

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 7 – MISCELLANEOUS CHARGES

7.1 Additional Labor Charges

7.1.1 Additional labor charges will apply when the Customer requests the following:

- (A) Installation or circuit changes during non-business hours under unusual circumstances; or
- (B) A Company designated technician at the Customers' Premises for trouble that results from problems in the Customer's equipment; or
- (C) The provision of engineering design or other activities which are not normally provided as part of the design and installation of service; or
- (D) If the Customer requests that installation be performed at hours of the day or days of the week other than normal work hours or days (8:00 am to but not including 5:00 pm Monday through Friday excluding holidays) or interrupts work once begun, additional labor charges apply as shown below:

	Rate Per 15 Minutes
8:00 am to but not including 5:00 pm Monday through Friday excluding holidays	\$25.00
Holidays (New Years Day, Federally Observed Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas)	\$31.25
All Other Times	\$31.25

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7.2 Duplicate Bill Charges

7.2.1 General

(A) Subject to Company retention policies, availability of the bill(s), and ability of the Company to retrieve the bill(s), a Customer may request a paper copy of their bill(s). A Duplicate Bill Charge may apply upon a Customer's request for the duplicate copies of their telephone bill(s) in accordance with the charges specified following, unless stipulated differently in the Customer's contract. This Service will be available where billing and technology exists.

(B) The Duplicate Bill Charge, as defined below, will not be applied in the following instances:

- .1 When a Customer is currently subscribing to a Service to receive additional copies of their bills;
- .2 When Customers request a copy of the bill because of non-receipt of an initial bill after new connect, transfer or change of address orders;
- .3 When Customers have not received a bill due to Company error in the address of the bill;
- .4 When a customer requests a copy of the current monthly bill or final bill

7.2.2 Rates and Charges

Duplicate Bill Charge, mailed via standard US mail only:

Per bill copy charge	\$5.00
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7.2.3 Liability

With respect to any claim or suit, by a Customer or any others, for damages arising from delays, errors, or omissions, or failure to provide bill copies, the Company's liability, if any, shall not exceed the amount paid for the Service.

7.3 Carrier Cost Recovery Fee (CCRF) (C)

Consumer Customers will be charged a \$1.99 cent per month CCRF to recover certain costs associated with providing state-to-state and international long distance service including expenses for national regulatory fees and programs, and connection and account servicing charges. This fee applies for each month in which the customer has any AT&T Long Distance state-to-state and/or international charges on their bill. The CCRF is applied in full whether or not the Customer's billing period covers a full month. This fee is not a tax or charge required by the government (C)

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7.4 Federal Regulatory Fee

Services provided pursuant to this Guidebook are subject to an undiscountable monthly Federal Regulatory Fee which will enable the Company to recover some of the costs associated with telecommunications relay services and federal regulatory compliance items. Customers will be assessed a monthly charge equal to a percentage of the Customer's total net interstate charges, after the application of all applicable discounts and credits. This Federal Regulatory Fee is neither contributory to nor eligible to receive discounts, nor is it eligible to contribute to meeting minimum monthly or annual requirements. A Customer will not be required to pay this Federal Regulatory Fee if it demonstrates to the Company's reasonable satisfaction that the Customer is acquiring the Company's Services for resale, i.e. not for its own internal use. The current Federal Regulatory Fee is 2.82%

7.5 Universal Service Fund (USF) Charge. Telecommunications services provided by the Company are subject to a Universal Service Fund Charge. The Universal Service Fund provides telecommunications and information services to schools, libraries and rural health care facilities; it also serves to subsidize local service to high cost areas and low-income households. This Universal Service Fund (USF) charge will be identified on the bill as "Federal Universal Service – Interstate" and will be found in the "Other fees" section of the bill. The FCC Contribution factor is subject to change quarterly. The current factor can be found at <http://www.fcc.gov/omd/contribution-factor.html>.