

SERVICE CHARGES

A. General

1. Service Charges are in addition to all other unregulated rates and charges that may be applicable for service and equipment provided by the Company.

2. **Service Charges:**
 - a. **Miscellaneous Services Charge** - the charge for performing miscellaneous services at the customer's request, as specified elsewhere in this Guidebook.

 - b. **Line Connection Charge** - the charge for performing all or part of the operations associated with the connection of a central office line or provision of network access.
 - 1) For Simple Service, the Company will terminate network access in a Network Interface as defined elsewhere in the Company's tariffs. /1/

 - 2) For Complex Services, the Company will terminate network access in a Network Interface, as defined elsewhere in the Company tariffs.

 - 3) Applicable on a per account basis when transferring existing central office line(s) servicing a Carrier's end user to Ameritech without interruption in service. /1/

 - c. **Station Handling Charge** - the charge for handling a keyless telephone. This charge is applicable to Complex Services only.

 - d. **Line Rearrangement Charge** - the charge for performing central office type work.

 - e. **Restoral of Service Charge** /1/
 - (1) Service discontinued by the Company because of nonpayment when the service has not been disconnected is subject to the restoral of Service Charge.

 - (2) When service is rendered inoperative by causes beyond the control of the customer, excluding theft, the same Company provided service as destroyed will be reestablished at the same or different location, at the option of the customer, without Service or Installation Charges, except as provided pursuant to the Major Disaster Relief Plan as shown in Part 2, Section 2. /1/

/1/ Material formerly appeared in M.P.S.C. No. 20R, Part 3 Section 1 on Sheet 1.

SERVICE CHARGES (Cont'd)

3. Application of Service Charges:

- Service Charges apply to install, change or move service and equipment. Unless otherwise specified, Service Charges are in addition to Installation Charges and Nonrecurring Charges,
- Service Charges are not applicable for Company initiated work.

A. Miscellaneous Services Charge

1. One charge covers all miscellaneous services performed at the same time for which a separate monthly bill is rendered.
2. Miscellaneous Services include but are not limited to the following:
 - a. Change from published to non-published listing, addition or change in unregulated listings or establishment of Joint User Service.
 - b. Change in responsibility for payment for service not involving a listing change except for the following cases:
 - i. When a receivership is established or terminated.
 - ii. Addition to, or withdrawal from membership in a partnership or corporation
 - c. Changes in customer records necessary to reflect service provided or changed at customer request except for the following cases.
 - i. Discontinuance of a unregulated listing or change of unregulated listing because of a legal change of name.
 - ii. Changes in customer billing address.
3. Miscellaneous Services Charge is applicable to establish a Special Billing Arrangement for dormitory service.

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B. Line Connection or Rearrangement Charges

1. Line Connection Charges for Residence or Business Exchange Lines or Trunks, or Business Centrex Station Lines are applicable as follows: One line connection charge applies for each central office line or Centrex station line connected.
2. A Line Connection Charge is applicable for each central office line that is:
 - a. Transferred from one building to another building.
 - b. Moved with a customer's portable structure containing telephone service.
 - c. Transferred from one premises to another premises in the same building, e.g., one apartment to another apartment, one office or suite of offices to another office or suite of offices.
 - d. Moved when the telephone equipment at a new location is established prior to disconnection of the old location, or discontinued at the old location prior to establishment at the new location.
 - e. Connected from the serving central office. (Includes provision of a Network Interface (NI) for Simple Service as determined by the Company); the charge for the Network Interface for Complex Service is determined by the type provided.
 - f. Connected between the general distribution cable terminals serving different premises in the same building or serving different buildings on the customer's same continuous property.
 - g. Changed from a coin line to a business line or changed from a business line to a coin line.
 - h. Moved when a building cable terminal is moved to a different location in the same building.
 - i. Installed for Remote Call Forwarding Service.

