
SERVICE CHARGES**A. General**

1. Service Charges are nonrecurring charges applicable to various customer requests for connecting, moving or changing telephone service, and are classified as either local exchange or interexchange, depending on the telecommunications service(s) to which they apply.
2. Service Charges are in addition to any other scheduled rates and charges normally applying under this guidebook. Service Charges are in addition to any other scheduled rates and charges normally applying under this guidebook. They apply in addition to and not in lieu of Channel Charges, Initial Nonrecurring Charges or Construction Charges made because of unusual cost in establishing service.

For Types 2000 and 3000 Series Channel Service connections, moves or changes to effect connection to Optical Interconnection Service, Rate Regulations under the provisions of Tariff III. C.C. No. 21, Section 7.4 and Rates and Charges under the provisions of Tariff III. C.C. No. 21, Section 7.5.13, will apply in lieu of Service Charges in this Part.

3. The charges specified herein with the exception of certain Premises Work Charges do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer; nor do they contemplate work once begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
4. Service Charges for the initial establishment of telephone service are payable at the time application is made for the particular service or facility, and prior to the establishment of service.
5. Service Charges are applicable for the following work functions required to establish, add to, move or change telephone service:

Service Ordering Charge - Receiving, recording and processing information necessary to execute a customer's request for service.

Line Connection (Central Office) Charge - Performing all or part of the operations associated with the connection of a central office line. These may include, but are not limited to, circuit design work and establishing or changing central office connections.

Premises Work Charge - The charges that apply for all customer-requested installation, move, change, rearrangement, and replacement of equipment, excluding customer premises wiring.

6. Residence Service Charges apply for all residence exchange services.
7. Business Service Charges apply for all business exchange services.
8. Other Service Charges apply for all the services for which charges are specified in B.2 and C.2 following.

SERVICE CHARGES (cont'd)**A. General (cont'd)**

9. Service Charges may be paid over a period of up to 12 months in accordance with the provisions of the *Deferred Payment Option (DPO)* in Part 2, Section 3.
10. For Foreign Central Office, Foreign District, Foreign Exchange and Telecommunications Channel Services, where a single move or initial installation requires the imposition of numerous related Service Ordering Charges and/or Line Connection Charges, the rate will apply to the first ten (10) such charges, one-half (1/2) the rate for the next one hundred (100) such charges and one-quarter (1/4) the rate for the remaining charges.

This provision is applicable to each type of service moved or installed. Application of Service Ordering Charges and Line Connection Charges is specified elsewhere in this Section.

The provision for moves and installations described herein does not apply to Record Work Only Charges.

11. Service Charges do not apply to:
 - a. Installations, moves or changes of public telephone.
 - b. Reestablishment of exchange service after destruction of the customer's premises by act of God or a public enemy, whether at the same or another location. Regular Service Charges apply, however, to exchange service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances, except as provided pursuant to the Major Disaster Relief Plan as shown in Part 2, Section 2.
 - c. Trunks to which no monthly charges apply.
 - d. Changes required for the proper maintenance of leased Company-provided equipment or service except as specified elsewhere in this guidebook.
 - e. Changes made at the initiative of the Company for service reasons.

SERVICE CHARGES (cont'd)

A. General (cont'd)

11. Service Charges do not apply to: (cont'd)

- f. Work done on the Company side of the NETPOP for changes in the class, type or grade of exchange service.

Exceptions:

- Change in wiring charge is applicable as specified in paragraph H.1.a. for each main line changed to a trunk, or vice versa. In addition, Business service ordering charge applies.
 - When a local central office line is changed to a foreign exchange line, or vice versa, appropriate service charges are applicable as if the FX line were a new installation.
 - When changing class or grade of service, e.g., business to residence or vice versa, no charge applies unless a change in the listing must be done. (T)
 - A change to Family Two-Line Residence Service involves the addition of a second line. Service charges are applicable.
- g. Service restoral after denial for nonpayment, provided the service has not been terminated. Only the Restoral of Service Charge specified in D. following is applicable.
- h. Other services where specifically provided in this guidebook.

SERVICE CHARGES (cont'd)**B. Service Ordering Charges**

1. Application of Charges

- a. Service Charges are applicable for work done in connection with telephone accounts (an account is each service for which a separate monthly bill is rendered) to comply with a customer's request. The customer request may require the application of one or more Service Charges.

