
1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES**A. GENERAL**

1. The charges specified in this section of the guidebook for the connection, move or change of service contemplate work being performed by Company employees during normal working hours. Normal working hours are defined in the following paragraphs.
 - a. For service orders requiring a premise visit:
 - (1) Normal work hours for premise work are 8:00 a.m. to 5:00 p.m. Monday through Friday, except when the Company's business offices are closed in observance of holidays.
 - (2) Normal working hours for Central Office work and Central Office line connection work are between 7:00 a.m. and 10:00 p.m. Monday through Friday and between 8:00 a.m. and 4:30 p.m. on Saturday, except when the Company's business offices are closed in observance of holidays.
 - b. For service orders not requiring a premise visit:
 - (1) Residence Service: Normal working hours are between 7:00 a.m. and 10:00 p.m. Monday through Friday and between 8:00 a.m. and 4:30 p.m. on Saturday, except when the Company's business offices are closed in observance of holidays.
 - (2) Business Service: Normal working hours are between 7:30 a.m. and 6:00 p.m. Monday through Friday, except when the Company's business offices are closed in observance of holidays.
2. If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours or days, or on Sundays or holidays, or requests a service date which does not permit completion during normal working hours, or interrupts work once begun, an additional charge based on the additional costs involved applies.
3. Work scheduled to begin during normal working hours in accordance with an appointment made with the customer, which is not completed until after normal working hours, shall be considered as work performed during normal working hours.
4. Service charges are not applicable to remove lines or complete systems.
5. Service charges are not applicable to a bill name change made by the same customer, or by a different customer when assuming billing responsibility. A directory listing change may be made at the same time for no additional charge. Any other additions, moves or changes in the Telecommunications Service ordered concurrent with the bill name change are subject to the appropriate Service Connection Charges.

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

B. INSTALLMENT PAYMENT PLAN NONRECURRING SERVICE CONNECTION CHARGES

1. General

Nonrecurring Service Connection Charges, as specified in this section of the guidebook, are due in full upon the establishment of service. Qualified Residence and single line Business Basic Exchange Service customers may, at the time of ordering, elect to pay these charges in consecutive equal monthly installments over a period of three months subject to the conditions stated in regulations.

2. Regulations

- a. The Installment Payment Plan may be provided to qualified Residence access lines.
- b. The Installment Payment Plan is not available to customers from whom a deposit, guarantee in lieu of deposit, or advance payment is required as specified in Part 2 of Section 2.
- c. In the event the customer fails to pay any of the installment payment amounts when due, the unpaid balance will be immediately due and payable, and service will be subject to disconnection in accordance with other provisions of this guidebook.
- d. Upon termination of the service, all installment payment amounts then outstanding become due.
- e. The Installment Payment Plan is available to Residence Service customers. The Installment Payment Plan is available to Business Service customers when the nonrecurring charges exceed \$100.00.
- f. Deferred payment arrangements described elsewhere in this guidebook are not available to customers who default on payments under this Installment Payment Plan.

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

C. DEFINITION OF TERMS

Service Charge

Service Charge, as specified in this guidebook and in other guidebooks of the Company, is defined as the non-recurring charge or charges applying to the ordering, connecting, moving, changing, rearranging and furnishing of Telecommunications Service, miscellaneous and supplemental equipment and other telecommunications facilities.

Service Connection

Service Connection, as it relates to "Service Charge", is used to define the establishment of Telecommunications Service.

Move

Move is the transfer of telephone service from one location to another in the same building where there is no interruption of the service other than is incident to the work involved.

Discontinuance of telephone service in one building and the reconnection in another building is not considered as a move but as a new connection and is subject to service charges and/or any installation charges as well as termination charges as applicable.

Change

A substitution of a different type of telephone service, or a rearrangement of service or wiring, or adding additional features which does not involve a change in location of the service.

Service Ordering Charge

A charge that is made for each service order issued by the Company as required by customer requests for initial or supplementary services.

Central Office Line Connection Charge

A charge that applies for the connection and/or arranging of exchange lines including Centrex Lines to provide service.

Central Office Work Charge

A charge that applies for work performed in the Central Office to change existing service and to provide BELL Channel Service.

