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**SERVICE CONNECTIONS, MOVES AND CHANGES****A. General**

1. The charges specified in this section for the connection, move or change of service contemplate work being performed by Company employees involved at a time when overtime wages do not apply.
2. If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours or days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.
3. Definition of Service Charges

The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move or change for a business or residence class of service customer:

*Service Ordering Charge* - receiving, recording and processing information in connection with a customer request for service. One Service Ordering Charge is applicable per customer request, per due date, per account. However, when multiple service orders are required for Company reasons, only one Service Ordering Charge applies.

*Trip Charge* - when it is necessary to travel to the customer's premises, one Trip Charge is applicable per customer request, per due date, per premises. When more than one trip to the customer's premises is necessary for Company reasons, only one Trip Charge is applicable.

*Central Office Access Charge* - work associated with the line extending from the serving central office to the customer's premises. It includes, but is not limited to, central office connections, cable cross-connections, and connecting or moving the drop wire or protector block.<sup>/1/</sup>

Definitions (Applicable to this guidebook section only)

Account

A customer's record relating to his service or equipment billed to a telephone number. Service may be all on one premises or extending to other premises as long as it is part of his main telephone system and billed to the main telephone number.

4. No distinction is made between a "New Installation or Connection" and an "Outside Move." All changes in location of customer's equipment or service from one premises to another, except as otherwise provided in this section, are treated as new service connections with service charges applying. For a definition of the term "Premises," see Part 2, Section 1.
5. Service charges are in addition to other rates and charges normally applying under the Guidebook. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of mileage charges.
6. For regulations covering the payment of service charges, see 'Regulations Applying to All Customers' Contracts' found in Part 2, Section 2.
7. A maintenance of service charge will apply in those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble is not on the Company's side of the demarcation point; see paragraph B.2 of Part 2, Section 9.

/1/ Not applicable to Centrex C.O. Service.

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges**

1. Service Charges Apply

	Standard <sup>/1/</sup>		Complex <sup>/2/</sup>
	Residence	Business	
Service Ordering Charge <sup>/3,4,5/</sup>			
Primary	\$22.00	\$36.00	\$100.00
Secondary	22.00 (I)	16.65	52.55
Trip Charge <sup>/4,5/</sup>	14.60	15.00	15.00
Central Office Access Charge <sup>/4,5/</sup>	27.00	50.00	50.00

/1/ Standard residence and business service - residence or business service furnished by means of a line terminating only in service such as nonbutton or one-button (nonkey) telephone instruments.

/2/ Complex service charges apply to work associated with Company-provided complex services, such as Centrex, PLEXAR-II, ACD-ESS and Telephone Answering Services.

/3/ Primary and secondary charges.

Service Ordering Charge

*Primary* - primary charges apply on New Connect (N), Change of Address (T) and Number Change (C) type order activity of the billing telephone number, or the bill on telephone number.

*Secondary* - secondary charges apply on all other order activity (if appropriate). A secondary charge applies to FCC licensed radio broadcasters who choose daily service as specified in Part 4, Section 2, paragraph H.

/4/ Standard Service Order, Central Office Access and Trip Charges apply to activity on network access lines terminating in customer provided equipment.

/5/ This charge is waived, if applicable, if the customer subscribes to Custom BizSaver and is coming to the Company from another carrier.

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)****B. Charges (cont'd)**

## 1. Service Charges Apply (cont'd)

## a. Service Ordering Charge

1. Where existing service is reconnected without change and a trip to the customer's premises is not required, one Service Ordering Charge is applicable for the entire system. No other service charges are applicable.<sup>/1/</sup>
2. Apply a Service Ordering Charge per request, per due date, per account, for the temporary suspension of service at the customer's request or to change the telephone number to which suspended service calls are referred.
3. Apply a Service Ordering Charge per request, per due date, per account, to establish or to change from one type of hunting line service to another type or to rearrange central office hunting lines.<sup>/3,4/</sup>
4. Apply a Service Ordering Charge for a transfer of contract where there is a change of name and interest.
5. Apply a Service Ordering Charge per request, per due date, per account, for a telephone number change. This charge applies only to changes made for the customer's convenience.
6. Apply a Service Ordering Charge per request, per due date, per account, to change class or grade of service, change calling scope or to reassociate a party line customer from one party line to another.
7. Apply a Service Ordering Charge when a customer subscribes to telephone answering service and the main service or an extension of the main service terminates in concentrator equipment in the central office.<sup>/2/</sup>
8. Apply one Service Ordering Charge per request, per due date, per account, when work is required at the customer's premises.
9. Apply one Service Ordering Charge to orders involving transfers of telephone service from one premise to another, or from one location to another on the same premises.
10. Apply a Service Ordering Charge per request, per due date, per account, to arrange for the connection of or change to customer provided equipment.
11. Apply a Service Ordering Charge per request, per due date, per account, to convert an existing Pay Telephone Exchange Access Line and/or from a SmartCoin access line.
12. Apply a Service Ordering Charge per request, per due date, per account to establish, re-establish or change the configuration of Digital Loop Service.

See footnotes on following sheet

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges (cont'd)**

1. Service Charges Apply (cont'd)

a. Service Ordering Charge (cont'd)

13. Apply a Service Ordering Charge per request, per due date, per account to establish, re-establish or change the configuration of DigiLine Service.
14. Apply a Service Ordering Charge per request, per due date, per account to establish, re-establish or change the configuration of SmartTrunk Service.

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b. Trip Charge

1. Apply one Trip Charge per request, per due date, per premises, when work is required at the customer's premises.
2. Apply one Trip Charge to orders involving transfers of telephone service from one premises to another, or from one location to another on the same premises.
3. Apply one Trip Charge per request, per due date, per premises, to arrange for the connection of or change to customer provided equipment.

/1/ If there is a number change, a Central Office Access Charge per line is applicable. If there is a break in the continuity of service, a Service Ordering Charge and a Central Office Access Charge per line are applicable. Also a trip charge will be applicable if performed.

/2/ If the extension terminating in the concentrator is connected at the same time as the main service, one Service Ordering Charge and one Trip Charge would be applicable for the entire order.

/3/ Central office hunting lines are identified as, but not limited to, Series Hunting, Circle Hunting, Preferential Hunting and Multi-Line Hunting as described in Part 4, Section 2.

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges (cont'd)**

1. Service Charges Apply (cont'd)

c. Central Office Access Charge

1. Apply one Central Office Access Charge per exchange access line or PBX trunk connected or changed.<sup>/1/</sup>
2. Apply 50% of the Central Office Access Charge per request for the temporary suspension of service at the customer's request.
3. Apply one Central Office Access Charge per line when changing grade of service, changing calling scope or reassociation of party line customers to a different party line.<sup>/2/</sup>
4. Apply one Central Office Access Charge per request to establish, change from one type of hunting to another, or rearrange central office hunting lines, regardless of the number of lines involved.<sup>/3/</sup>
5. Apply the equivalent of a Complex Central Office Access Charge when a customer subscribes to telephone answering service and the main or an extension of the main service terminates in concentrator equipment in the central office.
6. Apply one Central Office Access Charge per line when the telephone number is changed for customer convenience.
7. Apply one Central Office Access Charge to establish, re-establish or change an Integrated Services Network Component.
8. Apply one Central Office Access Charge to establish, re-establish or change a Digital Network Component.
9. Apply one Central Office Access Charge to rearrange a SmartTrunk Service Backup D-Channel, each D-Channel, per occurrence.

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/1/ When a customer changes from rotary to TOUCH-TONE service or vice versa, the Central Office Access Charge does not apply.

/2/ When a customer changes from Flat Rate 1-Party residence service to Economy One-Element Measured 1-Party residence service or vice versa, a charge of \$15.00 shall apply in lieu of the service order charge and the central office access charge.

/3/ Central office hunting lines are identified as, but not limited to, Series Hunting, Circle Hunting, Preferential Hunting and Multi-Line Hunting as described in Part 4, Section 2.

