

SECTION 7 – MISCELLANEOUS CHARGES AND INFORMATION

7.1 Return Check Charge

When another telecommunications carrier provides the billing function on behalf of the Company, the other carrier's bad check charge applies. Otherwise, the Company will assess the Customer a return check charge of \$25.00 for any check that is returned for any reason by the financial institution on which it is drawn.

7.2 Additional Labor Charges

For additional labor charges for National Frame Relay Service, see Section 7.5 of this Guidebook. For all other Data Services, the charges are as follows:

	Rate Per Fifteen Minutes
8:00 am to but not including 5:00 pm Monday through Friday excluding holidays	\$25.00
Holidays (New Years Day, Federally Observed Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas)	\$31.25
All Other Times	\$31.25

7.3 Order Expedite Charge

Customers may request a change in the requested Service due date for pending Service Orders. When the Company accepts a request to expedite an order, the Company does not promise to deliver on the desired due date in advance of the normal service order interval. The Company will use its best effort to meet the desired due date. A one-time charge applies when the Customer requests a Service due date sooner than the standard interval due date, and Service is provided sooner than the standard interval due date. An Order Expedite Charge applies when a change of requested Service due date is the only Customer requested change to the original or supplemental Service Order. The Order Expedite Charge will be applied to each Private Line Circuit, each Frame Relay UNI/NNI Port, each PRI ISDN Port, and each DVA 6-Pack/DVA 12-Pack Circuit where an expedited due date is requested. Any expedite charges incurred for the provisioning of local access are not included in this Order Expedite Charge and will be passed through to the Customer. If the Customer requests a change to the Service Order in addition to the requested Service due date, the Service Order Change Charge applies in addition to the Order Expedite Charge. For PremierSERVSM Frame Relay and PremierSERVSM ATM order expedites, if the Company cannot meet the requested due date the Customer will still be required to pay the NRC associated with the due date interval that is actually met. The Order Expedite Charges are as follows:

	Non-Recurring
Private Line Rate Per Circuit	\$500
Frame Relay Rate Per UNI/NNI Port	See chart in Section 7.5 of this Guidebook.
DVA 6-Pack/DVA 12-Pack Per Port	\$500
PRI ISDN Rate Per Port	\$500

For the Order Expedite Charge for National Frame Relay Service, see chart in Section 7.5 of this Guidebook.

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	Non-Recurring
Frame Relay Rate Per UNI/NNI Port	See chart in Section 7.5 of this Guidebook.
DVA 6-Pack/DVA 12-Pack Per Port	\$500
PRI ISDN Rate Per Port	\$500

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For the Order Expedite Charge for National Frame Relay Service, see chart in Section 7.5 of this Guidebook.

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7.4 Telecommunications Service Priority System

The provisioning and restoration of Services will be in accordance with the priority system specified in Part 64, Appendix A of the rules and regulations of the Federal Communications Commission.

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP system applies only to NSEP services that can be discreetly identified and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

The Executive Office of the President is empowered with the authority to receive, evaluate, and process requests for NSEP TSP services. The Executive Office of the President, through the Office of Priority Telecommunications (OPT) as its administrative branch, makes the priority level assignments and issues the TSP authorization code reflecting the priority assignments associated with the Customer's request. The Customer initiates the request for TSP service from the OPT. The Customer then provides the TSP authorization code, in addition to all other details necessary to complete the order, and submits it to the Company for appropriate action.

7.5 PremierSERVSM Frame Relay Miscellaneous Service Charges

Product/Service	NRC
Order Expedite per Port-Only and Associated PVCs	\$250
Order Expedite for PVCs only (all PVCs associated with one order)	\$250
Service Order Change Charge (applies to Configuration Change, PVC Change, Port Change)	\$50
Service Order Cancellation PremierSERV SM Frame Relay PremierSERV SM ATM Service	\$250 \$250
Labor B Regular Hours	\$100/hour, billed by 1/4 hour, 1/2 hour minimum
Labor B After Hours	\$125/hour, billed by 1/4 hour, 1/2 hour minimum
Construction	ICB
Move Charges	
Moves within a building	Moves within the same building will incur a charge equal to one-half (1/2) of the nonrecurring charges, that are associated with the shortest term available, and all associated special construction and material charges for the service.
Moves to a different building	Moves to a different building will incur a charge equal to the nonrecurring charges, that are associated with the shortest term available, and all associated special construction and material charges for the service.

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7.6 PremierSERVSM Frame Relay Service Order Cancellation Charge

If Customer cancels an order for Service more than three (3) business days after due date has been communicated and before Service is available for use, a Service Order Cancellation Charge (“Cancellation Charge”) applies. The Cancellation Charge is listed in the Chart in Section 7.5 of this Guidebook. This Cancellation Charge will apply per Service Order. For Service Orders cancelled three (3) or fewer business days before the Service due date, the request will be treated as disconnect, and will include applicable termination charges.

7.7 PremierSERVSM Frame Relay Service Order Change Charge (SOCC)

7.7.1 General

The SOCC may apply to Service that has been ordered but not installed and accepted by Customer and to Service that has been ordered and installed and accepted by Customer. Customer will be notified whether the SOCC will apply. The SOCC is listed in the chart in Section 7.5 of this Guidebook.