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

D. APPLICATION OF CHARGES

1. Service Ordering Charge

A single service order will be issued for all work or service ordered to be performed or provided at the same time on the same premises. A separate service order is issued for work performed or service provided on each button telephone system, whether or not used in connection with a PBX or Centrex system, or for work performed or service provided or otherwise ordered in connection with each PBX or Centrex system. Where a customer has both Residence and Business Service on the same premises, the Service Ordering Charge applies separately for each service.

2. Central Office Line Connection Charge and Central Office Work Charge

The Central Office Line Connection Charge is the charge that applies for the connection and/or arranging of exchange lines, including Centrex Lines, to provide service; it does not apply to the transfer of an existing exchange access line serving a reseller's end user when there is no interruption of service. This charge also applies for making and changing connection to distribution facilities between the Central Office and the customer's premises including necessary cross connections and line and station transfers.

The Central Office Work Charge is the charge that applies for work performed in the Central Office to change existing service.

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

E. PRICES

1. Service Ordering Charges

a. Residence

Description	Charge	
- For connecting new or additional facilities per customer request.		
For new or additional Central Office line(s)	\$19.00 ^{/1/}	(R) (C)
- For moving or changing existing service and equipment or adding new or additional service and equipment other than new Central Office lines, per customer request.		
For service and equipment associated with Central Office lines	\$14.00 ^{/2/}	(C)

/1/ This charge is waived for customers who qualify for a TAG waiver as found in Part 4, Section 4, of the tariff. (C)

/2/ Not applicable for providing Custom Calling Service(s) for Basic Exchange Service. (C)

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)**E. CHARGES (Cont'd)****1. Service Ordering Charges (Cont'd)****a. Residence (Cont'd)**

- For record type orders only, per customer request

For service and equipment associated with Central Office lines	\$29.00 ¹	(l)
--	----------------------	-----

b. Business

- For connecting new or additional facilities per customer request

For new or additional Central Office lines or trunk	44.00
---	-------

For new or additional Type II trunks (in addition to the above)	\$200.00
---	----------

/1/ For a period of ninety days from the date a Residence customer establishes new service (N-order), the service order charge normally associated with toll Optional Calling Plans will be waived. This waiver also applies to customers who are moving (T-order).

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)

E. CHARGES (Cont'd)

1. Service Ordering Charges (Cont'd)
 - b. Business (Cont'd)

- For moving or changing existing service and equipment or adding new or additional service and equipment other than new Central Office lines, per Customer request.

For service and equipment associated with Central Office lines or trunks. \$26.00¹

- For record type orders only, per Customer request.

For service and equipment associated with Central Office lines or trunks. \$14.00

NOTE 1: Not applicable for providing Custom Calling Service(s) for Basic Exchange Service.

1. INSTALLATION, MAINTENANCE AND CHANGE CHARGES (Cont'd)
E. CHARGES (Cont'd)

1. Central Office Line Connection Charge and Central Office Work Charge

a. Residence

	<u>Normal Working Hours</u>	<u>After Normal Working Hours</u>	<u>Sundays and Holidays</u>
a. Residence			
Central Office Line Connection Charge Per Central Office line	\$30.00 ^{1,2}	\$30.60	\$34.10
Central Office Work Charge Per Central Office line	5.30	7.95	10.60
b. Business			
Central Office Line Connection Charge Per Central Office line or trunk	50.00(l)	50.00(l)	50.00(l)
Central Office Work Charge Per Central Office line or trunk	5.30	7.95	10.60

NOTE 1: This charge is waived, one time, for Extended Local Calling customers to change back to their former Cross Boundary Foreign Exchange (FXCB) service pending a further order of the Commission in other appropriate proceedings. For Metro-Link customers, this waiver expired on February 1, 1991.

NOTE 2: This charge is waived for customers who qualify for a TAG waiver as found in Part 4, Section 4, of the tariff.

2. PREMISES WORK CHARGES

A. DESCRIPTION

Premises Work Charges are applicable for customer requested installations, moves, rearrangements and changes of the Company's network facility(s) on the customer's premises.

