
A4. SERVICE CHARGES

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A4. SERVICE CHARGES

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 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 change and suspend/restore.

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 is a nonrecurring charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

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.

NETWORK INTERFACE

The network interface is an FCC approved standard registration program jack which is used at the demarcation point as a means of connection between the telecommunications network and the customer's inside wire and/or equipment.

DEMARCATIION POINT

The point of demarcation and/or interconnection between Company communications facilities and the customer's terminal equipment, protective apparatus or wiring at a subscriber's premises.¹ Company-installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules.

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
 2. ESSX-1 Service
 3. ESSX service/Digital ESSX service/MultiServ service/MultiServ PLUS service/BellSouth Centrex service (T)
 4. Centrex Service (T)

Note 1: Premises is defined in Section A1.

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A4.2 Application of Charges (Cont'd)

A4.2.1 General (Cont'd)

- A. Except as provided hereinafter, the following are subject to service charges: (Cont'd)
 - 5. Wide Area Telecommunications Service (Intrastate)
 - 6. Telephone Answering Service
 - 7. Miscellaneous service arrangements and auxiliary equipment
- B. The Line Connection Charge includes a standard voice miniature six position network interface for simple type services which do not require other network interfaces. See Section A14 for FCC approved network interfaces.
- C. Installation 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. (T)

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 if multiple lines are being ordered.
- B. The Additional Line Connection Charge applies for each additional line on the customer's request after the first line.
- C. The Line Connection Charge applies:
 - 1. For the connection of an exchange access line or trunk. The charge is applicable per exchange access line or trunk.
 - 2. Per main station line for Centrex service, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service. (T)
 - 3. Per Network Access Register for ESSX-1 service.

A4.2.3 Line Change Charge Application

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- B. The Additional Line Change Charge applies for each additional line requested changed on the customer's request after the first line.
- C. If the First Line Connection Charge applies on a customer request, any additional Line Change Charges applicable for the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
 - 1. For each number changed when requested by the customer. (T)
 - 2. For each change of station number for Centrex-CO, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service and for each change in the operation of a Network Access Register for ESSX-1. This charge is applicable in addition to the appropriate charge for station number changes when a change of basic exchange number is requested coincident with a change of station number. (T)
 - 3. For each line, trunk, or ESSX-1 Network Access Register being restored after service is temporarily denied for nonpayment.

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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: (Cont'd)
4. For each line being temporarily suspended at the request of a customer.
 5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa.
 6. For changing from Foreign Central Office Service to home wire center and vice versa.

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 or Prestige Communications Package
 3. Grouping Service
 4. RingMaster service
 5. TouchStar service
 6. Customized Code Restriction
 7. Customer requested listing changes, except where excluded in this Guidebook.
 8. Remote Call Forwarding
 9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable, unless specifically excluded.
- C.** The Secondary Service Charge applies for:
1. Transfers of responsibility. (See Service Charge Exceptions.)
 2. Changing from residence to business service and vice versa. If the 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, Premises Work Charges will apply.
 4. Installing a Network Interface jack at the customer's request on existing service. In addition to Premises Work Charges, the charge for a Network Interface in Section A14 may apply.
- D.** The Secondary Service Charge is also applicable:
1. On ESSX-1 when changing a station number or installing a station line.
 2. On ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service when adding or changing the operation of a NAR.
- E.** The Secondary Service Charge is not applicable:
1. Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below.
 - a. Custom Calling Service
 - b. **(DELETED)**
 - c. Rotary Line Service (Grouping)
 - d. RingMaster Service
 - e. TouchStar Service
 - f. Designer Listings
 - g. Message Waiting Indication
 - h. Customized Code Restriction
 - i. Voice Mail Calling Features Package
- (DELETED)**

(D)

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)

(D)

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

A4. SERVICE CHARGES

A4.2 Schedule of Charges for Connecting or Changing Service (Cont'd)

A4.2.7 Installment Billing

A. Except as provided in this paragraph, service charges may be required to be paid at the time of application for service. Service may be established in advance of payment of service charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations or agencies of the Federal, State, County or Municipal Government. Service Charges may be paid in monthly installments of not less than the amounts shown below not to exceed a total of more than twelve months. If additional such charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

1. Per month, minimum

- (a) Residence
- (b) Business

Monthly Rate	USOC
\$ 5.00	NA
5.00	NA

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

A4.3 Schedule of Charges for Connecting or Changing Service

A4.3.1 Rates and Charges

	Residence	Business	USOC
A. Line Connection Charge			
1. Applies per exchange access line, trunk, ESSX-1 Network Access Register, or Centrex, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line.			
(a) First Line (per customer request)	\$49.00	\$75.00	NA
(b) Additional Line (each)	49.00	75.00	NA
B. Line Change Charge			
1. Applies per exchange access line, trunk, ESSX-1 Network Access Register, or Centrex, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line.			
(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. Applies per customer request			
(a) Each	9.95	24.00	NA
D. Premises Work Charge			
1. First 15 minute increment or fraction thereof			
(a) Per increment	28.00	28.00	NA
2. Each additional 15 minute increment or fraction thereof			
(a) Per increment	11.00	11.00	NA

A4.4 Dual Service

A4.4.1 General

- 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 non-designed services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B. A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.
- D. Payment for Dual Service is provided for by billing 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.

A4.4.2 Rates And Charges

	Nonrecurring Charge	USOC
A. Exchange Access Line		
1. Per line, trunk or main station line		
(a) Residence	\$16.00	NA
(b) Business	20.00	NA

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A4.5 Service Expediting Charge

A4.5.1 General

- A. When a customer requests that service be provided in advance of the established service interval, and the Company is able to comply, a Service Expediting Charge applies. The Company will determine minimum intervals required to provide service and will not expedite in advance of such intervals. These minimum intervals may vary according to the type and amount of service requested and/or the location where the service is to be provided.
- B. The charge is applicable per exchange, per customer request.
- C. The charge applies to all other service and installation charges normally applicable.
- D. The definition of an established service interval, for purposes of applying this charge, is that interval which was agreed to by the Company and the customer during the initial negotiation for service where flexible dates are available or where predetermined intervals must be offered.
Service intervals may vary by the type and amount of service requested and/or the location where the service is to be provided.
- E. For requests to expedite service to the plant test date from the established due date for lines or trunks requiring engineering design, a Secondary Service Charge will apply in lieu of the charges shown following. This charge is in addition to the normal service charges applicable on the request.
- F. If the Company commits to an expedited service date and then fails to meet the commitment, the customer shall not be responsible for the Service Expediting Charge and the Company shall have no further liability to the customer for its failure to meet the commitment.
- G. These charges do not apply to Primary Rate ISDN. See *Section A42* for charges that may apply.

(T)

A4.5.2 Rates and Charges

	Nonrecurring Charge	USOC
(a) Residence Service	\$ 25.00	EOD
(b) Business Service	35.00	EOD
(c) Lines or trunks requiring engineering design	375.00	EODPX

A4. SERVICE CHARGES

A4.6 Number Pooling Charge

A4.6.1 One-Time Charge for Number Pooling Trials

- A. **(DELETED)** (D)
- B. The Number Pooling Charge will be billed to the subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service. This charge will not apply to residential Lifeline customers.
- C. The Number Pooling Charge applicable to specific types of local exchange service are set forth in *paragraph* A4.6.1.E. For each type of service, the Number Pooling Charge will apply equally to end user, reseller, foreign exchange and foreign central office customers of *the Company*. (T)
- D. *The Company* will implement these one-time charges within six months of the effective date of this *guidebook*. *The Company* will provide a written notification to the Authority no later than 30-days in advance of the application of this charge. *The Company* will also provide a message on its customer bills advising customers of this charge 30-days, or one billing cycle, prior to placing this charge on a customer's bill. (T)
- E. Rates and Charges
 - 1. Charge for business local exchange service lines, residence local exchange service lines (excluding Lifeline customers), Feature Group A service, payphone service provider access lines, Basic Rate ISDN (BRI) digital subscriber lines, and unbundled network element (UNE) switch ports

	One-Time Charge	USOC
(a) Per line or port	\$0.69	NA
2. Charge for trunk lines (including PBX trunks) and Network Access Registers (NARs) other than Centrex-type service NARs		
(a) Per trunk or NAR (excluding Centrex-type NARs)	6.21	NA
3. Charge for Primary Rate ISDN (PRI) interfaces		
(a) Per interface	3.45	NA
4. Charge for Centrex-type services		
(a) Per station line	0.69	NA

A4. SERVICE CHARGES

A4.7 (DELETED)**A4.8 Trouble Determination Charge**

(M)

A4.8.1 General

(M)

A. Residence and Business basic exchange services which terminate in a communications system, such as PBX or Key, are defined as Other Residence or Business Services. These customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises which are required in connection with a customer's service difficulty or trouble report when it is determined that the source of the difficulty or trouble is on the customer's side of the demarcation point. This charge does not include any isolation work beyond the demarcation point.

(M)

B. Effective 1-1-87, the Company no longer provides maintenance and further isolation of wire and set troubles as a regulated service in compliance with the FCC order in CC Docket 79-105.

(M)

A4.8.2 Rates and Charges

(M)

A. Trouble determination for both Other Residence or Business Service customers will be provided based on Premises Work Charges as described in A4.2.5, at the rates applicable to Business customers.

(M)

A4.9 Reserved for Future Use

(M)

A4.10 Reserved for Future Use

(M)

A4.11 Reserved for Future Use

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A4.12 Reserved for Future Use

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Pages 7.1 through 24 are hereby deleted in their entirety and removed from this Guidebook.

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