7.7.2 Change in Service Before Installation and Acceptance by Customer

- (A) If made at least three (3) business days before Service due date, no charge applies for a Customer’s request to change Service, if re-engineering is not required. For example, no charge applies in a Service Order made to change the length of a term plan or for administrative purposes such as a change of name or change in billing address, contact name, or contact telephone number.
- (B) Unless otherwise indicated in this Guidebook, the SOCC applies when Services are re-engineered. Examples of changes which require re-engineering include but are not limited to:
 - .1 Changes in serving Wire Center, Port speed, Port type, transmission speed.
 - .2 Customer requests a change of location or address in one or both of the original endpoints before installation and acceptance of Service.

7.7.3 Service Due Date Extensions

Requests to extend a Service due date will not incur a SOCC, but must be placed at least three (3) business days before the scheduled Service due date. Requests to extend a due date will be limited to a maximum of thirty (30) calendar days. If a due date more than thirty (30) calendar days beyond the originally scheduled Service due date is required, the Service Order will be cancelled and a new order for Service must be placed.

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7.8 Discounts on Advanced Services

CPUC Decision 96-10-066 authorizes discounts on advanced services for qualifying schools, libraries, hospitals and health clinics, and community based organizations.

Qualifying entities are:

Schools and Libraries:

Only public and non-profit schools providing elementary or secondary education, and which do not have endowments of more than \$50 million, shall qualify for the discounted rates for schools. Only those libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act, shall qualify for the discounted rates for libraries.

Hospitals and Health Clinics:

Municipal and county government owned and operated hospitals health clinics; hospital district owned hospitals.

Community Based Organizations (CBOs):

Only a tax exempt organization offering health care, job training, job placement, educational instruction, or community technology program as defined in Public Utilities (PU) Code Section 884(c)(2)¹, shall qualify for the discounted rates for CBOs. A “tax exempt organization” shall refer to an organization described in Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount the CBO must provide proof of qualification at the time of application.

Services, or their functional equivalents, for qualifying entities are:

All Measured Business Service lines, Switched 56, ISDN, DSL, T-1, DS-3 and up to and including OC-192 services or their functional equivalents . A discount of 50% off Guidebooked or negotiated/contracted rates, whichever are lower will be applied to the Services provided to qualifying entities. There is no limit to the number of lines a qualifying entity can have. These discounted rates may not be resold to, or shared with, any other non-qualifying entity or person.

¹PU Code Section 884(c)(2) states, “Nonprofit community technology program” means a community-based nonprofit organization that is exempt from taxation under Section 501(c)(3) of the Internal Revenue Code and engages in diffusing technology into local communities and training local communities that have no access to, or have limited access to, the Internet and other technologies.

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7.8 Discounts on Advanced Services (continued)

The following Services have been determined to be functional equivalents:

- Frame Relay Service: A wide area data Service that provides high throughput and low delay via packet switching technology. Equivalent Service to DS0, DS1 and
- DS3 ATM Cell Relay Service: Provides a high speed digital data Service that utilizes packet switching technology to transmit data in fixed length cells. Equivalent to DS1, DS3 and OC3c (equivalent to 84 DS1s or 3 DS3s).
- DS1 is functionally equivalent to T1 Service.
- OC3 is functionally equivalent to 84 DS1s or 3 DS3s or 155Mbps.
- OC12 is functionally equivalent to 336 DS1s or 12 DS3s or 622Mbps.
- OC48 is functionally equivalent to 1344 DS1s or 48 DS3s or 2.4Gbps.
- OC192 is functionally equivalent to 5376 DS1s or 192 DS3s or 9.6Gbps.

For rates and charges for DS1, DS3, OC3, OC12, and OC48, see Section 4 of this Guidebook. For rates and charges for Frame Relay Service, ATM, and ISDN, see Section 6 of this Guidebook. In the event of suspension or termination of the California Teleconnect Fund (“CTF”), discounts by the authority of the Cal. P.U.C., all services billed at CTF discounted rates will be converted to and billed at the regular Guidebooked or contracted rates.

7.9 Cancellation Charges for Private Line Service, DVA 6-Pack and DVA 12-Pack Service, and Primary Rate Interface – Integrated Services Digital Network

- 7.9.1 If the customer cancels service more than three (3) business days after the Customer Commitment Date but before installation and successful end-to-end testing, a Service Order cancellation charge applies. The Service Order cancellation charge is per Service.
- 7.9.2 If the customer cancels service which involves special construction or where special arrangements of facilities or equipment have commenced before Company receives a cancellation notice, a charge equal to the costs incurred by Company applies in addition to the Service Order cancellation charge.
- 7.9.3 For orders cancelled two (2) days or less before the Service due date, the request will be treated as a disconnect. Applicable termination charges apply.

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 - 7.9.2 If the customer cancels service which involves special construction or where special arrangements of facilities or equipment have commenced before Company receives a cancellation notice, a charge equal to the costs incurred by Company applies in addition to the Service Order cancellation charge.
 - 7.9.3 For orders cancelled two (2) days or less before the Service due date, the request will be treated as a disconnect. Applicable termination charges apply.