B. DEFINITIONS

1. The Premises Work Charge is comprised of the following two parts:
 - a. Initial Premises Work Charge - the first 6-minute increment, or fraction thereof, of premises work;
 - b. Additional Premises Work Charge - the charge for each additional 6-minute increment, or fraction thereof, of premises work performed in addition to the initial premises work increment.

2. Intrabuilding Network Cable

Intrabuilding Network Cable or riser cable is cable that extends outside plant distribution facilities from the location the cable enters the building to equipment rooms, cross connection points, or other distribution points in the building.

3. Standard Network Interface

See Standard Network Interface (SNI) 3.A. and 3.B. following.

4. Minimum Point of Penetration (MPOP)

The first point on a customer's premises that the network facilities is available.

2. PREMISES WORK CHARGES (Cont'd)

C. APPLICATION OF CHARGES

1. Premises Work Charge(s) and the appropriate Standard Network Interface (SNI) material charge are applicable for the installation, move, or rearrangement of the SNI on the customer's premises to establish or reestablish network access except for Single Line Residence and Single Line Business Basic Exchange Service as specified in 3.C.3. following.
2. Premises Work Charge(s) and the appropriate Standard Network Interface (SNI) material charge apply for Single Line Residence and Single Line Business Basic Exchange Service when a premises visit is made for the sole purpose of installing a customer requested SNI.
3. The Initial Premises Work Charge is applicable for the first 6 minutes (or fraction thereof) for each premises visited by the Company Technician required to complete the customer requested work. All Company Technician time worked in excess of the initial premises period is billed at the Additional Premises Work Charge.
4. Premises Work Charges are applicable when the customer establishes service and requests buried service in an area that is normally served by aerial service drop wire, a six pair cable or less, and the required trenching and backfill or conduit is not provided by the customer. Premises Work Charges are also applicable when the customer requests existing aerial service drop wire to be buried, moved or changed.
5. Premises Work Charges are applicable for installing, moving or rearranging Semi-Public Telephone Service.
6. Premises Work Charges, material charges, and the appropriate Standard Network Interface (SNI) material charge apply for providing continuous property extensions for Single Line Residence and Single Line Business Basic Exchange Service that are served from the Company's network service terminal.

2. PREMISES WORK CHARGES (Cont'd)

C. APPLICATION OF CHARGES (Cont'd)

7. Premises Work Charges are applicable when a customer requests Company personnel to be available at a customer premises on a stand-by basis to perform installation, maintenance, or repair of network services.
8. Premises Work Charges are applicable, except as specified in Part 2, Section 5, for Special Types of Outside Construction and Special Types of Interior Construction, to establish or reestablish service beyond the Point of Minimum Penetration on a customer's premises for rearrangements of facilities associated with Intrabuilding Network Cable, protectors, and distribution cable terminals that serve only one customer.

D. CHARGES

Residence, Business, and Semi-Public Telephone Service

	<u>Normal Working Hours</u>	<u>After Normal Working Hours</u>	<u>Sundays & Holidays</u>
Initial Premises Work Charge First 6-minute increment or fraction thereof, of premises work	\$20.00	\$24.50	\$29.00
Additional Premises Work Charge Each additional 6-minute increment, or fraction thereof, of premises work	5.50	6.60	7.80
Standard Network Interface (SNI) Charge	See Standard Network Interface Charges in this Section of the Tariff		

3. STANDARD NETWORK INTERFACES (SNI'S)

A. GENERAL

1. Standard Network Interface (SNI) - a Company-provided jack located on the customer's premises in close proximity to and on the customer's side of the protector or other termination point. In multi-premises buildings, the SNI is located where the exchange service line enters the individual premises, as determined by the Company.

B. DEFINITIONS

2. The Standard Network Interface or demarcation point is, "The point of interconnection between telephone company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises. The network interface or demarcation point shall be located on the subscriber's side of the telephone company's protector, or equivalent thereof in cases where a protector is not employed, as provided under the local telephone company's reasonable and nondiscriminatory standard operating practices." (Part 68.3 of the FCC's Rules and Regulations)
2. The Charge for a Standard Network Interface (SNI) is a non-recurring charge based on material costs for a Company provided SNI.

