

SERVICE CHARGES

A. GENERAL

Service Charges are those charges associated with work performed by the Company in connection with the provision of services or equipment for a customer.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Complex Service

The term Complex Service, as used in this Part of this Product Guide, is all wiring and equipment on the premises side of the Network Interface other than Simple Service.

Simple Service

The term Simple Service, as used in this part of this Product Guide, is all wiring and equipment on the premises side of the Network Interface associated with Local Exchange Service or Wide Area Telephone Service (WATS) and which is not associated with common equipment or data equipment.

2. Application of Service Charges

a. Order Processing Charge

An Order Processing Charge applies per account for the processing of a customer request for service or equipment when such requests are received on the same day and are to be completed on the same date, excluding a customer request to renew or change an existing Variable Term Payment Plan period.

b. Line Charges

(1) Line Connection Charge

A Line Connection Charge applies for the connection of each local exchange line, Private Branch Exchange (PBX) trunk, WATS access line, Centrex line and for Channel Services. Line Connection Charges also apply to the relocation of existing service to a different premises or building.

(2) Line Change Charge

SERVICE CHARGES

B. TERMS AND CONDITIONS (Cont'd)

2. Application of Service Charges (Cont'd)

b. Line Charges (Cont'd)

3) Line Restoral Charge

A Line Restoral Charge applies for the restoral of service to each local exchange line, PBX trunk or WATS access line suspended at the request of the customer.

c. Premium Installation Appointment Charge

- (1) A premium installation appointment is an offering which allows customers to schedule the installation of residence Local Exchange Service or WATS at their residences outside of the Company's regular working hours.
- (2) The provision of a premium installation appointment is based upon the current availability of the desired appointment, and the actual date and time of the appointment will be at the discretion of the Company.
- (3) There will be no Premium Installation Appointment Charge applied for a customer-missed premium installation appointment.
- (4) The customer will be notified of any premium installation appointment cancellation by the Company, and the customer will be offered another premium installation appointment without charge.

3. Service Charges are in addition to all other rates and charges that may be applicable for service provided by the Company.

4. Service Charges do not apply to work required for:

- a. Visits to a customer's premises solely for the purpose of repair, maintenance or disconnection of Company provided service and no other chargeable activity is required, excluding premises wiring.
- b. The establishment of the Local Package - Standard Option or the Local Package - Premium Option, a change from one Local Package option to the other Local Package option, or a change from the Local Package to another class of service.
- c. Changes in the class or grade of service necessitated by a change in central office operation, or concurrent moves or changes necessitated by the change.

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SERVICE CHARGES

B. TERMS AND CONDITIONS (Cont'd)

4. Service Charges do not apply to work required for: (Cont'd)

- e. Changes from Nonlisted or Nonpublished Telephone Services to listed telephone service.
- f. Changes in Billing Name or Billing Address.
- g. The connection of Local Exchange Service when the customer is changing from a Foreign Exchange Service that is served from a Local Access and Transport Area (LATA) other than the one in which the customer is located.
- h. The reconnection of Foreign Exchange Service that is served from a LATA other than the one in which the customer is located, provided the customer had the Foreign Exchange Service prior to January 1, 1984.
- i. A change of telephone number when initiated by the Company.
- j. A change to Residence Economy Line from any other residence service.
- k. BELLBOYSM Personal Signaling Service.
- l. The establishment of Audiotex Call Restriction Service.
- m. A change of telephone number for the purpose of providing 976 Audiotex Call Restriction Service where a customer is served by noncompatible switching equipment which is collocated with compatible type switching equipment.
- n. For residence customers, the first change from Measured Rate Service if requested during the 18-month period commencing on the date the customer first obtained Measured Rate Service.
- o. The establishment of a Split Referral Intercept Service.
- p. Restricting a line from access to the usage capability of Custom Calling Services features that provide a pay-per-use option.
- q. Separation or combination of billing accounts.

SERVICE CHARGES

B. TERMS AND CONDITIONS (Cont'd)

5. Certain Service Charges do not apply as follows:

- a. For the installation of miniature jacks placed solely to accommodate the maintenance change-out of customer-provided equipment associated with residence services or single line business services, an Order Processing Charge is not applicable.
- b. For Series 5000 or 8000 Channel Services, Line Connection Charges are not applicable.
- c. For the establishment of Custom Calling Service features and Voice Dialing Service an Order Processing Charge is not applicable. Also, an Order Processing Charge is not applicable for telephone number changes required to establish Custom Calling Service.
- d. For activity associated with Centrex System Control which is implemented by the customer, Order Processing and Line Change Charges are not applicable.
- e. For a change to Audiotex Call Restriction Service, no Line Change Charge shall apply.
- f. For the establishment of Fixed Call Forwarding the Order Processing Charge is not applicable. Also, an Order Processing Charge is not applicable to a request for assignment of a message waiting indicator associated with the Messaging Services Interface.
- g. For the establishment of Toll Free Basic and Standard Service during Company-initiated sales campaigns, such sales campaigns not to exceed 60 consecutive days, the Order Processing Charge is not applicable.
- h. An order processing charge is not applicable when a personal identification number associated with the Custom Calling Service **Ultra Forward®** feature is changed due to loss, theft or exposure to unauthorized use.
- i. No Order Processing Charge shall apply to the following services, when such services are ordered by the customer within 35 days of the installation date of the customer's new or relocated Local Exchange Service: Fixed Call Forwarding and Local and Toll Package.