SERVICE CHARGES (Cont'd)

3. Application of Service Charges (Cont'd)

b. Line Connection or Rearrangement Charges (Cont'd)

- (3) A Line Connection Charge is applicable for a rearrangement of each single span of aerial Service drop wire or equivalent underground entrance facilities.
- (4) Line Connection Charge are applicable each time service is established at a location. However, when service and facilities are assumed prior to discontinuance and without a lapse of service in the case of change in responsibility for payment for service, only a Miscellaneous Service Charge is applicable.
- (5) Residence Exchange Line Connection Charges are applicable for Centrex Residence Station lines as follows for:
 - (a) New Lines, the residence Line Connection Charge per line is applicable.
 - (b) Lines which have been temporarily disconnected at the same time, the Line Connection Charge for:
 - The First 500 lines, is \$9.60 per line.
 - Additional lines at the same time, is \$3.21 per line.
- (6) A Line Connection Charge or Line Rearrangement Charge is not applicable for the discontinuance of lines.
- (7) A Line Rearrangement Charge is applicable for:
 - (a) Change in or addition of one or more central office features such as Custom Calling Service, etc., except when ordered by a customer for up to 60 days prior to the conversation of a central office from one type of central office equipment to another type, e.g., electromechanical or electronic to digital.
 - (b) Change in or addition of one or more central office features such as Automatic Callback, Call Screening, Distinctive Ringing, Repeat Dialing, or Caller ID, except when ordered by a customer for up to 60 days after a central office is initially equipped with the services. (C)
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 - (c) Each change in telephone number made at the customer's request, including change in number to provide trunk hunting.
- (8) The higher Line Rearrangement charge is applicable when multiple customer requests (that carry different Line Rearrangement charges) are being completed on the same order.

c. Station Handling Charges

- (1) A Station Handling Charge is applicable for connection, moving or changing a keyless set.

SERVICE CHARGES (cont'd)

4. Service Charges

Description /Billing Code/	Nonrecurring Service Charge	
	Residence	Business
a. Miscellaneous Service	\$20.00 (I)	\$14.37
b. Line Connection, Each Exchange Line or Trunk	49.00	75.00
c. Line Rearrangement, Each Line	30.50	34.50
- Custom Calling, PREMIERE, INC, MRS, Automatic Callback, Call Screening, Distinctive Ringing, Repeat Dialing, Caller ID and Caller ID with Name, and Ameritech Call Control	6.00	7.50
- Other line rearrangement type orders	30.50	34.50
d. Checks Returned On Carrier Accounts, each	15.00	15.00
e. Station handling charges, each (complex)	4.20	4.20
f. Suspension Of Service Or Temporary Transfer Of Calls	13.03	34.54
g. Restoral of Service Charge, per line	35.00	35.00

PROMOTIONAL WAIVERS

GENERAL

- A. For existing residence exchange customers, new customers residing at the same address as an existing residence customer, and new residence exchange customers who install more than one line at the time of the new installation, the Company may waive or give the customers a bill credit or other type of credit, for all or part of the Line Connection charge on new connections of additional access lines during promotional waiver periods of less than a year in duration. Other rates and charges associated with exchange service, as specified elsewhere in the tariffs, e.g. Federal End User Common Line, E-911, apply. Customer orders for the service which are completed or taken during the promotional period will qualify.

- B. For existing business exchange customers on the same account, or new business exchange customers, on the same account, installing more than one business access line at the time of the new installation, the Company may waive or give the customers a bill credit or other type of credit, for all or part of the Line Connection charge on new connections of additional access lines, excluding COCOTS Lines, Semi-Public Service, Centrex Lines and PBX Trunks, during promotional waiver periods of less than a year in duration. Other rates and charges associated with exchange service, as specified elsewhere in the Guidebook, e.g., Federal End User Common Line, E-911, apply. Customer orders for the service which are completed or taken during the promotional period will qualify.

WAIVER BUSINESS NETWORK ACCESS LINES

This offer will be in effect for business customers who currently have their business exchange service with another local exchange carrier within the SBC Michigan serving area and who now wish to establish business exchange service with SBC Michigan.

