

3.1 SERVICE CHARGES

3.1.1 MULTI-ELEMENT SERVICE CHARGES

A. DESCRIPTION

1. Multi-Element Service Charges apply to the ordering, installing, moving, changing, rearranging or furnishing of individual and multi-line residence and business service, and trunks, except as otherwise shown.

2. Multi-Element Service Charges include the following elements:

a. Service Ordering Charge

The term Service Ordering Charge means the charge that applies per customer request for work performed by the Company in connection with the receiving, recording and processing of customer requests for service to be completed for the same account, at the same premises, at the same time.

One service ordering charge applies to each service order issued for each customer request for service and work as shown in Rates and Charges following. All items included on that service order are covered on the service order charge.

b. Central Office Line Connection Charge

The term Central Office Line Connection charge means the charge that applies for arranging each exchange line to provide service between the central office and the customer's premises. The charge applies for work including but not limited to:

(1) Making and/or changing connections in the central office.

(2) Making and/or changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connections and line and station transfers,

(3) Installation of Network Interface Device (NID)

c. Premises Visit Charge

The term Premises Visit Charge means the charge that applies for premises work to business customers that is not covered in the Central Office Line Connection Charge. The charge only applies if a premises visit is required.

3.1 SERVICE CHARGES

3.1.1 MULTI-ELEMENT SERVICE CHARGES (Cont'd)

B. REGULATIONS

1. A change of location from one premises to another, or from one Centrex customer location to another, will not be treated as a move, but as a disconnect and a new installation including cases where a customer occupies a new premises and subsequently vacates the premises in which his telephone service was installed.

A change of location on the same premises where there is no interruption of the service, other than that incident to the work performed, will be treated as a move and not as a disconnect and new installation.

2. Multi-Element Service charges do not apply in connection with:

- a. Services other than those set forth in this section, including private line, key equipment, PBX and Centrex Services, secretarial line and business answering line services.
- b. Change in billing and/or directory listing.
- c. Work performed for the sole purpose of removing one or more items furnished under a directly associated monthly rate.
- d. A move, rearrangement, or change initiated by the Company; or required on account of a change in class, type, or grade of service.
- e. Moves and changes required for the maintenance of the equipment or service.
- f. The term supersedure means:

The transfer of a customer's service, including the telephone number, from one customer to another where a change of billing responsibility take place with no change in type or location of equipment. The charge following applies except as provided for in other portions of this Guidebook.

3.1 SERVICE CHARGES

3.1.1 MULTI-ELEMENT SERVICE CHARGES (Cont'd)

C. CHARGES

1. Elements for new and additional service, move and changes and in place connections.

	<u>Charge</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	
Service Ordering Charge, per customer request:			
- For connecting new or additional central office line	\$38.00	\$18.50	NLC
- For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines	24.00	11.50	SCC
- For moving or changing existing service and equipment or adding new or additional service and equipment associated with CUSTOM CALLING FEATURES or CUSTOM CALLING 2000 FEATURES.	24.00	11.50	CCCHG

3.1 SERVICE CHARGES

3.1.1 MULTI-ELEMENT SERVICE CHARGES (Cont'd)

C. CHARGES (Cont'd)

Central Office Line Connection Charge,
per line:

	<u>Charge</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	
- Local Central Office ¹	36.00 ²	15.00	RR
- Contiguous Foreign Exchange or Foreign Prefix Service	233.00	229.00	ZZZYB
- Noncontiguous Foreign Exchange	375.00	368.00	1LPJ4
Premises Visit Charge			
- Each Visit	17.00	--	

2. Other Equipment and Facilities

Charges for moving, rearranging, or changing of equipment, apparatus, or facilities, other than provided in this Section, will be an amount equal to the cost of labor and material.

