

B4. EQUIPMENT

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B4. EQUIPMENT

B4.1 (DELETED)¹

B4.2 Voice Communicating Equipment

B4.2.1 Signaling²

A. (Obsoluted - See Section B104.)

1. (Obsoluted - See Section B104.)

a. (Obsoluted - See Section B104.)

(1) (Obsoluted - See Section B104.)

(T)(M)

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(M)

**Installation
Charge**

**Monthly
Rate**

**USOC
DIZ**

(a) (Obsoluted - See Section B104.)

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(T)

Note 1: Signaling is now located in Section B3.

(T)

Note 2: Trouble Determination Charge is now located in Section B2.

(T)(M)

Pages 2 through 12 are hereby deleted in their entirety and removed from this Guidebook

(N)

4. SUPPLEMENTAL SERVICES

4.5 Blocking Service

4.5.1 Description (Cont'd)

J. PIC Freeze - (TRA Rule 1220-4-2.56(13) (a) (1-3))

Subscribers who wish to reduce the chance of a change in their local exchange carrier, IntraLATA and/or InterLATA toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods:

- 1) In written form by the use of a Letter of Agency (LOA) that must conform with Rule 1220-4-2-56(2) (a), The Tennessee Verification of Orders for Changes of Long Distance Carrier;
- 2) Verbally, with subscriber and the Company
- 3) Verbally with a three-way conference call between the Company, the subscriber, and the preferred carrier.

4.5.2 Regulations

- A. Blocking Service is available where equipment and facilities permit.
- B. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

4.5.3 Rates and Charges

There is no initial charge for blocking service. Subsequent customer initiated changes to blocking options will be assessed a nonrecurring charge of \$8.00 per service order change. Caller ID options may be changed once without charge after the initial service has been established. Changes thereafter will be assessed the \$8.00 nonrecurring charge.

4. SUPPLEMENTAL SERVICES

4.6 Connection Charges

4.6.1 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment, but before cancellation of the service, as deemed in the Price List section of this Service Guide.

4.6.2 Moves, Adds and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- Add: The addition of a vertical service to existing equipment and/or service at one location.
- Change: Change - including rearrangement or reclassification of existing service at the same location.

4.7 Premises Visit

The customer may ask for an estimate or a firm bid before requesting a Company technician to visit the customers' premises. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested. Special Construction charges are identified in the Company's Service Guide.

4. SUPPLEMENTAL SERVICES

4.8 Added Labor Charge

4.8.1 Description

In situations where a PrimeXpress or PrimePlex PRI Customer reports a trouble to the Company for clearance and is subsequently informed that no reported trouble has been found in the Company's facilities, the Customer shall be responsible for payment of an Added Labor Charge if the Customer still requests the dispatch of Company personnel to the Customer's site. An Added Labor Charge will be applied as shown below for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed.

No charges will apply if the reported trouble is found to be in Company facilities. Failure of Company personnel to detect the reported trouble in Company facilities will result in no charge to the Customer if the reported trouble is discovered in the Company facilities at a later date.

4.8.2 Rate Regulations

Rates are applied in the 6-minute increments. Customers will be charged a minimum charge based on the Minimum Hours shown below. Fractions of 6-minute increments will be rounded up to the next whole 6-minute increment.

Business hours are defined as 8:00 am up to but not including 6:00 pm, Monday through Friday (non-holiday). Non-business hours are defined as 6:00 pm up to but not including 8:00 am, Monday through Friday and all day Saturday and Sunday.

Non-business hour rates will apply to the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25), and on legal holidays when New Year's, Independence, or Christmas Day holidays fall on dates other than January 1, July 4, or December 25 respectively.

4.8.3 Rates

Refer to the Price List.

4.8.4 Minimum Hours

Business Hours:	1 Hour
Non-Business Hours:	4 Hours

4. SUPPLEMENTAL SERVICES

4.9 Primary Interexchange Carrier "PIC" Change Charge

A PIC Change Charge is a non-recurring charge. It applies to existing Local Service Customers who request a change in their PIC designation for pre-subscription of IntraLATA service. The charge is applied on a per-line or per trunk basis. When both the IntraLATA and InterLATA designation is changed at the same time, only one PIC change charge applies.

PIC Change Charge applies to the following services contained in this Service Guide:

PrimePath Lines and Trunks	PrimePath Lines on INCS	Prime Digital Trunks
Integrated Prime Digital Trunks	Prime Digital Trunks on INCS	Integrated PrimePath Lines and Trunks
Integrated PrimePath NBX	PrimePath NBX	PrimeNBX

4. SUPPLEMENTAL SERVICES

4.10 Service and Promotional Trials

4.10.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

4.10.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service is provided to all eligible customers who ask to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial.