

TARIFF DISTRIBUTION

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A4. SERVICE CHARGES

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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.

DEMARICATION 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.¹ 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. ESSX service/Digital ESSX service/MultiServ service/MultiServ PLUS service/BellSouth Centrex service
 4. Wide Area Telecommunications Service (Intrastate)

Note 1: Premises is defined in Section A1.

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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, and Intrastate Wide Area Telecommunications Service (WATS), 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. for FCC approved network interfaces.
- D. Installation charges throughout this *Guidebook* may be applicable in addition to the charges in A4. (T)
- 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.
 - 2. Per main station line for MultiServ service, MultiServ PLUS service, and BellSouth Centrex service.
 - 3. Per Network Access Register (NAR) for ESSX service or Digital ESSX service.

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.

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 services purchased from this *Guidebook* by residence customers, by business customers with six lines or less, and to payment arrangements made for overdue bill balances per A2.4.3. (T)
 - (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 Lifeline service or CPE (Customer Provided Equipment).

D. Rates and Charges

- 1. Per month, minimum installment payments

		Monthly Rate	USOC
(a)	Residence	\$5.00	NA
(b)	Business	5.00	NA
2.	Service Fee		
(a)	Residence	1.00	NA
(b)	Business	1.00	NA

A4. SERVICE CHARGES

A4.7 Tribal Link-Up

A4.7.1 General

- A. Tribal Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers residing on federally recognized Tribal lands by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in WC Docket Nos. 11-42, 03-109, 12-23; CC Docket No. 96-45, which complies with the Telecommunications Act of 1996 and the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012. Specific terms and conditions are as prescribed by the Louisiana Public Service Commission and are as set forth in this *guidebook*. (T)
- B. Tribal Link-Up is supported by the federal universal service support mechanism.
- C. A federal credit amount of one hundred percent (100%) of the non-recurring charges for connection of service, up to a maximum of one hundred dollars (\$100.00), is available to be passed through to the subscriber.
- D. Resellers of residential service shall offer Tribal Link-Up to eligible subscribers under the terms and conditions set forth in this *Guidebook*. (T)

A4.7.2 Terms and Conditions (T)

- A. General
 - 1. Customers eligible under Tribal Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
 - 2. One Tribal Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
 - 3. The Tribal Link-Up credit is available a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.
 - 4. To receive the credit, proof of eligibility must be provided prior to installation of service.
 - 5. The total charges for connecting service, including service and any other applicable installation charges, are considered in the credit calculation. (T)
 - 6. The non-discounted federal credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this *Guidebook*, for their eligible end users. Eligible carriers, as defined by the FCC, are required to establish their own Tribal Link-Up program. (T)
- B. Eligibility
 - 1. To be eligible for a Tribal Link-Up credit, in addition to meeting a tribal land residency requirement, the customer must be a current recipient of any of the following low income assistance programs.
 - a. Supplemental Security Income (SSI)
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Medicaid
 - d. Federal Public Housing Assistance/Section 8
 - e. Low-Income Home Energy Assistance Program (LIHEAP)
 - f. Temporary Assistance for Needy Families (TANF)
 - g. National School Lunch Program's free lunch program
 - h. BIA (Bureau of Indian Affairs) General Assistance
 - i. Tribally administered Temporary Assistance for Needy Families (TANF)
 - j. Head Start (income eligible)
 - k. Food Distribution Program on Indian Reservations
 - 2. Additionally, customers not receiving benefits under one of the preceding programs, and whose household's total gross annual income does not exceed one hundred and thirty-five percent (135%) of the federal poverty guidelines, meet the requirements for eligibility.

A4. SERVICE CHARGES

A4.7 Tribal Link-Up (Cont'd)

A4.7.2 Terms and Conditions (Cont'd)

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs or the income based criterion should be provided to the Company at the time of application for service. The Tribal Link-Up credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation without proof of eligibility, the requested service will be provided without the Tribal Link-Up credit.
2. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Tribal Link-Up program.
3. Resellers providing Tribal Link-Up service from this *Guidebook* are responsible for determining proof of eligibility prior to requesting the service. As set forth in 47 C.F.R. § 417, a reseller must provide a certification, upon request, to AT&T that it is complying with all FCC and applicable State requirements governing Lifeline/Tribal Link-Up programs, including certification and verification procedures. Resellers are required to retain the required documentation for three (3) years and be able to produce the documentation to the Commission or its Administrator to demonstrate that they are providing discounted services only to qualified low-income customers as outlined in B.1. and B.2. preceding. Disclosure requirements described in 2. preceding are applicable to resellers of Tribal Link-Up service.

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A4.7.3 Rates And Charges

- A. The federal credit available for a Tribal Link-Up connection is a one hundred percent (100%) reduction, up to one hundred dollars (\$100.00), of the customary charge for commencing telecommunications service for a single telecommunications connection at a subscriber's principal place of residence.
- B. Upon request, qualifying residents may also receive a deferred schedule of payments of up to two hundred dollars (\$200), and any interest charges associated with the connection charge shall be deferred for a period not longer than one (1) year.

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 Residence or Business Services. Residence and Business basic exchange services which terminate in a communications system, such as PBX or KEY, are defined as Other Residence or Business Services.
 - a. Premises Work Charges in A4.3.