

**SERVICE CONNECTION CHARGES****A. Descriptive Summary**

The Service Connection Charge (formerly Service and Equipment) is a nonrecurring charge, associated with a service or item of equipment, which applies on a per-item basis each time the service or item of equipment is provided. The Service Connection Charges, where applicable, are specified in this Part and Section of the Guidebook, but product-specific Service Connection Charges may also be found in product-specific guidebook offerings.

**B. General Regulations**

1. The Service Connection Charges specified for the connection, move or change of service, contemplate work being performed by the Company employees during normal working hours Monday through Friday from 8:00 AM to 5:00 PM.

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 on an expedited basis, or interrupts work once begun, additional charges will apply as appropriate.

2. No distinction is made between a "New Installation or Connection" and an "Outside Move" for business customers. 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 the business Service Connection Charge applying.

A distinction is made for residence customers as follows:

*"Initial"* Service - New installation or connection of customer's equipment is treated as "initial" service and the rate set forth below applies.

*"Move"* Service - All changes in location of a customer's equipment or service from one premises to another within or between exchanges of the Company are treated as a "move" of main service and the rate set forth below applies.

3. Service Connection Charges are in addition to other rates and charges normally applying under the guidebooks. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of mileage charges.
4. For regulations covering the payment of Service Connection Charges, see 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

**C. Moves and Changes**

1. Charge to move or transfer of service is addressed in B.2 preceding.
2. Charges for moves and changes in the network interface are addressed in 'Network Interface/Demarcation Point' in Part 8, Section 8.

**SERVICE CONNECTION CHARGES (cont'd)**

**D. Service Connection Charges Do Not Apply To:**

1. Exchange access lines, for which no basic exchange rates apply, including public telephones.
2. Service reestablished 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 re-establishment of service at the old location, except as provided pursuant to the Major Disaster Relief Plan as shown in paragraph Q. in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.<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, e.g., change or add to rotary service, change to Custom Calling Services or change to Touch-tone Calling Service.

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**E. Service Connection (SC) Charge Applications**

1. Service Connection Charges are specified and defined in each of the guidebook sections where the rate is applied. Listed in paragraph E.3 are the major service categories for Service Connection Charges and the rate which appears in the various guidebook sections.
2. Service Connection Charges applicable to Plexar® when initiating a contract will remain fixed over the life of the contract.

<sup>/1/</sup> Additional *Disaster Plan* provisions are specified in paragraph P. in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

**SERVICE CONNECTION CHARGES (cont'd)**

**E. Service Connection (SC) Charge Applications (cont'd)**

3. Service Connection Charges (cont'd)

	<u>Residence</u> <sup>/13/</sup>	<u>Business</u> <sup>/14/</sup>	(C)
Access Line			
Initial Service	\$49.00 <sup>/11/</sup>	\$75.00 <sup>/2/</sup>	
Initial Service – Other	---	75.00 <sup>/4/</sup>	
Move	28.45 <sup>/11/</sup>	---	
Additional Line <sup>/16/</sup>	28.45 <sup>/11/</sup>	---	
Conversion Charge			
Simple <sup>/5/</sup>	5.00	5.00	
Complex <sup>/6/</sup>	---	125.00	
Access Line Plexar® <sup>/7/</sup>	---	19.50	
Access Line Plexar® <sup>/8/</sup>			
Initial Installation	---	23.15	
Subsequent Change Charge	---	3.20	
Billing Arrangements	17.50	19.25	
Custom Calling Services			
Including Complementary Network Services	9.95 <sup>/15/</sup>	26.50 <sup>/15/</sup>	
Plexar Optional Features <sup>/7/</sup>	---	2.75	
Plexar Optional Features <sup>/8/</sup>			
Initial Installation	---	4.95	
Subsequent Change Charge	---	3.20	
Central Office Feature	12.00	12.00	
Change Class of Service <sup>/1/</sup>			
Residence to Business	---	30.00	
Business to Residence	29.00	---	
Change Type of Service	27.00	33.50	
Listing Services	11.25	19.00	
Number Changes per Access Line	29.00	37.25	
Premises System Change	---	3.25	
Supersedure	11.25	21.00	
Restoral of Service – Initiated by the Company	35.00	40.00	
Suspension of Service – Initiated by the Company	23.50	98.25	

