

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: TN-21-0014

DATE: March 15, 2021

STATE: TENNESSEE

EFFECTIVE DATE: 03/15/2021

TYPE OF DISTRIBUTION: Approved

PURPOSE: Eliminate the Residence Service Connection Charge Waiver

**TARIFF SECTION**

G004

**PAGE NUMBER**

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**PAGE REVISION**

0004

## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply:
  - 1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
  - 2. As required for Trouble Determination.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.
- E. The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual billable time necessary to complete the request.

#### A4.2.6 Service Charge Exceptions

- A. Service Charges do not apply for:
  - 1. Changing from Touch-Tone Service to Rotary-Dial Service, or vice versa.
  - 2. Changing from a private or semiprivate listing to a listed number.
  - 3. Changing the primary listing of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
  - 4. Changes in grade of service, e.g., from two-party to one-party.
  - 5. Changing to and from flat, message or measured rate basic local service (including Complete Choice Service, Area Plus Service, and Area Plus Service with the Complete Choice Option). This includes changing from one measured service option to another. This does not include a change from residence service to business service or vice versa.
  - 6. Converting existing service to Lifeline.
  - 7. The move from a premises which has been destroyed or made un-tenantable by a disaster such as a tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
  - 8. Changing numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
  - 9. (DELETED)
  - 10. Requests for full or partial disconnection.
  - 11. Requests to add Customized Code Restriction Option 4.
  - 12. Requests to establish an Optional Calling Plan, except WatsSaver service.
  - 13. Upgrades from Back-Up Line service to business individual line service or ISDN service.
- 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 may apply for additional service.
  - 2. In accordance with the Service Charge exceptions listed in A4.2.6, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- C. (DELETED)
- D. (DELETED)
- E. (DELETED)

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