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B. TERMS AND CONDITIONS (Cont'd)

5. Certain Service Charges do not apply as follows: (Cont'd)

- j. For the installation of Telecommunications Service Priority (TSP) System on an existing service, or priority level change on an existing TSP service, or for the change from Restoration Priority service to TSP service, the Order Processing Charge is not applicable.
- k. No Order Processing Charge shall apply for residence customers for the initial or first-time addition on existing service of one of the 700/900 Call Restriction Options on dial tone lines that are technically capable of providing this option.
- l. No Order Processing Charge shall apply for customers changing from usage billing to a recurring monthly billing arrangement for Custom Calling Services.
- m. For the initial blocking of **CONNECT REQUESTSM** Service, the Order Processing Charge is not applicable. Subsequent blocking of **CONNECT REQUEST** Service will incur Order Processing Charges.
- n. No Order Processing Charge or Line Change Charge applies for customer requested changes in class or grade of service for Residential service.
- o. No Order Processing Charge for Record order change applies to Customer initiated requests involving Residence Directory listing record changes.
- p. For a period of 90 calendar days from October 26, 1994, the Order Processing Charge will not apply for the installation of Line Side Answer Supervision.
- q. For changing the number of rings for Fixed Call Forwarding or the PIN associated with **ULTRA FORWARD**, when such change is performed by the customer, the Order Processing Charge is not applicable.
- r. Line Connection and Line Change Charges will not apply to the initial installation of **CustoFLEX**, **CustoFLEX 2100** or **CustoPAK** lines when installed under a term commitment.
- s. Line Connection and Record Order charges will not apply to the initial installation of business lines or trunks with a term commitment, or the conversion from month-to-month to a term plan for business lines or trunks.

SERVICE CHARGES

C. RATES

1. Order Processing Charge

- a. For the Establishment of an Account and the Relocation of Existing Service to a Different Building

Residence	\$20.25	(D)
Business	\$52.80	(I)
Network Controlled Inmate Line (NCIL)	\$79.90	
Network Controlled Coin Line (NCCL)	\$79.90	
Network Controlled Non-Coin Line (NCNL)	\$79.90	
COCOTS	\$47.00	

- b. For Moves, Changes or Additions to an Existing Account

Residence	\$ 5.00	
Business	\$20.00	
Pay Telephone Lines (PTL)	\$20.00	

- c. Record Order Charge for Customer-initiated Requests Involving Changes of Customer Records

Residence	\$14.00	
Business	\$15.00	
Pay Telephone Lines (PTL)	\$24.75	

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SERVICE CHARGES

C. RATES (Cont'd)

2. Line Charges

a. Line Connection Charges

(1) Exchange Lines, each

Residence	\$24.00	(D)
Business	\$52.80	(I)
Network Controlled Inmate Line (NCIL)	\$55.10	
Network Controlled Coin Line (NCCL)	\$55.10	
Network Controlled Non-Coin Line (NCNL)	\$55.10	
COCOTS	\$48.00	

(2) PBX Trunks, each

Residence	\$26.00	
Business	\$52.80	(I)

(3) WATS Access Lines, each

\$52.80 (I)

(4) Centrex Lines, each

\$52.80 (I)

(5) Channel Services

(a) Series 2000, types 2006A, 2006B and 2006C,
Channels None

(b) Series 2000, types 2011, 2041, 2045, Channels
per channel

Residence	\$26.00	
Business	\$52.80	(I)

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SERVICE CHARGES

C. RATES (Cont'd)

2. Line Charges (Cont'd)

a. Line Connection Charges (Cont'd)

(5) Channel Services (Cont'd)

(c) Series 2000, types 2014, 2125 and 2126, Channels

PBX line connections, per connection

Residence \$ 26.00

Business \$ 52.80 (I)

Off-premises Centrex bridged lines, per channel \$ 52.80 (I)

(d) Series 2000, types 2020, 2021, 2022, 2122,
2123 and 2124, Channels, per connection..... \$ 52.80 (I)

(e) Series 3000 Channels, other than types 3120
and 3122, ... \$ 52.80 (I)
per local channel or station terminal

(f) Series 3000 Channels, types 3120 and 3122,
per local channel or station terminal \$551.78

(g) Digital Access Lines, each..... \$ 52.80 (I)

(h) All Other Channels, per connection..... \$ 52.80 (I)

b. Line Change Charge \$ 6.00

c. Line Restoral Charge

Residence \$ 8.00

Business \$ 13.25

3. Premium Installation Appointment Charge, per order \$ 39.50

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