

**SERVICE CONNECTION CHARGES**

**A. General**

The charges specified in this Section for the connection, move or change of service, contemplate work being performed by the Company employees involved at a time when overtime wages do not apply.

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 interrupts work once begun, an additional charge based on the additional costs involved applies.

All changes in location of customers' service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with Service Charges applying. For a definition of the term "Premises," refer to Part 2, Section 1.

Service Charges are in addition to other rates and charges normally applying under the Tariffs and the Guidebook. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of mileage charges.

For regulations covering the payment of Service Charges, refer to Part 2 and Part 3 of this Guidebook.

**B. Installment Billing**

Residence service charges may be billed in equal amounts over periods not exceeding eight months.

Installment Billing allows business customers to negotiate payment of nonrecurring charges for up to four (4) months. Only two such arrangements at any one time will be provided to non-incorporated accounts. This service will only be applicable to those products and services not specified for deferred payment in other sections of this Guidebook.

An amount of five dollars (\$5.00) will be applied to the first monthly payment for business customers only for each installment billing arrangement. This charge will only be applied once when multiple orders are issued for one customer, at one location, with one due date.

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

**C. Service and Equipment Charge**

1. Description

The Service and Equipment Charge is a nonrecurring charge associated a given service or item of equipment which applies on a per-item basis each time the service or item of equipment is provided.

2. Regulations

Where two or more of the Service and Equipment Charges listed below would occur on the same exchange access line on the same order, only one Service and Equipment Charge is applied. The Service and Equipment Charge applicable is the highest of the charges that would otherwise apply.

Service and Equipment Charge associated with:

- exchange access line
- temporary suspension of service at the customer's request
- restoral of service after a temporary denial for nonpayment
- changes to or from Outstate Calling Area (OCA) Service
- changes to or from Community Optional Service (COS)

3. Outstate Calling Area (OCA) Service

a. Service and Equipment Charges are applicable when a customer in a Company exchange subscribes to or disconnects Outstate Calling Area (OCA) Service or changes plan options.

b. Service and Equipment Charges, per account:

Residence	\$4.00
Business	5.00

c. OCA Service and Equipment Charges will be waived for a period of 60 days commencing with the initial OCA service offering for a particular exchange

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

**C. Service and Equipment Charge (cont'd)**

4. Service Equipment Charge

a. Main Service

	Rate	
	Residence	Business
1. Charge to install main service access line <sup>/5/</sup>	\$49.00 <sup>/12 (C)</sup>	\$75.00 <sup>/9,11/</sup>
	49.00 <sup>/12 (C)</sup>	
2. Charge to install service for each additional residential access line per account		
	Payphone Exchange Access Service <sup>/4/</sup>	
	\$71.50	
	Residence	Business
3. Conversion Charge <sup>/8/</sup>	\$5.00 (C)	\$5.00 <sup>/9,11/</sup>
4. Charge to change telephone number per access line	29.00	7.75
5. Charge to initiate or terminate detailed billing, per access line	4.00	5.00
6. Charge to change to or from flat, message, or measured service, per access line	10.50 <sup>/3/</sup>	10.25
7. Charge to change to or from Optional Measured Metropolitan Exchange Service, per access line	4.00	5.00
8. Charge to change class of service, per access line <sup>/1/</sup>		
- Residence to Business	11.25	
- Business to Residence		12.25
9. Charge to establish or rearrange hunting sequence, per access line <sup>/10/</sup>	4.75	5.50

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

**C. Service and Equipment Charge (cont'd)**

4. Service Equipment Charge (cont'd)

a. Main Service (cont'd)

	<u>Service and Equipment Charge</u>
10. Charge to change type of signaling supervision (loop start to ground start or vice-versa), per access line	\$5.50
11. Charge to convert existing trunks (per trunk):	
- From Analog to Digital Loop Exchange Access PBX Service, or	
- From SmartTrunksm Service to Digital Loop Service, per access line	5.50

Footnotes:

- /1/ Class of service denotes the use of the service, i.e., business or residence service.
- /2/ Reserved for future use.
- /3/ Reserved for future use.
- /4/ Payphone Exchange Access Service.
- /5/ Also applicable to the installation of Digital Loop Exchange Access PBX Service, per each non-additive local exchange usage component specified in Part 6, Section 7.
- /6/ Reserved for future use. (C)
- /7/ Reserved for future use. (C)
- /8/ 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 multiline service from another Competitive Local Exchange Carrier (CLEC) reselling SBC Missouri provided service to SBC Missouri service at the same service location. This charge is applied per service order. Additional features may be added at the existing rates.
- /9/ This charge is waived, if applicable, if the customer subscribes to Custom BizSaver and is coming to SBC Missouri from another carrier.
- /10/ This charge is waived, if applicable, if the customer subscribes to Custom BizSaver and this hunting feature is required to establish a Multiline bundle or establish an Additional Line (Option 2) and the customer is coming to SBC Missouri from another carrier.
- /11/ This charge is waived, if applicable, if the customer subscribes to Flat Rate, Message and Measured Access lines, Flat, Message, Measured and/or DID Analog Trunks and is coming to SBC Missouri from another carrier and commits to a minimum of a one year term plan.

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

**C. Service and Equipment Charge (cont'd)**

Footnotes: (cont'd)

(D)

(D)

/12/ Residence Access Line Retention Offer<sup>/1/</sup> - Beginning August 25, 2008, and through March 9, 2009, this offer shall be established for residence customers who call to disconnect one or more access lines, then decide to retain the line(s). Customers must keep the required services for 30 days to receive the benefit of this offer. If customers call to disconnect one line, they will receive a \$5.00 monthly discount on their account. If customers call to disconnect two or more lines, they will receive a total \$10.00 monthly discount on their account. Customers must already subscribe to or newly purchase Caller ID and one prescribed additional feature on one line. Customers may only receive this offer once.

(C)

Effective March 10, 2009, eligible customers will receive a \$5 bill Credit per line for up to two access lines, for a maximum of 24 months, provided the access line(s) and required features are retained.

This offer is not available to subscribers of Complete Choice Basic or Complete Choice Enhanced.

The prescribed additional feature with monthly billing must be selected from the following list: Call Waiting, Call Waiting ID, Call Forwarding, Three-Way Calling, Speed Calling 8, Call Return, Auto Redial, Call Blocker or Priority Call. Applicable nonrecurring feature installation charges will be waived if one or both features are newly purchased.

Customers bills will be credited each month that the line(s) and required features are retained on the account. If customers disconnect an applicable line or required feature under this offer before the next bill period date in which a credit is due, any further discounts available under this offer will cease. If customers move from their current location, any further discounts available under this offer will cease. This offer cannot be combined with any other access line retention offer that provides a monthly recurring discount.

/1/ This Residence Access Line Retention Offer is obsolete for residence customers, except for existing installations at existing locations for existing residence customers for the remainder of their term who subscribed to the plan prior to November 1, 2010.

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

**C. Service and Equipment Charge (cont'd)**

Footnotes: (cont'd)

(D)

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

**D. Travel Charge<sup>/1/</sup>**

1. Regulations

Travel Charge - applies when a trip to the customer's premises is required to install a network interface or provide service on the Company's side of the network interface as a result of a customer's request and no other service activity is performed. This includes but is not limited to the installation of a network interface at an existing location or the moving of a protector or aerial drop. The Travel Charge applies for the inside move of a single network interface associated with a single line service. The inside move of a network interface associated with multiple lines or the move of multiple interfaces for the same customer on the same order will be charged as specified in paragraph F.

2. Charges

Time-Sensitive Charge Plan

Nonrecurring Charge

Initial Travel Charge

First 15 minutes or fraction thereof billable work

- Residence	\$39.50
- Business	42.65

Additional Travel Charge

Each additional 15 minutes or fraction thereof billable work

- Residence	14.25
- Business	15.35

No distinction is made between a "New Installation or Connection" and an "Outside Move." 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 Service Charges applying.