C. APPLICATION OF CHARGES

1. The non-recurring charge for a Standard Network Interface (SNI) is applicable for SNI's associated with Single Line Residence and Single Line Business Basic Exchange Service, except as specifically exempted in 3. following, and SNI's associated with Complex Residence and Complex Business Service. In addition to this charge, the applicable Premises Work Charge(s) as specified in this section of the guidebook apply to work associated with these services.
2. The non-recurring charge for a Standard Network Interface (SNI), and the appropriate Premises Work Charge(s), is applicable for maintenance and/or repair of SNI's located on a customer's premises, except for miniature interface (modular) SNI's associated with Single Line Residence and Single Line Business Basic Exchange Service.

3. STANDARD NETWORK INTERFACES (SNI'S) (Cont'd)

C. APPLICATION OF CHARGES

3. The Company will provide a miniature interface (modular) Standard Network Interface (SNI) on the customer's premises, at no charge, for Single Line Residence and Single Line Business Basic Exchange Service under the following circumstances:

- To establish service when a premises visit is required.
- On repair or service activity when a premises visit is required - if time permits.

D. STANDARD NETWORK INTERFACE CHARGES

1. Standard Voice Network Interfaces

	<u>USOC</u>	<u>SNI Material Charge</u>
a. Miniature interface (modular), each	RJIIC RJ11W RJ14C RJ14W RJ25C	\$ 2.50
b. Miniature ribbon connector, (female interface includes 25 feet of wire) each	RJ2IX RJ2DX RJ2EX RJ2FX RJ2GX RJ2HX	72.30
c. Weatherproof interface (3-conductor female interface for dock or recreation vehicle pad location), each	RJI5C	42.45

3. STANDARD NETWORK INTERFACES (SNI'S) (Cont'd)
D. STANDARD NETWORK INTERFACE CHARGES (Cont'd)

	<u>USOC</u>	<u>SNI Material Charge</u>
2. Housings and Boxes		
a. Outdoor cover or housing for miniature interface above. Flush (weatherproof cover, mounting box installed by customer), each	JHF	\$ 3.95
b. Non-Flush (weatherproof housing includes cover), each	JHN	9.80
3. Data Standard Network Interfaces		
a. Programmed, each	RJ45S	26.50
b. Universal, each	RJ4IS	36.40

3. STANDARD NETWORK INTERFACES (SNI'S) (Cont'd)
 D. STANDARD NETWORK INTERFACE CHARGES (Cont'd)
 3. DATA STANDARD NETWORK INTERFACES (Cont'd)

	<u>USOC</u>	<u>SNI Material Charge</u>
c. Multiple Line		
(1) For use with fixed loss loop or programmable data equipment, common equipment for up to 8 lines (includes 25 feet of wire), each	RJ26X	\$205.85
Line circuit cards, each ¹	RJ26S	36.40
Wall mounting with cover, each	RJM3X	43.10
Rack mounting, each ²	RJM4X	27.55
4. DIGITAL DATA STANDARD NETWORK INTERFACES		
a. Miniature ribbon connector (female interface, includes 25 feet of wire), each	RJ48M RJ48T	51.30
b. Miniature interface (modular), each	RJ48C RJ48S	3.05
c. Miniature interface (modular), each	RJ48X	4.65

NOTE 1: One line circuit card is required for each line connected to the common equipment.

NOTE 2: Requires an appropriate data set cabinet or other compatible arrangement.

4. MOVABLE PREMISES SERVICES

A. Description

1. Telecommunications Service for Movable Premises, recreational vehicles and boats at marinas, is furnished by means of Basic Exchange Service terminated in a weatherproof Standard Network Interface (SNI) at or near the point where service is furnished. Premises Work Charges are applicable for the provision of Telecommunications Service extended from the Company's distribution terminal/pedestal at marinas to the SNI located on the pier for boat service.
2. Mobile homes are considered permanent-type installations and as such are not considered to be Movable Premises.
3. Temporary construction sites, in place for less than one year, are considered to be Movable Premises. Premises Work Charges are applicable for the provision of Telecommunications Service extended from the Company's distribution terminal/pedestal to the SNI located on the construction site.

