SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES

This section contains the nonrecurring service charges generally applicable to service(s) and facilities covered by this Product Guide. The balance of the nonrecurring service charges are contained in other sections of this Product Guide.

2.1.1. DEFINITIONS

A. ELEMENT SERVICE CHARGES

ELEMENT SERVICE CHARGES are applicable to exchange and foreign exchange access lines, Channel Services as specified in Part C, Section 3.1.5, and supplemental services and facilities.

ELEMENT Service Ordering Charges apply for work done in connection with the same service at the same time at one or more locations of that service.

1. ELEMENT 1 - Service Ordering Charge

This charge applies to receiving, recording and processing customer requests for work to be done in connection with the same service at the same time at one or more locations of that service. It has three possible applications, as indicated below, only one of which applies for each customer order.

ELEMENT 1A -	Connect new or additional exchange access lines
ELEMENT 1B -	Move or change existing service and equipment or add new or additional service and equipment other than exchange access lines.
ELEMENT 1C -	Record type change only

This charge does not apply to the installation of: Channel (including FX Service); refer to the Part C of this Product Guide, Outward WATS or Toll Free Service; refer to Sections 4 and 13.

2. ELEMENT 2 - Central Office Exchange Access Line Charge

This covers work associated with the line extending from the serving central office up to and including the Rate Demarcation Point on the customer's premises. Major work functions are central office cross-connect work, work done with distribution facilities outside of the central office, and connection of drop wire to the protector at the customer's premises.

ELEMENT 2A -	Connection of a central office exchange access line
ELEMENT 2B -	Change of an existing central office exchange access line

This charge does not apply to the installation of: Channel (including FX Service); refer to the "B" Product Guide, Outward WATS or Toll Free Service; refer to Sections 4 and 13.

SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

2.1.1. DEFINITIONS (Cont'd)

A. ELEMENT SERVICE CHARGES (Cont'd)

3. ELEMENT 6 - Premises Visit Charge

This charge applies for visiting the customer's premises to perform the work requested up to and including the RDP and includes travel time to such premises.

Application of this charge would include, but not be limited to:

- Installation of a customer requested Network Interface, when no other chargeable work is being done at that time.

- Centrex CU - Activation of a Centrex Line Number at the customer's premises.

2.1.2 RATE SCHEDULES

A. ELEMENT SERVICE CHARGES

ELEMENT SERVICE CHARGES for work activities performed in connection with Channel Service are charged for at business rates except for orders for residence foreign central office district and foreign exchange services.

The following work is not subject to SERVICE CHARGES. Refer to 2.1.6 for appropriate rate treatment.

- Restoral of Service
- Rearrangements of Non-Customer Premises Equipment Telephone Plant

SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)
2.1.2 RATE SCHEDULES (Cont'd)
A. ELEMENT SERVICE CHARGES (Cont'd)

1. Rate Treatment

	NONRECURRING CHARGES RESIDENCE	BUSINESS	
a. Service Ordering Charge (ELEMENT 1)			
- 1A. Connect new or additional exchange access lines	$28.25	$73.00	
- 1B. Move, change or add service/equipment	16.00†	22.00	
- 1C. Record type change only	10.50	17.00	
b. Central Office Exchange Access Line Charge (ELEMENT 2)			
- 2A. Connect new or additional exchange access line	14.10	60.00	(C)
- 2B. Change existing exchange access line	5.00†	7.00	
c. Premises Visit Charge (ELEMENT 6)	14.50	19.18	

† For additions or changes to Touch-Tone, Custom Calling Services, Residence Service Variety Package, Distinctive Ring, **Ultra Forward**®, Call Forwarding Busy Line/Don't Answer, Premium Collection Package or Do Not Disturb Service defined in 4.4 following, **Call Gate** as defined in 8.4 following, Priority Call, Call Block, Select Forward, or Home Intercom/**Intercom Extra**® as described in 13. following, the charge for Element 1B is $4.00 and the charge for Element 2B is $1.00.

SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

2.1.3 APPLICATION OF SERVICE CHARGES

A. MOVES

1. Customer initiated moves of all telecommunications service(s), including the Network Interface equipment are charged for in accordance with the provisions of this Product Guide on the same basis as new installations.

2. Based on Cost

Where, as specified herein, charges for moves of service and facilities are based on cost, the maximum charge is normally the nonrecurring charge which would apply if the entire service were established new.