In the case of large installations such as establishing Switching System Services, one Service Ordering Charge is applicable for the service order(s) issued as a result of each negotiation with the customer where enough information is received to advance a portion of the job.

- b. Additional Service Ordering Charges are applicable for subsequent requests by a customer for work to be done except under the following conditions:
 - Requests which can readily and conveniently be included on the same service order(s).
 - Additional service requested by the customer which can readily be completed by the person on the job, which only requires corrections to the original order(s).
- c. For residence and business exchange service, one Service Ordering Charge is applicable where all the work or service is ordered at the same time for the same account and is performed or provided on the same premises.
- d. One Service Ordering Charge is applicable for each WATS line. One Service Ordering Charge is applicable for each Foreign Central Office, Foreign District, Foreign Exchange, D.D.S., 911 Channel Service, and Telecommunications Channel Service circuit ordered. Multiple services of the same type between the same points or multi-point channels, or additional stations on channel services, ordered at the same time are included under the same Service Ordering Charge. (C)
- e. Unless otherwise specified, the appropriate Service Ordering Charge is applicable for a customer order for equipment or service, and is in addition to any other nonrecurring charges which may be applicable for the equipment or service furnished.
- f. The Service Ordering - Establish Charge is applicable for customer requests to establish telephone service or to move telephone service from one premises to another within the territory of this Company. This charge is also applicable for Wide Area Telecommunications Service (WATS) and Telecommunications Channel Service where additional WATS lines or separate channels are established.

SERVICE CHARGES (cont'd)**B. Service Ordering Charges (cont'd)**

1. Application of Charges (cont'd)

g. The Service Ordering - Add or Change Charge is applicable for customer requests to add or change telephone service, including the following:

- Transfer of telephone service or equipment from one location to another location within that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved
- Premises work or central office work on an existing account for business exchange services
- For Telecommunications Channel Service, when an additional primary termination is added to an existing channel
- For channels, when changes must be made to the channel line itself
- For WATS lines, when changes must be made to the WATS line itself

h. The Service Ordering - Record Work Only Charge is applicable for the following customer requests which do not involve central office or premises work:

- Changes or additions involving Listings or Joint User Service (T)
- Changes in responsibility for payment of service, except for a transfer of service to another member of the same family where a change in the listing is not involved (T)
- Changes in customer records necessary to reflect service provided or changed at customer request

An exception applies to orders issued to add information to the customer record regarding customer-provided equipment.

SERVICE CHARGES (cont'd)

B. Service Ordering Charges (cont'd)

2. Charges

	<u>Residence</u>	<u>Business</u>	<u>Foreign Central Office, Foreign District and Foreign Exchange Services^{/2/}</u>				
Establish	\$29.00	\$40.00	\$175.43				
Add or Change	5.00	0.00	107.58				
Record Work Only	5.00	0.00	31.98				
Telecommunications Channel Services							
	<u>1001A</u>	<u>1006</u>	<u>2001</u>	<u>2001A</u>	<u>2001B</u>	<u>2001C</u>	
<i>Within an S.A.</i>							
Establish	\$19.38	\$94.01	\$31.01	\$29.08	\$80.44	\$70.75	
Add or Change	15.51	64.94	22.29	20.35	52.34	48.46	
Record Work Only	15.51	29.08	22.29	20.35	29.08	29.08	
<i>Between S.A.s</i>							
Establish	49.43	138.60	63.00	65.91	126.97	139.56	
Add or Change	36.83	96.92	39.74	46.52	88.20	91.10	
Record Work Only	29.08	29.08	29.08	29.08	29.08	29.08	
	<u>2001D</u>	<u>2001E</u>	<u>2002</u>	<u>2301</u>	<u>3002</u>	<u>3010</u>	<u>6000</u>
<i>Within an S.A.</i>							
Establish	\$88.20 ^{/1/}	\$35.86	\$31.98	\$32.95	\$95.95	\$128.90	\$44.58
Add or Change	61.06 ^{/2/}	24.23	22.29	22.29	64.94	83.35	29.08
Record Work Only	29.08	24.23	22.29	22.29	29.08	29.08	29.08
<i>Between S.A.s</i>							
Establish	167.67	63.97	65.91	67.84	139.56	--	44.58
Add or Change	110.49	53.31	39.74	39.74	96.92	--	29.08
Record Work Only	29.08	29.08	29.08	29.08	29.08	--	29.08

/1/ When furnished as extension service.

/2/ Changes between two-wire and four-wire require an "Establish" charge.

SERVICE CHARGES (cont'd)**C. Line Connection (Central Office) Charges**

1. Application of Charges

- a. Line Connection Charges are applicable to connecting central office lines (including Switching System Service Lines) and channels except Series 7000 and 10000 Channels.

Notes:

1. One Line Connection Charge applies for each connecting each line or channel service.
 2. Line Connection Charges are not applicable for the following:
 - Suspension of Service
 - Temporary Interception of Service
 - Establishing, adding to or changing Custom Calling Services when no other work is performed
 - Change in residence or business class or grade of exchange service (except change to Two-Line Residence Service)
 - Transfer of an existing central office line serving a reseller's end user when there is no interruption of service
- b. A Line Connection Charge is applicable per line changed for each change in telephone number made at the customer's request. When a change in the main number of a hunt group requires, for service reasons, that the other telephone numbers in that hunt group be changed, only one Line Connection Charge applies.
- c. Line Connection Charges are applicable each time service is established at a location. However, when service and facilities are assumed prior to discontinuance and without lapse in rendition of or charges and payment for service, in the case of change in responsibility for payment for service, no Line Connection Charges are applicable.
- d. For Telecommunications Channel Service, the charge for "Additions" applies only when an additional primary termination is added to an existing channel. Where additional separate channels are established, they are billed the appropriate "Establish" charge. The charge for "Changes" applies only when changes must be made on the channel itself.
- e. Residence Service Line Connection Charges are applicable for Dormitory Service Lines, per line connected.

SERVICE CHARGES (cont'd)

C. Line Connection (Central Office) Charges (cont'd)

2. Charges - per line or channel

	<u>Residence</u>	<u>Business</u>	<u>Foreign Central Office, Foreign District and Foreign Exchange Services^{/1/}</u>				
Establish	\$20.00	\$55.00	\$270.41				
Add or Change	20.00	55.00	67.84				
Telecommunications Channel Services							
	<u>1001A</u>	<u>1006</u>	<u>2001</u>	<u>2001A</u>	<u>2001B</u>	<u>2001C</u>	
<i>Within an S.A.</i>							
Establish	\$78.51	\$252.96	\$147.32	\$54.28	\$116.30	\$102.74	
Add or Change	31.01	105.64	62.03	9.69	19.38	19.38	
<i>Between S.A.s</i>							
Establish	139.56	571.83	317.90	284.94	278.16	480.72	
Add or Change	54.28	229.70	128.90	45.55	54.28	69.78	
	<u>2001D</u>	<u>2001E</u>	<u>2002^{/1/}</u>	<u>2301^{/1/}</u>	<u>3002</u>	<u>3010</u>	<u>6000</u>
<i>Within an S.A.</i>							
Establish	\$56.21	\$39.74	\$160.89	\$152.16	\$253.93	\$205.47	\$117.27
Add or Change	14.54	9.69	66.87	63.97	106.61	48.46	32.95
<i>Between S.A.s</i>							
Establish	194.81	228.73	325.65	331.47	577.64	--	257.81
Add or Change	45.55	45.55	131.81	134.72	232.61	--	77.54

D. Restoral of Service Charges

When the service of a customer has been restored in accordance with Part 2, Section 2 the customer will be required to pay a \$35.00 Restoral of Service Charge. (R)

The Restoral of Service Charge does not apply to the first restoral of a residential customer's service during a calendar year.

^{/1/} Changes between two-wire and four-wire require an "Establish" charge.

SERVICE CHARGES (cont'd)**E. Charges for Other Moves and Changes**

1. Presubscription

- a. Presubscription is an arrangement whereby an End User may select and designate to the Company an Interexchange Carrier ("IC") to access, without an access code, for intrastate/interMSA calls. This IC is referred to as the End User's predesignated IC and must be the same for both intrastate/interMSA and interstate interLATA calls.
- b. Regulations, descriptions, charges and definitions governing the application of a presubscription charge are as set forth in F.C.C. No. 2, Section 4.