3. Supersedure

	<u>Charge</u>		<u>USOC</u>
	<u>Business</u>	<u>Residence</u>	
- With closing bill	\$38.00	\$30.00	*SB
- Without Closing bill	18.00	12.00	*SO

4. Reconnection

- Reconnection charge, per account	\$38.00	\$31.00	RCD
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NOTE 1: Local Central Office Connection Charge is automatically generated by class of service USOCs for residence, business trunks and extension lines.

NOTE 2: 4-wire business services are double the standard 2-wire rates.

3.1 SERVICE CHARGES

3.1.2 MOVE AND CHANGE CHARGES

A. DESCRIPTION

Charges for moves and changes are intended to cover in part the expense incurred by the Company in meeting the requirements of customers relative to rearrangements or changes of Company wiring on the same premises.

B. REGULATIONS

1. A change of location from one premises to another will not be treated as a move, but as a disconnect and a new installation.
2. If a customer rents new rooms and vacates those in which his telephone is installed, the regular service charge will apply for the establishment of the service at the new location.
3. Other Equipment and Facilities

Charges for moving, rearranging, or changing facilities, other than provided in this guidebook, will be an amount equal to the actual cost or estimated cost of labor and material used, not to exceed the sum of the charges which would apply to a disconnect and new installation of the same entire service.

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4. Maintenance

When moves, rearrangements, or changes are initiated by the Company, no charges apply

5. Change in Class of Service

No charge applies if the move, rearrangement or change is required on account of a change in class, type or grade of service.

3.1 SERVICE CHARGES

3.1.2 MOVE AND CHANGE CHARGES (Cont'd)

C. CHARGES

1. Customer Requested Number Change (USOC – NCK)

	<u>Business</u>	<u>Residence</u>
- First Primary Service Line of each account	\$35.00	\$31.00
- Each additional Primary Service Line of same account on same order	20.00	19.00

3.1 SERVICE CHARGES

3.1.2 MAINTENANCE OF SERVICE CHARGE

A. DESCRIPTION

A maintenance of service charge is applicable to each maintenance call by the Company to a customer's premises where a service difficulty or trouble report results from customer-provided equipment, facilities, and/or customer premises inside wire.

B. REGULATIONS

1. The Company will not repair, adjust or perform other work on the customer-provided equipment and/or facilities.
2. When the customer has reported a service difficulty or trouble to the Company which requires a visit to the customer's premises and it is found the service difficulty or trouble results from the use of customer-provided equipment or facilities, the maintenance of service charge will apply.

C. CHARGES

Maintenance of Service Charge:

	<u>Charge</u>	<u>USOC</u>	
- Residence Service	\$99.00	MCE	(R)
- Business, Private Line, and Wide Area Telephone Service, COPTS	\$110.00	MCE	

3.1 SERVICE CHARGES

3.1.2 RESTORAL OF SERVICE CHARGE

A. DESCRIPTION

1. The Company will collect a reconnection charge when restoring service which has been temporarily suspended or partially or temporarily discontinued for non-payment of a bill. The applicable restoral charges are set forth in this section .
2. Charges for a new installation will apply when restoring service which has been permanently discontinued.

B. CHARGES

Reconnection Charge:

	<u>Charge</u>	<u>USOC</u>
- per Business Account	\$38.00	RCD
- per Residence Account	\$31.00	RCD

3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES

A. DESCRIPTION

Service connection charges are intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system.

Complex Service as used in this guidebook, are telephone answering service and tie lines. (C)
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B. REGULATIONS

1. The term supersedure means:

The transfer of a customer's service, including the telephone number, from one customer to another where a change of billing responsibility takes place with no change in type or location of equipment. The charge following applies except as provided elsewhere in the Guidebook.

3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)

C. CHARGES

Service Connection charges provided hereunder are payable at the time application for the particular service or facility is made, and are in addition to the regular schedule of rates.

Service connection charges listed in this section do not apply to individual, multi-line, trunks, party line, or farmer line services. Charges for these services are contained in Part 3, Section 1.1 of the Guidebook.

Service connection charges shown below apply to complex exchange services and facilities.