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges (cont'd)**

2. Service Charges Do Not Apply

a. Service charges do not apply as follows:

1. Exchange access lines, for which no basic exchange rates apply, including public telephones.
2. Service reestablished, within the same exchange, after the destruction or partial destruction of the customer's premises by means beyond the control of the customer whether at the same or another location. However, if service is established at a new location and the customer later moves back to the old location, the Service Charges are applied in connection with the reestablishment of service at the old location.<sup>1/</sup>
3. Moves or changes required for the proper Maintenance of Service.
4. Moves or changes of public telephones.
5. Changes of telephone numbers for company-initiated reasons or service reasons.
6. Custom Calling Services. (C)
7. Changing grade of service:
  - (a) When customers are upgraded after having to take a lower grade of service initially due to facilities not being available.
  - (b) Within sixty days after Suburban 4-Party service, or other new basic service, is made available to customers.
8. Reassociation of party line service when the change is made due to company reasons. An example of this would be: (1) Regrouping to maintain party line fill, (2) Clearing cable pair for other service or facility requirements.
9. Temporary suspension of Centrex Dormitory stations.
10. 900/976 Call Restriction.
11. When existing customers disconnect their local exchange access service.

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges (cont'd)**

2. Service Charges Do Not Apply (cont'd)

a. Service charges do not apply as follows: (cont'd)

12. Lifeline Service Programs. Service connection charges are not applicable, as follows.

- (a) When Touch-Tone is ordered concurrently with the initiation of Lifeline billing. However, the one-time installation charge (IC) will apply to first time Touch-Tone subscribers.
- (b) When an existing Lifeline Service customer has subsequently been determined to be no longer eligible for Lifeline Service because he/she no longer meets the income criteria for Lifeline Service, and must convert back to one of the applicable full rate basic local exchange access line services as specified in Part 4, Section 2, paragraph C.
- (c) When existing eligible basic residential local exchange access service customers convert to or from Lifeline Service, except as specified in Part 4, Section 4, paragraph D.

13. Intercept Service.

14. When existing local exchange access service customers subscribe to a one-way EACS as specified in Part 4, Section 2, paragraph F.2.

15. AreaWide Networking Service.

16. When subscribing to a Plexar-I service term of 36, 48 or 60 months, the Company will waive the Service Ordering Charge for existing customers converting to Plexar-I or existing Plexar-I month-to-month customers.

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(C)

**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges (cont'd)**

2. Service Charges Do Not Apply (cont'd)

a. Service charges do not apply as follows: (cont'd)

19. Reserved

20. Reserved

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21. Unless otherwise specified, service charges shall not apply when a customer migrates from a service that is scheduled to be or has been withdrawn to a comparable service as determined by the Company.



**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**B. Charges (cont'd)**

- 2. Service Charges Do Not Apply (cont'd)
  - a. Service charges do not apply as follows: (cont'd)

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**SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd)**

**C. Conversion Charge**

1. General
  - a. A Conversion Charge is applicable to convert a customer's existing service to AT&T Texas from a Competitive Local Exchange Carrier (CLEC) reselling AT&T Texas service.
  - b. The service must remain at the same service location.
  - c. If a customer requests to add or delete features, the standard guidebook charges and conditions associated with the features apply in addition to the Conversion Charge.
  - d. The Conversion Charge is applied per service order.
  - e. The Simple Conversion Charge applies when a mechanized change order process is used to convert a customer's residence or 1-party or Multi-Line Hunting Business services.
  - f. The Complex Conversion Charge applies when a customer converts PBX trunks and/or other complex business services.
2. Conversion Charges Apply

	<u>Residence</u>	<u>Business</u>
Conversion Charge		
Simple	\$5.00	\$ 5.00 <sup>/1/</sup>
Complex		125.00

**D. Business Connection Charge Waiver**

Business customers who purchase business exchange access line service are eligible for this offer. The normally applicable Nonrecurring Service (Connection) or Conversion Charges will be waived for business customers that are coming to the Company from another carrier. Customers must establish business exchange access service with the Company and commit to a term plan. Nonrecurring charges waived under this offer will only apply to the exchange access lines that the customer installs on their initial order when establishing service with the Company. This offer applies to Flat Rate 1-Party Business Local Exchange Access Service, One-Element Measured 1-Party Business Access Service, Optional EMS Service, Multi-Line Hunting Service, PBX Trunks and PLEXAR-I Service. The returning business customer must not have had:

1. service disconnected for non-payment; or
2. any past due bills for regulated service owed to the Company.

This offer may not be combined with any other nonrecurring and conversion charge credits or waiver offer associated with line installation charges.

<sup>/1/</sup> This charge is waived, if applicable, if the customer subscribes to Custom BizSaver and is coming to the Company from another carrier.