

A4. SERVICE CHARGES

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A4. SERVICE CHARGES

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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, Additional Line) - Applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and the installation of a standard voice miniature six position network interface.

Line Change Charge (First Line, Additional Line) - Applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number changes and for restoration of service.

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 - A nonrecurring charge applicable to customer requested work such as moving the drop wire, protector and/or network interface on existing service.

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.

A4.2 Application of Charges

A4.2.1 General

- A. Except as provided hereinafter, the following are subject to service charges:
 - 1. All classes of Basic Exchange Service and additional classes of service provided in this *Guidebook*. (T)
 - 2. Features and ancillary services.
 - 3. Miscellaneous service arrangements and auxiliary equipment
- B. The Line Connection Charge includes a standard voice miniature six position network interface for services which do not require other network interfaces. See Section A14 for FCC approved network interfaces.
- C. Installation or other charges throughout this *Guidebook* may be applicable in addition to the charges in this section. (T)
- D. Service charges may be required to be paid at the time of application for service.
- E. Service moves to a new premises (i.e., outside moves) are considered a disconnect at the old location and connection of service at the new location.

A4.2.2 Line Connection Charge Application

- A. The First Line Connection Charge is applicable if the customer is requesting only one line or for the first line of a multiple line request.
- B. The Additional Line Connection Charge applies on multiple line requests for each line to be connected after the first line on the request.
- C. The Line Connection Charge applies:
 - 1. For the connection of each exchange access line or trunk.
 - 2. On ESSX-1 service for the connection of a Network Access Register (NAR).
 - 3. On other Centrex Type Service for the connection of a line or trunk.

A4.2.3 Line Change Charge Application

(M)

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line of a multiple line request. (M)
- B. The Additional Line Change Charge applied on multiple line requests for each line to be changed after the first line on the request. (M)
- C. If the First Line Connection Charge applies on a customer request, any Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate. (M)

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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. Per NAR for ESSX-1 service; per line or trunk on other Centrex Type Service.
 3. For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
 4. For each line, trunk, or per NAR for ESSX-1 service being restored after temporary suspension at the request of a customer.
 5. 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, or other operational changes requested by the customer.
 6. For changing from Foreign Central Office Service to home wire center and vice versa.
 7. For changing from business individual line service to Back-Up* Line Service.

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. Custom Calling Service
 2. Prestige Communications service
 3. RingMaster service
 4. TouchStar service
 5. Customized Code Restriction
 6. Customer requested listing changes
 7. Remote Call Forwarding
 8. Other features or services, subject to A4 charges, for which the Line Connection Charge and Line Change Charge are not applicable
- C.** The Secondary Service Charge applies for:
1. Transfers of responsibility or transfers of service, including transfers in which a final bill is rendered.
 2. Changing from residence to business service and vice versa. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence.
 3. Rearrangement of drop wire, protector, and/or network interface. Additionally, a Premises Work Charge will apply.
 4. Installing a network interface jack on existing service at the request of the customer. In addition to the Premises Work Charge, the charge for a Network Interface in Section A14 may apply if the network interface is other than a standard voice miniature six position network interface.
- D.** The Secondary Service Charge is applicable:
1. On ESSX-1 service when installing a station line or changing a station number.
 2. On other Centrex Type Services when adding or changing the operation of a NAR.
 3. For conversions from existing 2-wire to 4-wire Foreign Exchange (FX) Service, in addition to the nonrecurring charges in Section A9.

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A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.6 Service Charge Exceptions

A. Service Charges do not apply for:

1. Changing from Touch-Tone to Rotary-Dial capability.
2. Requests to add Touch-Tone capability when no other services are requested.
3. Changing from a private or semiprivate listing to a listed number.
4. Changing the primary listing or transferring service of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
5. Changes from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice service options) to another.
6. Converting existing service to Lifeline.
7. Changing telephone numbers or other changes (i.e., records correction, cutover) 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.
11. Requests to add Free (Extended Service Area) LUD.
12. Requests to add Premium LUD within sixty (60) days of the effective date of an expanded local calling plan.
13. Normal maintenance and repair of the Company's network and service.
14. Services found in the Private Line Guidebook.
15. When equivalent service is established, for the move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., to the new/temporary location, or for the move back into the original location. Service Charges will apply when service is established or re-established for other than the displaced subscriber.