B. Regulations

1. Conduit if required for Movable Premises will be furnished and installed by or at the expense of the Customer. The Customer is required to provide suitable housing for all portable telecommunication facilities when not in use.
2. Telecommunications facilities required for Movable Premises Services, up to and including the Standard Network Interface (SNI), are installed by the Company and maintained by it when in its territory.
3. Directory listings will be provided in connection with the service to Movable Premises where such listing will facilitate the use of the service.

C. Rates and Charges

1. Established minimum service periods are applicable for service(s) provided for Movable Premises.
2. The non-recurring charge for a weatherproof Standard Network Interface (SNI) and the appropriate Premises Work Charges are applicable for the installation and maintenance of SNI's provided for Movable Premises.

5. MAINTENANCE SERVICE CHARGE¹

Premises Work Charges, as specified in this section of the guidebook, are applicable for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided terminal equipment or communications system which is arranged for connection to Company facilities.

NOTE 1: Maintenance of Service Charges are not appropriate for repair visits to a customer's premises that is not equipped with a Standard Network Interface (SNI) to diagnose a service difficulty with customer-provided Premises Inside Wire associated with Single Line Residence or Single Line Business Basic Exchange Service.

RESTORAL OF SERVICE CHARGES

When the service of a customer has been temporarily denied in accordance with the general regulations set forth in Part 2, Section 2, but the contract has not been terminated or the order to remove the service has not been issued and completed, such service will be restored upon the payment of the following charge.

Restoral Charge	\$ 35.00	(R)
-----------------	----------	-----

Subsequent to the completion of a discontinuance order, service will be re-established only upon the basis of a new service application.

7. WAIVERS

A. RESIDENCE NETWORK ACCESS LINES

(D)

(D)

7. WAIVERS

B. BUSINESS NETWORK ACCESS LINES

1. Description

Eligible business customers will receive a waiver of the normally applicable non-recurring charges associated with the installation of business basic exchange service.

2. Terms and Conditions

Eligible business customers are those who currently have their business exchange service with another local exchange carrier within the SBC Wisconsin serving area and who now wish to establish business exchange service with SBC Wisconsin.

The non-recurring Service Ordering and Central Office Line Connection charges will be waived. The Central Office Line Connection Charge will be waived for each business access line ordered and installed.

Customers must enroll in a minimum of a one year access line or local usage term plan to qualify for the waivers.

This waiver offer is not applicable to Centrex, ISDN, DID trunks or coin services lines. The credit is not applicable on additional lines ordered after the customer establishes service. In addition to the eligibility criteria noted above, customers must: 1) not have had service disconnected for non-payment, and 2) not have any past due bills for regulated service owed to the Company. (C)

3. Prices

Nonrecurring charges without the offer:

<u>Description</u>	<u>Nonrecurring Charge</u>
Service Ordering Charge, per order	\$44.00
Central Office Line Connection Charge, per line	20.65

Nonrecurring charges with the offer:

<u>Description</u>	<u>Nonrecurring Charge</u>
Service Ordering Charge, per order	\$0.00
Central Office Line Connection Charge, per line	\$0.00

7. WAIVERS (Cont'd)

C. Disasters

1. Description

Residence and business customers will receive a waiver of the normally applicable nonrecurring installation charges associated with the installation of basic exchange service.

2. Terms and Conditions

Eligible customers are those whose premise is damaged or destroyed due to fire, flood, tornado or other catastrophe. The same service will be re-established without nonrecurring installation charges, either at the same or a different location. However, nonrecurring installation charges will apply to any temporary service installed pending reestablishment of the customer's regular service, except as provided pursuant to the Major Disaster Relief Plan as shown in Part 2, Section 2, Sheet 45 of this Guidebook.

3. Prices

Description /Billing Code/	Nonrecurring Charge
Nonrecurring charges without the waiver:	
Residence	
Service Ordering Charge, per order	\$21.90
Central Office Line Connection Charge, per line	30.00
Business	
Service Ordering Charge, per order	44.00
Central Office Line Connection Charge, per line	50.00(l)
Nonrecurring charges with the waiver:	
Residence	
Service Ordering Charge, per order	-
Central Office Line Connection Charge, per line	-
Business	
Service Ordering Charge, per order	-
Central Office Line Connection Charge, per line	-