1. New and Additional Complex Business Service

a. Primary Service, each line:

	<u>Charge</u>
(1) Local and Extended Area Service	
- TAS trunk line service or Answering line	\$119.00
- Tie line (same premises)	72.00
(2) Foreign Exchange Service, Contiguous, each line	
- TAS trunk line service, or Answering lines	316.00

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3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)

C. CHARGES (Cont'd)

	<u>Charge</u>
(3) Foreign Exchange Service, Noncontiguous, each line	
- TAS trunk line service or Answering line	\$458.00
(4) Foreign Prefix Service in same exchange, each line	
- TAS trunk line service, or Answering lines	316.00
b. Extension Line; PBX, Horizon, ACD and TAS Station Line Service; Secretarial Line Service:	
(1) Off premises, in the same building or different building on continuous property	
- Extension Line	\$72.00
- PBX, TAS, Horizon, or ACD Line	72.00
- Secretarial line	108.00
(2) Off premises, on noncontinuous property in the same central office serving area, each line	
- Extension line	108.00
- PBX, TAS, ACD, or Horizon line	189.00
- Tie line	108.00

3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)
C. CHARGES (Cont'd)

	<u>Charge</u>
- Secretarial line, Extension of and individual access line or trunk	\$108.00
- Secretarial Line, Extension of a PBX line, ACD line or Horizon line	189.00
 (3) Off-premises on a different central office serving area in the same exchange or contiguous Foreign Exchange Area, each line	
- Extension line	305.00
- PBX, TAS, ACD, Horizon line or Tie line ¹	350.00
- Secretarial line – Extension of an individual access line or trunk	305.00
- Secretarial line – Extension of a PBX line, ACD line or Horizon line	350.00

NOTE 1: Charges shown for these services (Tie Line only) apply only to service provided off premises in a different central office service area in the same exchange.

3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)
C. CHARGES (Cont'd)

d. Supersedure

	<u>Charge</u>	<u>USOC</u>
- With closing bill	\$38.00	*SB
- Without closing bill	18.00	*SO

e. Reconnection charges

- Per account	\$38.00	*SB
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2. New and Additional Complex Residence Service

a. Primary Service, each line:

	<u>Charge</u>
(1) Local and Extended Area Service	
-Individual access line, Trunk line service	\$96.00
(2) Foreign Exchange Service, Contiguous, each line	
-individual access line, Trunk line service	290.00
(3) Foreign Exchange Service, Noncontiguous, each line	
-Individual access line, Trunk line service	429.00
(4) Foreign Prefix Service in same exchange, each line	
-Individual access line, Trunk line service	290.00

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3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)

C. CHARGES (Cont'd)

b. Extension Line; PBX Primary Line; Secretarial Line Service:

(1) On and off premises in the same building or different building on continuous property, each

	<u>Charge</u>
- Extension line	\$50.00
- PBX line	50.00
- Secretarial line	85.00

(2) Off-premises on noncontinuous property in the same central office service area, each line

- Extension line	85.00
- PBX line	154.00
- Secretarial line	85.00

(3) Off-premises in a different central office serving area in the same exchange or contiguous foreign exchange area, each line

- Extension line	279.00
- PBX line	313.00
- Secretarial line	279.00

3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)

C. CHARGES (Cont'd)

d. Supersedure

	<u>Charge</u>	<u>USOC</u>
- With closing bill	\$30.00	*SB
- Without closing bill	12.00	*SO
- Secretarial line		

e. Reconnection Charges

- Per Account	\$31.00	RCD
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D. WAIVERS

1. NRC Win/Winback Waiver

Business access line customers who currently do not have their service with the Company or who previously had their service with the Company, left the Company and established their service with another carrier and who now reestablish service with the Company will receive a waiver of the one time service charges (nonrecurring charges) associated with the 1) installation of all new business access lines, 2) hunting, and 3) all business custom calling services.