/1/ Not applicable with DigiLine<sup>SM</sup> Service.

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

**E. Non-application of Service Charges**

1. Service Charges do not apply to:
  - a. Exchange access lines for which no basic exchange rates apply, including public telephones.
  - b. Service re-established, once, after the destruction or partial destruction of the customer's premises by means beyond the control of the customer, e.g., fire, flood or other acts of God, whether at the same or another location, except as provided pursuant to the Major Disaster Relief Plan as shown in Part 2, Section 2, Sheet 29 of the Guidebook.<sup>/1/</sup>
  - c. Changes of telephone numbers and associated listing changes for service reasons or Company-initiated reasons, e.g., continuing annoying and anonymous calls, etc.
  - d. Any activity required for the proper maintenance of equipment or service.
  - e. Partial or full disconnection of service.
  - f. Changing grade of service when customers are upgraded after having to take a lower grade of service initially due to facilities not being available.
  - g. Restoral of Services suspended at the customer's request. (The appropriate Service and Equipment Charge applies when the service is suspended.)
  - h. Reassociation of party-line service when the change is made due to Company reasons, e.g., regrouping to maintain party-line fill or clearing cable pair for other service or facility requirement.
  - i. Orders issued for record purposes.
  - j. On the "from" portion of work involved in a transfer of service and equipment from one premises to another.
  - k. Advanced Intelligent Network Services.

<sup>/1/</sup> Additional Disaster Plan provisions are specified in Part 2 of this Guidebook.



**SERVICE CONNECTION CHARGES (cont'd)****F. Move Charges**

When, at the request of the Customer, the network facilities are required to be moved for a Customer-Provided Communications System, PBX, or Key System, this move will be based on the cost of making the change.

**G. Jacks**

## 1. General

- a. All registered terminal equipment and systems, whether customer-provided or Company-provided, will be directly connected to the telecommunications network through a Network Interface/Demarcation Point. This Network Interface/Demarcation Point will generally consist of a Company-provided standard jack as specified in, or authorized by, the Federal Communications Commission's Registration Program. See Connections of Registered Equipment and Demarcation Point in Part 2 of the Guidebook.
- b. Network Interface Jacks are provided as part of an Exchange Access Line for Standard and Complex Services.

**RESTORATION OF SERVICE**

**A. Restoration of Suspended Service**

1. The following Service and Equipment Charge will apply for restoring service after its temporary suspension by the Company, as covered in Suspension of Service in Part 2, Section 4:

	<u>Residence</u>	<u>Business</u>
Service and Equipment Charge	\$35.00	\$40.00 (I)

In addition to the Service and Equipment Charge, the customer will be required to pay all charges due, including the charges for the period of denial.

2. This Service and Equipment Charge applies only after the suspension of service and not after its discontinuance; that is, it does not apply after the completion of a disconnection order. After service is discontinued by the completion of a disconnection order, service can be restored only upon the execution of a new contract, in which case the Service and Equipment Charges as specified in this Section for a new installation, will apply.

**MAINTENANCE AND REPAIRS**

**A. Charges**

1. The Company undertakes to maintain and repair the facilities which it furnishes to customers, under this Guidebook. The customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the customer. The customer may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed and maintained under this guidebook by the Company except upon the written consent of the Company.
2. A nonrecurring Customer Owned Equipment Trouble Isolation Charge<sup>/1/</sup> will apply for each repair visit to a customer's premises or the premises of any other customer where the service difficulty or trouble results from the use of Equipment or Facilities on the customer's side of the demarcation point. This charge will only apply when a Network Interface Device has been installed.

	<u>Charge</u>
Residence	\$99.00
Business	110.00

For those circumstances where a Network Interface Device has not been installed, a Customer Owned Equipment Trouble Isolation Charge of \$5.00 will apply.

/1/ This charge was previously referred to as a "Maintenance of Service Charge."