3. To a Different Building

Such moves are charged for on the same basis as new installations except as otherwise specified herein in connection with a particular service.

4. Moves of Supplemental Service and Facilities

Such moves are charged for on the same basis as new installations.

B. TRANSFER OF SERVICE

1. When a customer establishes service at a new residence or business location ELEMENT 1A and ELEMENT 2A charges normally apply, as described in 2.1.1. Exceptions to this rate treatment are described below:

a. When a new customer assumes telephone service from an existing customer (same telephone number, same service location) an ELEMENT 1A charge applies for the change in bill name.

b. Provided there is no lapse in the rendition of service or charges, an ELEMENT 1C charge applies when there is a change in the name under which service is subscribed for as a result of:

SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)
2.1.4 APPLICATION OF SERVICE CHARGES (Cont'd)
B. TRANSFER OF SERVICE (Cont'd)
1. (Cont'd)
b. (Cont'd)

- The continuance of business

- under a new name by one or more parties who had a previous interest, or
- by parties who have inherited or purchased all rights, titles or interest in it, or
- by a receiver, or by the original customer after termination of the receivership.

2. No service charge applies for a bill name change associated with a transfer of service to a member of the same domestic establishment, providing the telephone number does not change, and the service location does not change (e.g., death of the billed party).

C. BILL NAME CHANGES

1. No service charge applies for a bill name change, providing the telephone number does not change, the user does not change, and the service location does not change (e.g., bill name changes as a result of divorce, court order, death of spouse).

2. No service charge applies for a bill address change as a result of Post Office ordered renumbering (e.g., residence physically not moved, but address changes).

SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)
2.1.4 APPLICATION OF SERVICE CHARGES (Cont'd)

D. LISTING CHANGES

1. An ELEMENT 1C charge normally applies, as described in 2.1.1, for a change in primary listing (e.g., listed name modified for same person, Mrs. Beverly Smith changes to B. Smith). Exceptions to this rate treatment are described below:

   a. No service charge applies for a change in listing when a change in bill name is made coincidentally.

   b. No service charge applies when a listing changes as a result of the death of the listed party providing that the telephone number and service location does not change and the new listed name belongs to the same domestic establishment.

2. No service charge applies for any addition, change, or removal of an additional listing.

3. No service charge applies when changing from a non-published listing to a published listing.

(D)
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E. OTHER CUSTOMER REQUESTED RECORD CHANGES

1. An ELEMENT 1C charge applies for customer requested record change(s) done in conjunction with Outward WATS, or Toll Free Service. (T)

2.1.5 APPLICABLE SERVICE CHARGES

A. CHANGES FROM RESIDENCE TO BUSINESS CLASSIFICATION OR VICE VERSA

Where service for the same customer is changed from a residence to a business classification, or vice versa, ELEMENTs 1B and 2B per exchange access line apply to the class of service going in, except that, if the original classification was erroneously established, the customer is charged or refunded any difference in charge that would have applied when the service was established.

SERVICE CHARGES

2.1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

2.1.6 WORK ACTIVITIES NOT SUBJECT TO SERVICE CHARGES

A. RESTORAL OF SERVICE CHARGE

A restoral charge applies to the re-establishment of service and facilities suspended because of nonpayment of bills and is payable at the time that there-establishment of the service and facilities suspended is arranged for. This charge, shown following, is independent of the number of units involved and is in addition to all SERVICE CHARGES due.

Restoral of Service	Nonrecurring Charge
- per occasion.....	$ 8.58

The restoral charge does not apply when, after disconnection of service, service is later re-established. In such event, the customer is required to make a new application for service and to pay the SERVICE CHARGES and/or unique nonrecurring charges applicable thereto.

B. REARRANGEMENTS OF NON-CUSTOMER PREMISES EQUIPMENT TELEPHONE PLANT

Where network distribution facilities, poles or terminal boxes within a building or on a property occupied by a customer are moved or rearranged at a customer's request, or where such work is necessarily performed due to building or other alterations, charges based on cost apply. Charges determined on the same basis where facilities are temporarily relocated or rearranged.

C. PRIORITY RESTORATION FOR TELECOMMUNICATIONS SERVICE PRIORITY

No service order charge applies for changes in the Priority Restoration level of the Telecommunications Service Priority (TSP) System.