2. IntraMSA Presubscription

- a. IntraMSA Presubscription is a procedure whereby an End User designates to the Company the carrier which that End User wishes to be the carrier of choice for calls subject to IntraMSA Presubscription. Such calls are automatically directed to the designated carrier, without any specific codes or numbers being dialed or pulsed by the End User.
- b. Regulations, descriptions and definitions governing IntraMSA Presubscription are set forth in Ill. C.C. No. 21, Section 20, Subsection 4.
- c. Residence customers who select AT&T Illinois as their intraMSA carrier will be provided with a Presubscription change charge credit of up to \$4.40 per exchange access line, up to an annual maximum of up to \$39.60 per account. All residence customers are eligible to participate if they are not currently subscribed to AT&T Illinois as the intraMSA carrier.
- d. Business customers who select AT&T Illinois as their intraMSA carrier will be provided with a credit of up to \$4.40 per exchange access line. Business customers that have nineteen or fewer exchange access lines may receive an annual maximum credit of up to \$145.20 per account. Business customers that have twenty or more exchange access lines may receive an annual maximum credit of up to \$440.00 per account. All business customers are eligible to participate if they are not currently subscribed to AT&T Illinois as the intraMSA carrier. Customer participation is limited to three times per calendar year.

Credits associated with this promotion will be provided to business customers with nineteen or fewer exchange access lines by a promotional coupon that may be used to offset AT&T Illinois intraMSA toll and Band C usage charges. Customers must redeem all coupons within ninety (90) days of issuance. Coupons may not be redeemed for cash and have no value until presented to AT&T Illinois for redemption toward the AT&T Illinois intraMSA toll usage and Band C usage.

Credits associated with this promotion will be provided to business customers with twenty or more exchange access lines by way of a credit on the AT&T Illinois bill. The credit will apply only toward AT&T Illinois intraMSA toll and Band C usage on the bill.

F. Movable Premises Service Charges (Telephone Service for Boats)

Telephone service for use on boats while docked or moored is provided on an individual line service basis. Any special equipment provided will be placed on the customer's side of the NETPOP.

SERVICE CHARGES (cont'd)**G. Premises Work Charges (Time and Material Charge Plan)**

1. Application of Charges
 - a. These charges are applicable for all work performed by a Company employee within the confines of a building and between buildings on the continuous property of a single customer. Such work includes customer-requested installation, move, change, rearrangement and replacement of equipment, excluding customer premises wiring. These charges are also applicable for customer-requested moves of the NETPOP, superceding the regulations specified in Part 2, Section 5. Premises Work Charges are **not** applicable for the following:
 1. For establishment or re-establishment of network access to a NETPOP.
 2. To install, move or change a customer's telephone service or equipment if required or initiated by the Company.
 3. To install, move or change telephone equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 4. Repair of leased Company-provided terminal equipment.
 - b. Regulations
 1. Charges for premises work are based on the labor time and material (T+M) used to complete the premises work.
 2. Simple Services Premises Work Charges apply for premises work done in conjunction with residence and business direct line exchange service furnished by the Company where such services terminate on the same premises in only one or two line sets and/or single button sets. Direct line exchange services are those filed in Part 4, Section 1.
 3. The Premises Work Charges for Simple Services will apply for customer-requested premises work associated with Semipublic Coin Service and Public Telephone Service.
 4. Residence and business customers furnished services and equipment other than one and two line sets and/or single button sets are subject to Premises Work Charges for Complex Services. Such items of service and equipment include Key and Button Telephone Service, COM KEY, Private Branch Exchange (P.B.X.) Service, Switching System Services, Data arrangements, and other services which include common equipment.
 5. Premises Work Charges will apply separately per customer request for premises work done on the same date at the same premises except where separate customer requests for premises work can readily and conveniently be completed by the person on the job. For a customer request for premises work to be done on different dates or different premises, Premises Work Charges apply separately per date, per premises.
 6. The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual time and material used. Firm bids will be provided on installations at the option of the Company. When a firm bid is provided, the charge to be billed is the amount quoted to the customer for the work requested.

SERVICE CHARGES (cont'd)**G. Premises Work Charges (Time and Material Charge Plan) (cont'd)**

1. Application of Charges (cont'd)
 - b. Regulations (cont'd)
 7. Work performed under the Time and Material (T&M) Charge Plan is covered by the warranty provisions contained in G.1.c. following.
 8. Premises work requested by the customer and performed under the T&M Plan that requires a call-out of the installer or repair person will be charged a minimum of two hours based on the charges shown in G.2 following. Call-out is defined as a request requiring an off-duty installer or repair person to return to duty to perform non-scheduled work.
 9. Under the T&M Plan Charge Plan for Simple Services, miscellaneous material, such as nuts, bolts and screws, are not billable items. All material used under the T&M Charge Plan for Complex Services, with the exception of miscellaneous material, such as nuts, bolts and screws, is billable. All other material will be billed for on the basis of current material prices.
 10. Material prices are based on cost of goods, administration, allocable tax, supply expense, other appropriate costs and return.
 11. When, in order to complete customer-requested premises work, additional services such as engineering or special equipment are needed, the customer will be required to pay such cost.
 12. Customer-requested installations of a NETPOP at other than the normal external location on one and two line, single customer residence or commercial buildings will be subject to a Premises Work Charge for any additional costs involved in complying with such requests.

SERVICE CHARGES (cont'd)**G. Premises Work Charges (Time and Material Charge Plan) (cont'd)**

1. Application of Charges (cont'd)
 - c. Limited Thirty Day Installation and Repair Warranty
 1. Coverage

The Company warrants the customer premises material which it has installed under the Time and Material Charge Plan against defects and malfunctions for a period of 30 days from the date the service was installed. If there is a defect or malfunction, the Company will, at its option, either repair or replace the material at no charge to the customer if the defect or malfunction is reported to an authorized Company representative within the warranty period.

2. Exclusions

This warranty shall not apply to defects and malfunctions resulting from any equipment or service furnished by any person other than the Company, fire, acts of God such as flood and earthquake, riot, acts of war, gross negligence, willful damage and vandalism.

THIS IS THE ONLY COMPANY WARRANTY ON THE INSTALLATION AND REPAIR OF THIS WIRE. THE COMPANY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS, DAMAGE, OR EXPENSE DIRECTLY OR INDIRECTLY ARISING FROM THE CUSTOMER'S USE OF OR INABILITY TO USE THIS MATERIAL, EITHER SEPARATELY OR IN COMBINATION WITH OTHER EQUIPMENT.

3. Customer's Responsibility

To obtain service under this warranty, the customer must call the Company repair number which can be found in the Company's Listing Information System, or call collect to any Company Service Center. (T)

A dated invoice and a copy of this limited warranty will be given to the customer when billable premises work is performed.

When the repair person arrives and before any work is performed, the customer must present the invoice as proof of the date the warranty commenced.

SERVICE CHARGES (cont'd)**G. Premises Work Charges (Time and Material Charge Plan) (cont'd)**

1. Application of Charges (cont'd)
 - d. Premises Work in connection with Resale or Sharing of Service

In a reseller, private reseller or sharer (hereafter referred to only as reseller) situation, the following regulations apply:

1. In the event of an end-user request for direct service from the Company, requiring use of building cable facilities to connect an end-user's location to the NETPOP, and where the arrangement specified in Part 2, Section 2, '*Resale of Service*' cannot be agreed upon, the reseller must allow the Company to use the cable facilities of the building to connect the end-user to the Company's facilities. If required by the reseller by virtue of the reseller's ownership of the building cable facilities, the Company will lease these facilities from the reseller to establish such connection for a one-time charge of \$.15 per pair route foot. This cost will be incurred by the Company only once irrespective of the length of time the wire is used by the same end-user and will be billed to the end-user.
2. Where the Company uses the facilities of a reseller pursuant to d.1. preceding, the NETPOP is as located pursuant to Part 2, Section 2, '*Location of Service*'. The reseller must give the end-user access to the NETPOP location.
3. Maintenance of reseller facilities, used pursuant to d.1. preceding, shall be the responsibility of the reseller.

