material (T&M) charging plan. Premises work charges apply for billable premises work done by Verizon, at the customer's premises, at the customer's request. Billable premises work includes work preparation, actual work, and clean up, but excludes work required to establish network access. For any billable premises work not provided in this Product Guide, the customer is charged the costs incurred. There are two categories of premises work charges. They are as follows.
1.	**Standard** premises work charges apply for material (excluding jack equipment), and time spent by Verizon employees performing standard billable premises work. Charges are incurred on a first 15 minutes or fraction thereof basis and each additional 15 minute increment or fraction thereof.
2.	**Complex** premises work charges apply for time spent by Verizon employees performing complex billable premises work. Charges are incurred based on time of day periods on a first 15 minutes or fraction thereof basis and each additional 15 minute increment or fraction thereof. Holiday time periods are as specified in Section 9.
B.	Time spent by a Verizon employee performing billable premises work is charged for in 15 minute increments. Standard wire is included in the charge for time spent. Other material used with standard and complex services is charged for at Product Guide rates and charges.
C.	Premises work charges are in addition to the S&E charges for telephone services and equipment and apply separately per premises for standard and/or complex billable premises work.

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3.1.3	Premises Work Charges
D.	For complex premises work that requires a callout, (i.e., the dispatching of a Verizon employee while off duty to perform nonscheduled work at a customer's request), a two hour minimum complex premises work charge applies.
E.	An estimate of expected charges will be given at any customer's request. An estimate is not necessarily the amount the customer will be billed.
F.	Premises work charges do not apply for the following activities.
1.	A move or a change of telephone services or equipment that is initiated by Verizon.
2.	Disconnection and/or removal of equipment, listings, network access lines, and Custom Calling service features, provided that no other work subject to premises work charges is performed.
3.	Change to a telephone compatible with aids used by the hearing handicapped.
4.	Repair or replacement of Verizon provided equipment for which a monthly rate applies.
5.	Repair or replacement of wiring up to and including the network interface for standard service customers.
G.	For connections of customer provided communications system as described in Section 4.5.1E1 and Part B, Section 1, premises work charges apply if a Verizon employee visits the premises where the connection is made because one or more of the conditions described Part B, Section 1.7.10E exist and, for failure to comply with Part 68 of the FCCs rules and regulations or the institutional procedures described in Section 4.5.1B for signal power control.

3.1.4	Other Services
A.	**Restoral of Service—** Service temporarily interrupted for nonpayment of bills will be restored as if there had been no interruption when payment in full has been received or mutually satisfactory payment arrangements are made. A S&E charge applies for restoring service for each business account provided the restoral occurs prior to a discontinuance of service. An account may consist of a main telephone exchange line, all trunks of a Private Branch Exchange (PBX), or a private line channel or service.
1.	If service is temporarily interrupted and payment is not received within approximately ten days following the initial date of interruption, Verizon reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

3. Service Charges
3.1 Description

3.1.4	Other Services
B.	**Temporary Suspension of Service—** An arrangement which permits a customer under certain conditions to retain his service facilities in place when the service is not needed. During this period of temporary suspension of service, central office lines are made inoperative.
1.	Exchange service may be temporarily suspended and the customer's listing retained in the directory.
2.	Temporary suspension of service is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year. More than one period of temporary suspension may be permitted in any one calendar year provided at least one month's full charge shall be paid for service furnished between periods of temporary suspension. The reduction of rate on account of the temporary suspension of service applies during a total of not more than nine months during any one calendar year.
3.	The reduction of rate on account of the temporary suspension of service cannot apply during the first month's period of service.
4.	**Application of Rates and Charges—**
a.	During the period of suspension a monthly rate equal to 50% of the regular monthly rate applies unless otherwise specified. However, if the period of suspension is 15 days or less, full monthly rates apply.
b.	With Centrex systems, the minimum monthly charge applies during the period of suspension. All items of service in excess of the minimum monthly requirements are charged for at 50% of the applicable monthly rates.
c.	With service provided under the Plan I two tier rate plan, the monthly rate during the period of suspension is 50% of the Tier B rate plus the Tier A rates if applicable.
C.	**Establishment of Signal Power Levels—** If the network protection criteria, (as specified in Section 4) are to be used at a specified location in connection with acoustic or inductive connections, a S&E charge applies to each exchange line requiring the establishment of signal power levels at the output of the network control signaling unit. The S&E charge is not applicable if the work is performed at the same time the exchange line is installed.

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3.1 Description

3.1.5	Jack Equipment
A.	Standard voice or data jacks are required by the FCCs registration program to connect registered terminal equipment and multi-line terminating systems to the telecommunications network. Weatherproof jack equipment is required for terminating lines at an exposed outdoor location.
1.	For standard voice-miniature modular jacks, one or two line capacity, the S&E charge does not apply when the jack is used as the network interface. For standard data multiple line data jack for use with both fixed-loss loop and programmable data equipment, the one line circuit card is required for each line connected to the multiple line data jack common equipment. Refer to Part F, Section 1.3.2 for a listing of jacks.
2.	Nonstandard jacks are no longer available.

3.1.6	Reserved for Future Use

3. Service Charges
3.1 Description

3.1.6	**Reserved for Future Use**