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## A4. SERVICE CHARGES

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Contents pages 2 and 3 are hereby deleted in their entirety and removed from this Guidebook.

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## A4. SERVICE CHARGES

### A4.1 Definitions

#### SERVICE CHARGE

Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service Charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

Line Connection Charge (First Line, Additional Line) - Applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and a standard voice miniature six position network interface.

Line Change Charge (First Line, Additional Line) - Applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number changes and suspend/restore.

Secondary Service Charge - Applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

Premises Work Charge - A nonrecurring charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

#### CUSTOMER REQUEST

The term "per customer request" as used in this section shall be defined as a customer request for service that is ordered at the same time to be provided on the same date, the same premises, the same system, and the same account.

### A4.2 Application of Charges

#### A4.2.1 General

- A. Except as provided hereinafter, the following are subject to service charges:
  - 1. All classes of Basic Exchange Service, ISDN, Centrex Type Services, Wide Area Telecommunications Service<sup>/1/</sup> (C) (IntraState), Telephone Answering Service and additional classes of service provided in this Guidebook.
  - 2. Features and ancillary services.
  - 3. Miscellaneous service arrangements and auxiliary equipment
- B. **(DELETED)**
- C. The Line Connection Charge includes a standard voice miniature six position network interface for simple type services which do not require other network interfaces. See Section A14 for FCC approved network interfaces.
- D. Installation charges throughout this Guidebook may be applicable in addition to the charges in this section.
- E. Service charges may be required to be paid at the time of application for service.

#### A4.2.2 Line Connection Charge Application

- A. The First Line Connection Charge is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- B. The Additional Line Connection Charge applies for each additional line on the customer's request after the first line.
- C. The Line Connection Charge applies:
  - 1. For the connection of each exchange access line or trunk.
  - 2. On ESSX-1 service for the connection of a Network Access Register (NAR).

<sup>/1/</sup> Effective December 31, 2021, Wide Area Telecommunications (WATS) is withdrawn for Residential customers.

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.3 Line Change Charge Application

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- B. On each multiple line request, the Line Change Charge Additional Line applies for each additional line requested changed after the first line.
- C. If the First Line Connection Charge applies on a customer request, any additional Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
  - 1. For each number changed when requested by the customer.
  - 2. Per NAR for ESSX-1 service.
  - 3. For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
  - 4. For each line, trunk, or per NAR for ESSX-1 service being temporarily suspended at the request of a customer.
  - 5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa, for changes in direction, or other operational charges.
  - 6. For changing from Foreign Central Office Service to home wire center and vice versa.
  - 7. For changing from business individual line service to Back-Up Line Service.

#### A4.2.4 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:
  - 1. Custom Calling Service
  - 2. Prestige Communications service or Prestige Communications Package
  - 3. Grouping Service
  - 4. RingMaster service
  - 5. TouchStar service
  - 6. Customized Code Restriction
  - 7. Customer requested listing changes, except where excluded in this Guidebook.
  - 8. Remote Call Forwarding
  - 9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable.
- C. The Secondary Service Charge applies for:
  - 1. Transfers of responsibility.
  - 2. Changing from residence to business service and vice versa. If the number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence.
  - 3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
  - 4. Installing a Network Interface jack at the customer's request on existing service. Additionally, Premises Work Charges, the charge for a Network Interface in Section A14 may apply.
- D. The Secondary Service Charge is applicable:
  - 1. On ESSX-1 service when installing a station line or changing a station number. (M)
  - 2. On other Centrex Type Services when adding or changing the operation of a NAR. (M)

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

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#### A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Line Change Charge, or Secondary Service Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee requested.
- C. Premises Work Charges apply for, but are not limited to:
  - 1. Rearrangement of drop wire, protector and/or network interface.
  - 2. Trouble Determination.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a customer requested Network Interface on existing working or non-working service.
- E. 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 billable time necessary to complete the request.

#### A4.2.6 Service Charge Exceptions

- A. Service Charges do not apply for:
  - 1. Changing from Touch-Tone Service to Rotary-Dial Service.
  - 2. Changing from a private or semiprivate listing to a listed number.
  - 3. Changing the primary listing of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
  - 4. Changes in grade of service, e.g., from two-party to one-party.
  - 5. Changing from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice options) to another.
  - 6. Converting existing service to Lifeline
  - 7. The establishment of a customer's equivalent service at a new/temporary location when the original premises is made uninhabitable due to a disaster such as a tornado, fire, flood, etc. In lieu of a waiver at the new/temporary location, the customer may choose to receive the waiver for the return to the original premises.
  - 8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
  - 9. (DELETED)
  - 10. Requests for full or partial disconnection.
  - 11. Upgrades from Back-Up Line service to business individual line service or ISDN service.
  - 12. The connection, move or change of telephone service previously provided over a Government System where there is no break in the continuity of service.

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.6 Service Charge Exceptions (Cont'd)

- B. When a customer's request is provided:
  - 1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
  - 2. In accordance with the Service Charge Exceptions listed in A4.2.6, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- C. The Secondary Service Charge is not applicable:
  - 1. Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below.
    - a. Custom Calling Service
    - b. (DELETED)
    - c. Grouping Service
    - d. RingMaster Service
    - e. TouchStar Service
    - f. Designer Listings
    - g. Message Waiting Indication
    - h. Customized Code Restriction
    - i. Voice Mail Calling Features Package
- D. (DELETED)
- E. Residential Service Connection Charge Waiver

Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers. This waiver is valid for only one (1) service line at the intended local service address. The customer must place the order through an AT&T business office or outbound telemarketing vendor. This waiver is not valid for existing AT&T customers or out of region customers who are new to AT&T. Residential customers who are currently not subscribing to AT&T for local service may be eligible for this waiver. The customer must have at least one (1) wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address within AT&T territory. The customer must request the qualifying service at the same address and in the same name as the existing service, unless the customer is planning an imminent move from an address in AT&T territory to another address within thirty (30) days of responding to this offer. In the case of an imminent move, AT&T may offer the customer the waiver of charges and place the order at the new address. The customer must not have had local service with AT&T within ten (10) days prior to the new service connection date.
- F. (DELETED)

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.7 Installment Billing

- A. Service may be established in advance of payment of service charges. At the customer's option, installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown below. One Installment Billing Arrangement is applicable per customer request as defined in A4.1. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be established as a Separate Installment Billing arrangement.
- B. Installment Billing is not available to resellers of local exchange service.
- C. Installment Billing Service Fee
  - 1. An Installment Billing Service Fee is applicable to Installment Billing payment arrangements established for services purchased from this Guidebook by residence customers, by business customers with ten lines or less, and to payment arrangements made for overdue bill balances per A2.4.3.
    - (a) The fee applies for each installment arrangement billed. It is not Concession eligible.
    - (b) Multiple Installment Billing Service fees may appear on one bill if the customer has multiple Installment Billing arrangements in effect.
    - (c) A customer paying the balance due in less than the predetermined number of installments will not be charged for unbilled installments.
    - (d) The fee will not apply to Lifeline service or CPE (Customer Provided Equipment).
- D. Rates and Charges

	Monthly Rate	USOC
1. Per month, minimum installment payments		
(a) Residence	\$5.00	NA
(b) Business	5.00	NA
2. Service Fee		
(a) Residence	1.00	NA
(b) Business	1.00	NA

### A4.3 Schedule of Charges for Connecting or Changing Service

#### A4.3.1 Rates and Charges

	Residence	Business	USOC
A. Line Connection Charge			
1. Applies per exchange access line or trunk or per NAR on ESSX-1 service.			
(a) First Line (per customer request)	\$49.00	\$75.00	NA
(b) Additional Line (each)	49.00	75.00	NA
B. Line Change Charge			
1. Applies per exchange access line or trunk or per NAR on ESSX-1 service.			
(a) First Line (per customer request)	35.00	48.00	NA
(b) Additional Line (each)	35.00	48.00	NA
C. Secondary Service Charge			
1. Applies per customer request			
(a) Each	9.95	20.00	NA
D. Premises Work Charge			
1. First 15-minute increment or fraction thereof			
(a) Per increment	30.00	30.00	NA
2. Each additional 15-minute increment or fraction thereof			
(a) Per increment	14.00	14.00	NA

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## A4. SERVICE CHARGES

### A4.4 Dual Service

#### A4.4.1 General

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time for non-designed services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B. A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no telephone number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.
- D. Payment for Dual Service is provided for by billing the nonrecurring charge following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap.

#### A4.4.2 Rates And Charges

- A. Exchange Access Line
  - 1. Per line, trunk or main station line

	Nonrecurring Charge	USOC
(a) Residence	\$20.00	NA
(b) Business	24.00	NA

### A4.5 Service Expediting Charge

#### A4.5.1 General

- A. When the customer requests that service be provided in advance of the established service interval, and the Company is able to comply, a Service Expediting Charge applies. The Company will determine minimum intervals required to provide service and will not expedite in advance of such intervals. These minimum intervals may vary according to the type of service requested and/or the location where the service is to be provided.
- B. The charge is applicable per exchange, per customer request.
- C. The Service Expediting Charge applies in addition to all other service and installation charges normally applicable.
- D. The definition of an established service interval, for purposes of applying this charge, is that interval which was agreed to by the Company during the initial negotiation for service, where flexible dates are available or where predetermined intervals must be offered. Service intervals vary by the type and amount of service requested and/or the location where the service is to be provided.
- E. For requests to expedite service to the plant test date from the established due date for lines or trunks requiring engineering design, a Secondary Service Charge will apply in lieu of the charges shown following. This charge is in addition to the normal service charges applicable on the request.
- F. If the Company commits to an expedited service date and then fails to meet the commitment, the customer shall not be responsible for the Service Expediting Charge and the Company shall have no further liability to the customer for its failure to meet the commitment.
- G. These charges do not apply to Primary Rate ISDN. See Section A42 for charges that apply.

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#### A4.5.2 Charges

(a) Simple Residence Service	\$25.00	EOD
(b) Simple Business Service	35.00	EOD
(c) Lines or trunks requiring engineering design	375.00	EODPX

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## **A4. SERVICE CHARGES**

**A4.6 Reserved for Future Use**

**A4.7 (DELETED)**

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## **A4. SERVICE CHARGES**

### **A4.7 (DELETED) (Cont'd)**

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### **A4.8 Trouble Determination Charge**

#### **A4.8.1 General**

- A.** The customer shall be responsible for the payment of charges for visits by the Company to the customer's premises which are required in connection with a customer's service difficulty or trouble report when it is determined that the source of the difficulty or trouble is on the customer's side of the demarcation point. This charge does not include any further isolation work beyond the demarcation point.
- B.** Payment for this service for customers subscribing to Other Residence or Business service (Option III) is based on a nonrecurring charge per visit. Residence and business basic exchange services which terminate in a communications system such as a PBX or key system are defined as Other Residence or Business services.

A4. SERVICE CHARGES

A4.8 Trouble Determination Charge (Cont'd)

A4.8.2 Charges

Company trouble determination to the network interface or demarcation point is provided at the following rates and charges.

- A. Option I for Residence and Business Individual Line Service which does not terminate in a communications system such as a PBX or key sytem<sup>1</sup>

1. Exchange Access Line  
a. Per premises  
(1) Residence

- (a) each line  
(2) Business  
(a) each line

Nonrecurring Charge	Monthly Rate	USOC TDG
\$-	\$.50	
-	.50	TDG

- B. Option III

1. See Business Premises Work Charges

Note 1: Option 1 is grandfathered effective April 1, 2007. Existing subscribers may retain the Option 1 plan until July 1, 2007, at which time the plan will be eliminated. The Option 1 plan is not available for customer orders taken on or after April 1, 2007.