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, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.

C. Reserved For Future Use

D. Residential Secondary Service Charge Waiver

Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below:

1. Custom Calling Services
2. Rotary Line Service
3. RingMaster Service
4. TouchStar Service
5. Designer Listings
6. Message Waiting Indication
7. Customized Code Restrictions
8. Voice Mail Calling Features Package

(DELETED)

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Page 3.1 is hereby deleted in its entirety and removed from this Guidebook.

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.6 Service Charge Exceptions (Cont'd)

D. Residential Secondary Service Charge Waiver

Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below:

1. Custom Calling Services
2. Rotary Line Service
3. RingMaster Service
4. TouchStar Service
5. Designer Listings
6. Message Waiting Indication
7. Customized Code Restrictions
8. Voice Mail Calling Features Package

E. (DELETED)

F. (DELETED)

G. (DELETED)

(D)

A4.2.7 Installment Billing

A. Service may be established in advance of payment of service charges. Installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown as follows. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be treated as a separate Installment Billing arrangement. Late payment charges do not apply to installment billing charges that have not yet been billed.

1. Per Month, minimum

	Monthly Rate	USOC
(a) Residence	\$5.00	NA
(b) Business	5.00	NA

B. Installment billing is not available to resellers of local exchange service.

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A4.3 Schedule of Charges for Connecting or Changing Service

A4.3.1 Rates and Charges

	Residence	Business	USOC	
A. Line Connection Charge				
1. Per exchange access line or trunk or per NAR on ESSX-1 service				
(a) First Line, per customer request	\$49.00	\$75.00	NA	
(b) Additional Line, each	49.00	75.00	NA	(I)
B. Line Change Charge				
1. Per exchange access line or trunk or per NAR on ESSX-1 service				
(a) First Line, per customer request	35.00	48.00	NA	
(b) Additional Line, each	35.00	48.00	NA	
C. Secondary Service Charge				
1. Per customer request				
(a) Each	9.95	9.00	NA	(I)
D. Premises Work Charge				
1. Per customer request				
(a) Per visit	13.25	13.75	NA	

EFFECTIVE: December 1, 2005

A4. SERVICE CHARGES ¹ (T)

A4.4 Dual Service (M) (T)

A4.4.1 General (M) (T)

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time for nondesignated services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move. (M)
- B. A request for Dual Service occurs on orders for a transfer of service (To & From) within the same wire center where no telephone number change is involved. (M) (T)
- C. Dual Service will be offered subject to the availability of facilities and technical limitations. (M)
- D. Dual Service will be limited to a maximum service period of thirty (30) days. (M) (T)
- E. Billing for Dual Service includes the nonrecurring charge following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap. (M) (T)

A4.4.2 Rates and Charges (M) (T)

- A. Exchange Access Line (M) (T)
 - 1. Per Line or Trunk (M)

	Nonrecurring Charge	USOC	
(a) Residence	\$20.00	NA	(M)
(b) Business	24.00	NA	(M)

A4.5 Reserved for Future Use (N)

A4.6 Reserved for Future Use (N)

Note 1: These changes are a result of the restructure of this Section. (N)

A4. SERVICE CHARGES

A4.7 (DELETED)

A4.8 Reserved for Future Use

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A4.9 Student Mass Sign Up Provision¹

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A4.9.1 General

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- A. When optional mass sign up procedures are agreed to and implemented by an institution of higher learning and the Company and these procedures are utilized by a student when establishing residence main telephone service in a dormitory provided or sponsored by the institution, a credit will be made to the student's account.

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- 1. Credit

(M)

	Credit Amount	USOC	
(a) Credit, per main telephone service	\$10.25	NA	(M)

A4.10 Reserved for Future Use

(M)

Note 1: Student Mass Sign Up Provisions filed in compliance with Docket P-55, Sub 768.

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Pages 8 through 12 are hereby deleted in their entirety and removed from this Guidebook.

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