

**SERVICE CHARGES – CONNECTIONS, MOVES AND CHANGES****A. General**

1. The charges specified in this section for the establishment, maintenance, move or change of service contemplate work being performed by the Company employees involved at a time when overtime wages do not apply.
2. If the customer requests that his service be established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges. This service is subject to the availability of resources.
3. The Service Charge is a nonrecurring charge associated with a given service or item of equipment which applies on a per item basis each time the service or item of equipment is provided. The Service Charges, where applicable, are specified in the appropriate product guidebooks for each service or item of equipment.
4. Service Charges are in addition to other rates and charges as specified in the Guidebooks and are not in lieu of Private Line charges.
5. For regulations covering the payment of Service Charges, see 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 of this Guidebook.
6. Service Charges do not apply to:
  - a. Service re-established, within the same exchange, after the destruction or partial destruction of the customer's premises by means beyond the control of the customer, including but not limited to acts of God, state and/or national disasters, terrorism, military action, war or civil commotions. The service restoration may be at the same or another location within the exchange. However, if service is established at a new location and the customer later moves back to the old location, the Service Charges are applied in connection with the re-establishment of service at the old location.<sup>/1/</sup>
  - b. Moves or changes required for the proper maintenance of the equipment or service.
  - c. Changes of telephone numbers for Company initiated reasons or service reasons.
  - d. Orders issued for record purposes only, except for transfer of contract where there is a change of name and interest, change in main listing or change to add or omit address on existing service.
  - e. Intercept Referral Service located in Part 11, Section 1.
  - f. Disaster Routing Service and Intelligent Redirect<sup>SM</sup> located in Part 6, Section 6.
  - g. IntelliNumber located in Part 20, Section 6.

/1/ Refer to ' Rules and Regulations Applying to All Customers' in Part 2, Section 2 for waiver of nonrecurring and/or monthly charges due to a Disaster.

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**SERVICE CHARGES – CONNECTIONS, MOVES AND CHANGES (cont'd)**

**A. General (cont'd)**

7. No distinction is made between the "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.
  
8. Premises Network Charges
  - a. Application of Premises Network Charges
    1. The Premises Network Charge applies for work performed at the customer's premises and on the Company side of the demarcation point.
    2. See 'Rules and Regulations Applying To All Customers' Contracts' in Part 2, Section 2, for a description of the location of demarcation point.
    3. Premises Network Charges will apply for the move of a network interface, moving a Protector and/or Aerial or Buried Drop for existing service.
    4. Other charges may apply to reflect additional material or contract labor charges incurred by the Company.
  
  - b. A maintenance of service charge will apply in those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble is on the customer's side of the demarcation point.
  
  - c. Holidays subject to Schedule III Charges are:

New Years Day	Independence Day	Thanksgiving Day
Washington's Birthday	Labor Day	Day after Thanksgiving
Memorial Day	Veteran's Day	Christmas Day

**SERVICE CHARGES – CONNECTIONS, MOVES AND CHANGES (cont'd)**

**A. General (cont'd)**

8. Premises Network Charges (cont'd)

d. Charges

	Premises Network Charges		
	<u>Schedule I</u> <sup>/1/</sup>	<u>Schedule II</u> <sup>/2/</sup>	<u>Schedule III</u> <sup>/3/</sup>
Initial 15 minutes or fraction thereof.....	\$50.00	\$55.00	\$60.00
Each additional 15 minutes or fraction thereof ....	20.00	25.00	30.00
Maintenance of Service Charge			
Business .....	\$110.00		
Residential .....	99.00		

9. Priority Service

- a. Priority Service is an optional service, providing flexible scheduling of installation dates for residence and business customers requesting service not requiring special engineering or design. Priority Service is subject to the availability of the work force and facilities. The optional priority services are:

*Expedited Service* - work performed by Company employees on a reduced interval basis Monday through Saturday for other than Company reasons. A reduced interval is any date that is less than the normal interval as determined by the Company.

*Saturday Service* - work performed by Company employees on Saturday for other than Company reasons and when the Expedited Service charge is not applicable.

- b. Rates - apply in addition to any other applicable service connection charges.

	<u>USOC</u>	<u>Service Charge</u>
<u>Expedited Service</u>		
Residence, per line .....	EOD	\$45.00
Business, per line.....	EOD	90.00
<u>Saturday Service</u>		
Residence, per line .....	EODPX	35.00
Business, per line.....	EODPX	75.00

/1/ Schedule I is applicable to work performed Monday through Friday, between 8:00 AM and 5:00 PM.

/2/ Schedule II is applicable to work performed Monday through Friday at hours other than Schedule I and all day Saturday, for other than Company reasons.

/3/ Schedule III is applicable to work performed on Sundays and holidays shown in A.8.c, for other than Company reasons.

**SERVICE CHARGES – CONNECTIONS, MOVES AND CHANGES (cont'd)**

**A. General (cont'd)**

10. Conversion Charge

a. General

1. A Conversion Charge to the end-user customer is applicable to convert an end-user customer's existing service to Company service from a Competitive Local Exchange Carrier (CLEC) that is reselling Company service.
2. The service must remain at the same service location.
3. If a customer requests to add or delete features, the standard guidebook charges and conditions associated with the features apply in addition to the local carrier Conversion Charge.
4. The Conversion Charge is applied per service order.
5. The Simple Conversion Charge is applicable when a mechanized change order process is utilized to convert residence and business Exchange Access Line service. The Simple Conversion Charge is not applicable to the conversion of PBX trunks or Plexar access lines.
6. The Complex Conversion Charge is applicable to PBX trunks, Plexar access lines and other business services.

b. Conversion Charges Apply

	<u>Residence</u>	<u>Business</u>	
Simple Conversion Charge <sup>1,2/</sup> .....	\$5.00	\$5.00 <sup>3/</sup>	(C)
Complex Conversion Charge.....	---	125.00	

See Sheet 5 for footnotes

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**SERVICE CHARGES – CONNECTIONS, MOVES AND CHANGES (cont'd)**

**A. General (cont'd)**

Footnotes

- /1/ This is an interim rate pending the outcome of the cost dockets, Cause Nos. PUD 970000213 and 970000442.
- /2/ This charge is waived, if applicable, if the customer subscribes to Custom BizSaver and is coming to AT&T Oklahoma from another carrier.
- /3/ Customers will receive a waiver of the applicable nonrecurring conversion charges associated with business access lines and analog trunks. Eligible customers are business customers who have their service with another carrier and who now wish to establish service with the Company. The customer must also commit to a minimum of a one year term plan. Nonrecurring charges waived under this discount plan will only apply to the exchange access lines that the customer converts on their initial order when establishing service with the Company. This offer cannot be combined with other business access lines and trunks nonrecurring conversion charge waivers or credit offers.

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