These nonrecurring charges will be waived under this offer on the business exchange access lines, hunting and features that the customer installs on their initial order (s) per location and on any subsequent order during the length of the term. Customers must agree to a minimum 24 month or greater term agreement.

The winback customer must not have had: 1) service disconnected for non-payment; or 2) any past due bills for regulated service owed to the Company. This offer cannot be combined with other business access lines and trunks Service and Equipment charge waivers or credit offers, and is not available on any business service or package that includes a waiver of nonrecurring charges. Foreign Exchange Service is not eligible for this NRC waiver offer.

If the customer cancels their service agreement at any time prior to the expiration of the service period set forth in their term agreement, the customer shall be responsible for all termination charges as described in their corresponding contract for these same eligible services and will pay full nonrecurring charges that were waived at the time of installation and on any subsequent orders placed during the length of the term.

Effective January 15, 2012, customers who qualify and take advantage of this waiver will NOT be required to pay back the full nonrecurring charges that were waived at the time of installation and on any subsequent orders placed during the length of the term.

In addition, for those customers, termination charges are not applicable if, during their term period:

- The customer converts to another AT&T business access line plan with a term equal to or greater than the time remaining on the term plan; or
- The customer converts to an upgraded technology with AT&T (i.e. network access lines to PBX trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause.

This offer is not available to customers who have local service with an affiliate of the Company.

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3.1 SERVICE CHARGES

3.1.2 SERVICE CONNECTION CHARGES (Cont'd)

D. WAIVERS (Cont'd)

2. Mobility National Retail Service Connection Charge Waiver

The nonrecurring service charges may be waived for new residential customers who order new service at an AT&T Mobility store or National Retail partner. To be eligible, customers must place their order in person at the retail location, select AT&T as their local service provider and subscribe to an AT&T network access line and a minimum of Complete Choice Basic. This offer may be combined with promotional offers for which the customer qualifies, unless specifically excluded. The Company reserves the right to prohibit the combination of this offer with any other offer at the Company's sole discretion and/or discontinue or modify the offer at any time. Company employees are not eligible for this offer. This offer cannot be combined with customer's receipt of a Link-up discount.

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3.1 SERVICE CHARGES

3.1.3 CHARTER NUMBER SERVICE

A. DESCRIPTION

Charter Number is a service that allows a customer to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service and/or consolidating services. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same Rate Center.

B. REGULATIONS

1. Charter Number Service will be available to POTS, DID/PBX, Centrex, ISDN BRI and ISDN PRIME Service Customers.
2. Charter Number Service will only provide porting of a working in service telephone number within the same Rate Center.
3. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.
4. No porting is allowed outside of MSA's as defined in FCC Tariff No. 1.
5. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers, (i.e. Additional Line) will be issued from the switch in which the main telephone number resides not from the original switch.
6. Charter Number Service is available where facilities and operating conditions permit.
7. The ported number will only function from one location.

C. RATES AND CHARGES

	<u>Monthly</u> <u>Recurring</u> <u>Charge</u>	<u>Nonrecurring</u> <u>Charge</u>	<u>USOC</u>
Charter Number Service Per telephone number	NA	\$20.00	PTLCN

3.1 SERVICE CHARGES

3.1.3 CHARTER NUMBER SERVICE

A. DESCRIPTION

Charter Number is a service that allows a customer to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service and/or consolidating services. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same Rate Center.

B. REGULATIONS

1. Charter Number Service will be available to POTS, DID/PBX, Centrex, ISDN BRI and ISDN PRIME Service Customers.
2. Charter Number Service will only provide porting of a working in service telephone number within the same Rate Center.
3. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.
4. No porting is allowed outside of MSA's as defined in FCC Tariff No. 1.
5. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers, (i.e. Additional Line) will be issued from the switch in which the main telephone number resides not from the original switch.
6. Charter Number Service is available where facilities and operating conditions permit.
7. The ported number will only function from one location.

C. RATES AND CHARGES

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
Charter Number Service Per telephone number	NA	\$20.00	PTLCN