

BELLSOUTH  
 TELECOMMUNICATIONS  
 LOUISIANA  
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 BY: President - Louisiana  
 Baton Rouge, Louisiana

## GENERAL SUBSCRIBER SERVICES TARIFF

Twelfth Revised Page 1  
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(T)

**A4. SERVICE CHARGES**

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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**A4. SERVICE CHARGES<sup>1</sup>**

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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 and/or 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 and/or Additional Line) applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number change 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 is a nonrecurring charge based on the labor time and miscellaneous materials required to rearrange 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.

**NETWORK INTERFACE**

The network interface is a FCC approved standard registration program jack which is used at the demarcation point as a means of connection between the telecommunications network and the customer's inside wire and/or equipment.

**DEMARCATIION POINT**

The point of demarcation and/or interconnection between Company communications facilities and the customer's terminal equipment, protective apparatus or wiring at a subscriber's premises.<sup>1</sup> Company-installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules.

**A4.2 Application of Charges****A4.2.1 General Application of Service Charges**

A. Except as provided hereinafter, the following are subject to service charges:

1. All classes of Basic Exchange Service
2. (DELETED)
3. **(DELETED)**
4. **(DELETED)**

(D)

(D)

**Note 1:** Premises is defined in Section A1. of this Tariff.

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## A4. SERVICE CHARGES

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

#### A4.2.1 General Application of Service Charges (Cont'd)

- A. Except as provided hereinafter, the following are subject to service charges: (Cont'd)
  - 6. Mobile Telephone Service, except BellBoy service pagers
  - 7. Telephone Answering Service
  - 8. Miscellaneous service arrangements and auxiliary equipment
- B. For Mobile Telephone Service, the appropriate Business service charges are applicable.
- 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. *of the General Exchange Guidebook* for FCC approved network interfaces. (T)
- D. Installation charges throughout this Tariff may be applicable in addition to the charges in A4.
- E. Service Charges may be required to be paid at the time of application for service.
- F. Where service is established at a concession rate, no concession is allowed from the regular service connection charges.

#### A4.2.2 Line Connection Charge Application

- A. The Line Connection Charge First Line is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- B. On each multiple line request, the Line Connection Charge Additional Line applies for each additional line ordered after the first line.
- C. The Line Connection Charge applies:
  - 1. For the connection of an exchange access line or trunk. The charge is applicable per exchange access line or trunk.

#### A4.2.3 Line Change Charge Application

- A. The Line Change Charge First Line 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 Line Connection Charge First Line applies on a customer request, any additional Line Change Charges applicable for the same customer request will be billed at the Line Change Charge Additional Line rate.

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## A4. SERVICE CHARGES

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

#### A4.2.3 Line Change Charge Application (Cont'd)

- D.** The Line Change Charge applies:
1. For each telephone number changed when requested by the customer.
  2. **(DELETED)** (D)
  3. **(DELETED)** (D)
  4. **(DELETED)** (D)
  5. For the restoral of Mobile Service when the service has been denied because the customer regularly places more calls through one Foreign Base Station than through its Base Station of Registry.
  6. For changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, etc.
  7. For changing from Foreign Central Office Service to home wire center and vice versa.
  8. For changing from business individual line service to Back-Up Line service. (T)

#### 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. Touch-Tone Calling Service
  2. Custom Calling Service
  3. **(DELETED)** (D)
  4. Grouping Service
  5. RingMaster Service (T)
  6. TouchStar Service (T)
  7. Customized Code Restriction
  8. Customer requested directory listing changes
  9. Remote Call Forwarding.
  10. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable, unless specifically excluded.
- C.** The Secondary Service Charge applies for:
1. Transfers of responsibility.
  2. Changing from residence to business service and vice versa as defined in Section A2. The business charge applies when changing to business and the residence charge applies when changing to residence. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. (T)
  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 will apply.
- (DELETED)** (D)

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## A4. SERVICE CHARGES

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

#### A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change 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 15-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 specifically requested.
- C. Premises Work Charges apply:
  - 1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.
- E. The customer may request an estimate before ordering installation 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 Charges except where specifically stated, do not apply in the cases listed following:

- 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. (DELETED)
  - 4. (DELETED)
  - 5. Changing to and from flat, message or measured rate basic service (including Complete Choice service, Area Plus service and Area Plus service with the Complete Choice option). This includes changing from one usage service option to another. This does not include a change from residence service to business service or vice versa.
  - 6. The move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
  - 7. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
  - 8. (DELETED)
  - 9. Requests for full or partial disconnection.
  - 10. Upgrades from Back-Up Line service to business individual line service.
- 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.A. preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- C. Service charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

(D)

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## A4. SERVICE CHARGES

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

A4.2.6 Service Charges except where specifically stated, do not apply in the cases listed following: (Cont'd)

D. (DELETED)

(D)

E. (DELETED)

(D)

F. (DELETED)

(D)

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## **A4. SERVICE CHARGES**

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

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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 amount 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 regulated services purchased from this Tariff by business customers with six lines or less, and to payment arrangements made for overdue bill balances per A2.4.3.
    - (a) The fee applies for each installment billing 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 CPE (Customer Provided Equipment).

D. Rates and Charges

- 1. Per month, minimum installment payments

	<b>Monthly Rate</b>	<b>USOC</b>	
(a) <b>(DELETED)</b>			(D)
(b) Business	<b>5.00</b>	<b>NA</b>	
2. Service Fee			
(a) <b>(DELETED)</b>			(D)
(b) Business	<b>1.00</b>	<b>NA</b>	

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**A4. SERVICE CHARGES****A4.3 Schedule of Charges for Connecting or Changing Service****A4.3.1 Rates and Charges**

	<b>Business</b>	<b>USOC</b>	<b>(C)</b>
<b>A. Line Connection Charge</b>			
1. Applies per exchange access line or trunk			
(a) First Line	<b>\$85.00</b>	<b>NA</b>	<b>(C)</b>
(b) Additional Line (each)	<b>75.00</b>	<b>NA</b>	<b>(C)</b>
<b>B. Line Change Charge</b>			
1. Applies per exchange access line or trunk			
(a) First Line	<b>48.00</b>	<b>NA</b>	<b>(C)</b>
(b) Additional Line (each)	<b>11.00</b>	<b>NA</b>	<b>(C)</b>
<b>C. Secondary Service Charge</b>			
1. Applies per customer request			
(a) Each	<b>26.00</b>	<b>NA</b>	<b>(C)</b>
<b>D. Premises Work Charge</b>			
1. First 15-minute increment or fraction thereof	<b>Business</b>	<b>USOC</b>	<b>(C)</b>
(a) Per increment	<b>\$23.00</b>	<b>NA</b>	<b>(C)</b>
2. Each additional 15-minute increment or fraction thereof			
(a) Per increment	<b>11.00</b>	<b>NA</b>	<b>(C)</b>

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**A4. SERVICE CHARGES**

**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, as defined in A4.1.
- C. The 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 and the customer during the initial negotiation for service, where flexible dates are available or where predetermined intervals must be offered.
- E. For requests to expedite service to the normal plant test date from the established due date for lines or trunks requiring engineering design, a charge equal to the Secondary Service Charge will apply in lieu of the expedite charge shown. 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.

**A4.5.2 Charges**

	<b>Nonrecurring Charge</b>	<b>USOC</b>
(a) <b>(DELETED)</b>		
(b) Business Service	<b>\$35.00</b>	<b>EOD</b>
(c) Lines or trunks requiring engineering design	<b>375.00</b>	<b>EODPX</b>

(D)

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**A4. SERVICE CHARGES**

**A4.7 (DELETED)**

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**A4. SERVICE CHARGES****A4.7 (DELETED) (Cont'd)**

(D)

**A4.8 Trouble Determination Charge****A. General**

1. Customers shall be responsible for the payment of Company 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. Charges for Trouble Determination, as defined in Section A1, do not include any further isolation work beyond the demarcation point. Customers will not be charged for dispatch work performed in connection with a service difficulty or trouble report when it is determined that the trouble originated from a source other than from the customer's side of the demarcation point.

**B. Charges**

1. Company trouble determination to the network interface or demarcation point is provided at the following rates and charges for Other Business Services. Business basic exchange services which terminate in a communications system, such as PBX or KEY, are defined as Other Business Services.
  - a. Premises Work Charges in A4.3.

(C)

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**A4. SERVICE CHARGES**

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