SERVICE CHARGES (cont'd)

G. Premises Work Charges (Time and Material Charge Plan) (cont'd)

2. Charges

	Nonrecurring Charge		
	Schedule <u>I</u>	Schedule <u>II</u>	Schedule <u>III</u>
a. Simple Services			
<i>Initial Premises Work Charge</i>			
First 15 minutes or fraction thereof of billable premises work	\$17.00	\$19.00	\$21.50
<i>Additional Premises Work Charge</i>			
Each additional 15 minutes or fraction thereof of billable premises work	11.00	13.00	15.00
Material	See G.1.b.9 preceding		
b. Complex Services			
<i>Initial Premises Work Charge</i>			
First 15 minutes or fraction thereof of billable premises work	29.50	33.50	37.00
<i>Additional Premises Work Charge</i>			
Each additional 15 minutes or fraction thereof of billable premises work	11.50	13.50	16.00
Material	See G.1.b.9 preceding		
c. Schedule I is applicable to work performed at customer request Monday through Friday between 8:00 a.m. and 5:00 p.m.; Schedule I also applies to simple services performed for residence customers on Saturdays between 8:00 a.m. and 5:00 p.m.			
Schedule II is applicable to work performed at customer request Monday through Saturday at hours other than Schedule I.			
Schedule III is applicable to work performed at customer request on Sundays and holidays. Recognized holidays are New Year's Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day and Christmas Day.			
d. Billable premises work includes work preparation, the premises work itself and cleanup.			
e. Application of these charges and regulations is specified in G.1 preceding.			

SERVICE CHARGES (cont'd)

H. Charges for other Moves and Changes

1. Other Changes

- a. For changes in wiring or programs involving rearrangement of line terminations, terminal line numbers and method of terminal line operation

Each line\$7.50

- 1. The preceding charge is applicable to line changes requested by customers, in situations such as the following:

- (a) A line, operating as restricted, nonrestricted, interior, hunting or non-hunting is changed from one to another of these classifications.

Exceptions:

Where Switching System Services additional stations are changed to main stations, a line connection charge is applicable, in lieu of the "wiring" charge.

Charges are not applicable where changes of lines from hunt to non-hunt, or vice versa, result from additions or removals or other lines in the group.

- (b) A line feature operation is changed. Such changes would include, but are not limited to changes in pick-up groups, call forwarding features or call waiting features.
- (c) An additional station is transferred from one station to another.
- (d) A customer whose console is arranged satisfactorily from a traffic view point requests a number of his lines moved to another position.
- (e) A Switching System Service terminal line number is changed.

- 2. The preceding charge may also apply to customer requests for the installation of equipment, as available, on their line to identify the source of incoming calls. The charge applies regardless of the success in identifying such calls. Any information so obtained by the Company will be provided only to an appropriate law enforcement agency.

- 3. The preceding charge is not applicable to changes made at the initiative of the Company for maintenance or service reasons.

- b. Whenever a Telecommunications Channel Service, Foreign Exchange, Foreign Central Office or Foreign District Service is re-terminated as a result of a customer changing from P.B.X. service to Switching System Service, or vice versa, the appropriate "Establish" service charges are applicable.

- c. For interchange of mileage stations and main station in the same central office area a Service Ordering Charge only is applicable for a change in the listing. (T)

- d. When changing to or from line hunting, or rearranging a hunt group, one charge will be applicable for each group of associated lines to be changed. The lines changed in excess of the first one are considered changed for service reasons. There will be no charge for change in hunt sequence caused by the addition of a new line or removal of a line in a hunt group.

SERVICE CHARGES (cont'd)

H. Charges for other Moves and Changes (cont'd)

1. Other Changes (cont'd)

- e. A change of name and interest is a change in both the listing and responsibility for an account. Where service and billing are continued without interruption, and the new customer accepts responsibility for the account, a Service Ordering Charge for record work only is applicable, but other service charges and initial nonrecurring charges for the lines and stations retained are not applicable. This same charge treatment applies when residence service is continued without interruption, and the listing and responsibility for an account are transferred between two separate and distinct customers during a bona fide change of occupants of a premises.

A service ordering charge is not applicable for:

- Changing Private or Semi-Private Listing Service to listed service (T)
- Changes in listings made in conjunction with a change in telephone number, for which charges are not applicable for service reasons (T)