Footnotes appear on the following sheet(s)

**SERVICE CONNECTION CHARGES (cont'd)**

**E. Service Connection (SC) Charge Applications (cont'd)**

3. Service Connection Charges (cont'd)

	<u>Residence</u>	<u>Business</u>
Terminal and Supplementary Equipment	---	\$11.25
Change to Touch-tone	---	---
Charge to establish, change from one type of hunting to another, or to rearrange hunting sequence, per access line	\$12.00	12.00
Charge to change the type of supervision on an existing access line, (e.g., loop start to ground start or vice versa), per access line	12.00	12.00
Charge to convert existing trunks per Trunk/Channel		
- From Analog to Digital PBX Service, or		
- From Analog to Digital Loop Service, or		
- From Analog to SuperTrunk option of Digital Loop Service, or		
- From SmartTrunk Service to Digital Loop Service, or		
- SuperTrunk option of Digital Loop Service, or PBX Service	---	12.00

- /1/ For Class of service denotes the use of the service, i.e., business or residence service.
- /2/ This rate applies to the installation of Business Flat Rate 1-Party service (USOC: 1FL) and Business Message Rate 1-Party service (USOC: 1ML).
- /3/ Reserved for future use.
- /4/ This rate applies to the installation of business access line and trunk services (USOCs other than 1FL and 1ML).
- /5/ This charge is applicable when a mechanized change order process is utilized to convert an end-user customer's existing residence or business single line or multi-line service from another Competitive Local Exchange Carrier (CLEC) reselling Company-provided service to the Company service at the same service location. This charge is applied per service order. Additional features may be added at the existing Guidebook rates.
- /6/ This charge is applicable when an end-user customer converts existing complex business service from another CLEC reselling Company-provided service to Company service at the same service address. This charge is applied per service order. Additional features may be added at the existing guidebook rates.
- /7/ Applicable only to Plexar®-Custom Service contracted for prior to October 27, 1993.
- /8/ Applicable to Plexar-Custom Service and Plexar-II Service.
- /9/ Reserved for future use.
- /10/ Reserved for future use

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**SERVICE CONNECTION CHARGES (cont'd)**

**E. Service Connection (SC) Charge Applications (cont'd)**

3. Service Connection Charges (cont'd)

/11/ Service connection charges for up to three transferred residence local exchange access lines will be waived for existing AT&T residence customers who are moving to an AT&T Kansas location from AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas and who call in to disconnect their local service but instead choose to retain their local service and transfer it to their new location. The order to transfer service must be placed during the same service call. These customers must also have or newly subscribe to Caller ID Name & Number service on each line in order to qualify for this offer. This waiver may not be combined with other retention and winback offers. This waiver is obsolete and no longer available as of January 1, 2014.

/12/ Reserved for future use

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/13/ Effective February 2, 2005, eligible customers will receive a waiver of the applicable nonrecurring Service Connection charges for each new additional access line purchased at the same time such customers establish service with the Company. Eligible customers are residence customers who have their service with another carrier but now wish to establish service with the Company, and who purchase a new additional exchange access line or lines (or additional lines that the customer never had either with their prior carrier or the Company). The customer must also purchase Caller ID Name and Number and one additional feature from the following list, on either their primary line or on an additional line.

- |                                     |                          |
|-------------------------------------|--------------------------|
| Speed Call 8                        | Call Waiting ID          |
| Call Waiting ID Options             | Call Forwarding          |
| Remote Access to Call Forwarding    | 3-Way Calling            |
| Call Forward Busy Line/Don't Answer | Call Blocker             |
| Priority Call                       | Call Return              |
| Auto Redial                         | Anonymous Call Rejection |
| Personalized Ring                   |                          |

/14/ Effective January 1, 2006, eligible customers will receive a waiver of the applicable nonrecurring Service Connection charges associated with the following business access lines: Flat Rate 1-Party, Message Rate 1-Party, Plexar Access Lines, Flat Rate Trunk, and Multi-line. Eligible customers are business customers who have their service with another carrier and who now wish to establish service with the Company. The customer must also commit to a minimum of a one year term plan. Nonrecurring charges waived under this discount plan will only apply to the exchange access lines that the customer installs on their initial order when establishing service with the Company. This offer cannot be combined with other Flat Rate 1-Party, Message Rate 1-Party, Plexar Access Lines, Flat Rate Trunk, or Multi-line nonrecurring charge waiver or credit offers.

/15/ This charge is applicable to all services except for the following usage-sensitive services: Auto Redial, Call Return and Three Way Calling.

/16/ This service connection charge applies only when an additional line is ordered with an initial access line for the same customer.

**SERVICE CONNECTION CHARGES (cont'd)**

**F. Expedited Service**

1. Descriptive Summary

Expedited Service (formerly Priority Service) is an optional service, offering flexible scheduling of installation dates when requesting service. This service is available to residence and business customers requesting service which does not require special engineering or design treatment. Expedited Service is subject to the availability of the work force and the necessary service facilities.

a. Expedited Service

Expedited Service refers to work performed by Company employees on a reduced interval basis Monday through Friday for other than Company reasons. A reduced interval is any date that is less than the normal interval as determined by the Company.

b. Expedited Service charges apply when:

1. Service orders are received from customers by noon on a weekday and the customer requests completion on the same day. The Company will complete these orders the same day.
2. Service orders are received from customers between noon and 5:00 p.m. on a weekday and the customer requests expedited service. The Company will complete these orders the next business day.
3. Service orders from a customer who requests a specific service connection due date but less than the normal interval.

2. Rates

The charge for Expedited Service is in addition to any other applicable service connection charges.

<u>Expedited Service</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>
Residence, per line	EOD	\$45.00
Business, per line	EOD	90.00

**SERVICE CONNECTION CHARGES (cont'd)****G. Nursing Facility and Hospital Long Term Care Unit Discount**

## 1. Descriptive Summary

This offering applies to residents of a Nursing Facility and Hospital Long Term Care Bed units which are licensed by the state and allows for a waiver of the Service Connection Charge on individual residence accounts which are within the licensed facility.

## 2. General Regulations

- a. The Service Connection Charge for a residence move, as set forth in this Section, will be waived on all subsequent moves of service within a licensed "Nursing Facility" as defined by Kansas statute, K.S.A. 39-923(2), and within a licensed hospital facility as defined by Kansas statute, K.A.R. 28-34-29 that provides long term care.
- b. This discount applies only to residence service located in a Nursing Facility licensed by the state to provide "Nursing Facility" care and in hospitals which are licensed with the state to provide "Long Term Care". The plan does not apply to patients who occupy a swing bed in a hospital.
- c. Residents of a Nursing Facility may move telephone service from one location to another on the same premises or within a facility at the same address without incurring the Service Connection Charge for a residence move.

Residents of a hospital long term care unit may move telephone service from one location to another on the same premises or within the long term care unit at the same address without incurring the Service Connection Charge for a residence move.

- d. This discount does not apply to:
  - initial installation of service;
  - moves of service outside the full care facility; i.e., townhomes or apartments;
  - when resident moves to a different care facility;
  - moves for patients occupying swing beds;
  - a move of service where the Company's regulated service ends at a Demarcation Point as specified in 'Network Interface/Demarcation Point' in Part 8, Section 8.

## 3. Rates and Charges

The Service Connection Charge as set forth in this Section for residence moves, will be waived for residents of a "Nursing Facility" and a "Hospital Long Term Care Unit" facility as outlined in G.2, a., b., and c. preceding.