The normally applicable Service Order and Line Connection Charges will be waived for eligible business customers ordering and installing business exchange access lines. The Line Connection Charge will be waived for each business network access line installed. Customers must enroll in a minimum of a one year access line or local usage term plan to qualify for the waivers.

This offering is not applicable to Flexline, Centrex, ISDN, DID trunks or coin service lines. The credit is not applicable on additional lines ordered after the customer establishes service. In addition to the eligibility criteria noted above, customers must: 1) not have had service disconnected for nonpayment, and 2) not have any past due bills for regulated service owed to the Company.

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SERVICE CHARGES FOR MESSAGE TOLL SERVICES AND ASSISTED CALL SERVICE ^{/1/} (C)

1. General

- a. The Service Charges covered herein are applicable in connection with the establishment of Toll Terminals, Mechanized Reporting Service and subsequent moves, changes and additions of lines and other service or equipment.

2. Service Charges:

- a. Miscellaneous Services Charge - the charge for performing miscellaneous service, at the customers request as specified elsewhere in this Guidebook.
- b. Line Connection Charge - the charge for performing all or part of the operations associated with the connection of a Toll Terminal line for provision of network access.
 - (a) For Simple Service, the Company will terminate network access in a Network Interface as defined elsewhere in the Company's Guidebooks.
 - (b) For Complex Services, the Company will terminate network access in a Network Interface, as defined elsewhere in the Company's Guidebooks.

3. Application of Service Charges

Service Charges apply to install, change or move service and equipment. Unless otherwise specified, Service Charges are in addition to Installation Charges and Nonrecurring Charges.

Service Charges are not applicable for Company initiated work.

a. Miscellaneous Service Charge

- (1) One charge covers all miscellaneous services performed at the same time for the same service.
- (2) Miscellaneous services include but are not limited to the following:
 - (a) Change from published to non-published listing, addition or change in Listings or establishment of Joint User Service. (C)
 - (b) Change in responsibility for payment for service not involving a listing change except for the following cases:
 - i. When a receivership is established or terminated.
 - ii. Addition to, or withdrawal from membership in a partnership or corporation.
 - (c) Changes in customer records necessary to reflect service provided or changed at customer request except for the following cases:
 - i. Discontinuance of a listing or change of listing because of the legal change of the name.
 - ii. Changes in customer billing address.

^{/1/} Applicable within the state of Michigan where the respective rate centers are located in Michigan.

SERVICE CHARGES FOR MESSAGE TOLL SERVICES AND ASSISTED CALL SERVICE (cont'd)

3. Application of Service Charges (cont'd)

b. Line Connection Or Rearrangement Charges

- (1) Line Connection Charges for lines or trunks are applicable as follows:

One Line Connection Charge applies for each Toll Terminal line or trunk connected.

- (2) Line Connection Charges are applicable each time service is established at a location. However, when service and facilities are assumed prior to discontinuance and without lapse in rendition of service or change in class of service in the case of change in responsibility for payment for service, only the Miscellaneous Services Charge as specified in a. preceding is applicable.

- (3) A line rearrangement charge is applicable for each change in telephone number, made at the customer's request.

4. Charges - See Sheet 4 of this Section for Nonrecurring Service Charges.

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SERVICE CHARGES FOR WIDE AREA TELEPHONE SERVICE (WATS)**1. GENERAL**

- a. The Service Charges covered herein are applicable in connection with the establishment of Wide Area Service (excluding Common Line 800 SERVICE) and subsequent moves, change and additions of lines, and other service or equipment.
- b. For Common Line 800 SERVICE all charges associated with the Business exchange, Centrex and DID lines are specified in the Company's tariffs. A service charge does not apply to the initial installation of Common Line 800 SERVICE. The charge for subsequent moves, changes and additions of Common Line 800 SERVICE will be the line rearrangement charge specified elsewhere in this Guidebook.

Miscellaneous Services Charge - the charge for performing miscellaneous services at the customer's request, as specified elsewhere in this Guidebook.

Line Connection Charge - the charge for performing all or part of the operations associated with the connection of a Wide Area Services line for provision of network access.

Promotional Waiver - Service Charges may be waived by the Company during promotional periods for 800 SERVICES. Customer orders for the service which are completed or taken during the promotional period will qualify for the waiver of service charge.

Competitive Response - In order to acquire or retain 800 Service customers, the Company will match certain offers made by other Carriers where the customer can demonstrate to the Company's satisfaction that it intends to accept such offer as an inducement to subscribe to or remain subscribed to such other Carrier services. The benefits, which match the competitor's offer will be provided by giving the customer a credit or credits against specified Company invoice(s) usage, recurring, and/or non-recurring charges.

Special Promotional Offering - During promotional periods, the Company will offer one or more of the following promotions to customers responding to media, advertising, direct mail materials, telemarketing promotions, and/or personal sales presentations. The promotional inducements will be available for such responding customers who subscribe to 800 Service. This may include a requirement that the customer remain a customer of the Company for a period not to exceed three years. The benefits will be provided (1) by giving the customer a credit or credits against specified Company invoice(s) for usage, recurring, and/or nonrecurring charges, (2) by issuing to the customer a check or other financial instrument, coupon, or certificate redeemable by, or payable to, the customer, the Company, or other promotional benefit including goods or services delivered to the subscriber or coupons, upgrades, or discounts on goods or services provided by third parties. The total value of any award under this promotion shall not exceed \$500.00. A check or other financial instrument, coupon, or certificate is valid only in accordance with its terms, and must be cashed, used, or presented by the customer to whom it was issued before the expiration date specified on the check, or other financial instrument, coupon, or certificate, after which date the underlying offer and the check or other financial instrument, coupon, or certificate will be void.

2. Application Of Service Charges

Service Charges apply to install, change or move service and equipment. Unless otherwise specified, Service Charges are in addition to Installation Charges and Nonrecurring Charges. Service Charges are not applicable for Company initiated work.

a. Miscellaneous Services Charge

- (1) One charge covers all miscellaneous services performed at the same time for the same service.

SERVICE CHARGES FOR WIDE AREA TELEPHONE SERVICE (WATS) (Cont'd)**2. Application Of Service Charges (Cont'd)****a. Miscellaneous Services Charge (Cont'd)**

- (2) Miscellaneous Services include but are not limited to the following:
- a. Change from published to non-published listing, addition or change in listings or establishment of Joint User Service (C)
 - b. Change in responsibility for payment for service not involving a listing change except for the following cases:
 - i. When a receivership is established or terminated.
 - ii. Addition to, or withdrawal from membership in a partnership or corporation.
 - c. Changes in customer records necessary to reflect service provided or changed at customer request except for the following cases:
 - i. Discontinuance of a listing or change of listing because of the legal change of name.
 - ii. Changes in customer billing address.

b. Line Connection or Rearrangement Charges

- (1) Line Connection Charges for line or trunks are applicable as follows: One Line Connection Charge applies for each Wide Area Service line connected, excluding Common Line 800 SERVICE.
- (2) Line Connection Charges are applicable for connecting one or more Wide Area Service line or trunks, excluding Common Line 800 SERVICE to the general distribution cable terminals serving the customer's premises in the same building or different buildings on the same continuous property.
- (3) Line Connection Charges are applicable each time service is established at a location. However, when service and facilities are assumed prior to discontinuance and without lapse in rendition of service or change in class of service, in the case of change in responsibility for payment for service, only the Miscellaneous Services Charge applies.
- (4) A Line Rearrangement charge is applicable for a change from WATS to Dedicated 800 SERVICE or vice versa.

3. Service Charges - See Sheet 4 of this Section for Nonrecurring Service Charges.

/1/ Material now appears on Sheet 10 of this Section.

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