

SERVICE CONNECTION, MOVES AND CHANGES**A. General**

1. The charges specified in this section for the connection, move or change of service contemplate work being performed by Company employees involved at a time when overtime rates do not apply. 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 holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.
2. The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move or change for a business or residence class of service customer:
 - a. The Service and Equipment 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. Service and Equipment Charges, where applicable, may be specified in other sections of this Guidebook for a given service or item of equipment.
 - b. Move or Change:
 1. A move is a transfer of telephone service, including network facilities, from one location to another on the same premises. It is contemplated that there will be no interruption of service other than that which is incident to the work involved.
 2. Such a change will be based on the cost of making such a change in location.
 - c. No distinction is made between a "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 of the Guidebook will be treated as "New Installation" with Service Charges applying. This application also includes the following:
 1. Moving service to accommodate the replacement of one trailer with another on the same premises.
 2. Moving service associated with a construction trailer to a new location on the same premises.
 3. Moving service from a trailer to a house on the same premises or temporary building to permanent building on the same premises.

For a definition of the term "Premises", see Part 2, Section 1.

- d. Service Charges are in addition to other rates and charges for the associated services as specified in this Guidebook and are not in lieu of Private Line Charges.
- e. For regulations covering the payment of Service Charges, see the "Rules and Regulations Applying to all Customers' Contracts" in Part 2, Section 2.

3. The Company may offer temporary rates and incentives during certain specified periods for the purpose of encouraging residential and business customer interest in and evaluation of a particular service offering as provided for in Part 2, Section 2.

SERVICE CONNECTION, MOVES AND CHANGES (cont'd)**B. Moves and Changes**

1. A Service and Equipment Charge will apply per line when the customer's telephone number is changed for the customer's convenience.
2. The Service and Equipment Charge does not apply for outside moves of service if there is no telephone number change.

C. Service Charges Do Not Apply To:

1. Exchange access lines for which no basic exchange rates apply.
2. Service reestablished within the same exchange after the destruction or partial destruction of the customer's premises by means beyond the control of the customer whether at the same or another location. 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 reestablishment of service at the old location, except as provided pursuant to the Major Disaster Relief Plan as shown in Part 2, Section 2^{/1}.
3. Moves or changes required for the proper maintenance of the equipment or service.
4. Changing Grade of Service
 - a. When residence customers change to Measured Service or Lifeline Service from another type of exchange service within 3 months of the effective date of a rate increase applicable to residence local exchange service.
 - b. When Lifeline customers become ineligible and change to another class of residence service.
 - c. When customers upgrade from Reserve LineSM to one of the Business Primary Services: Business Flat Rate Single Line 1-Party, Business Measured Rate 1-Party, or Business Multi-Line Service.
5. Temporary suspension of Centrex dormitory station.
6. Persons who will be residents of an Arkansas Full Care Medicaid Facility which has been licensed by the State of Arkansas.
 - a. Service Connection Charges
 1. Service Connection charges will be waived for a resident moving into an Arkansas licensed Full-Care Medicaid nursing home/health care facility, for room changes within the facility, and for the move from the facility to the individual's primary residence should the patient become eligible to return home.
 2. This waiver applies only to services located in an Arkansas Full-Care Medicaid Licensed-Nursing Home/Health Care Facility licensed by the State to provide "long term care". This provision applies to non-Medicaid recipients as well as Medicaid approved persons.

/1/ Additional Disaster Plan provisions are specified in Part 2, Section 2.

SERVICE CONNECTION, MOVES AND CHANGES (cont'd)**D. Service and Equipment Charges**

	<u>Residence</u>	<u>Business</u>
	<u>First^{3/}</u>	<u>Additional</u>
1. Charge to install main service access line, per access line ^{13/}	\$49.00	\$49.00 ^{4,5/} \$84.00 ^{6,9,12/} (C)
		<u>Residence</u> <u>Business</u>
2. Charge to convert an existing residence or business single line or multi-line service from a Competitive Local Exchange Carrier that is reselling Company provided service.....	\$5.00 ^{7/}	\$5.00 ^{7,9,12/} (C)
3. Charge to convert an existing complex business service from a Competitive Local Exchange Carrier that is reselling Company provided service		125.00 ^{8/}
4. Charge to change the grade or type of service per access line ^{1/}	8.00 ^{2/}	8.00
5. Charge to change telephone number or class of service, per access line.....	29.00	28.75
6. Charge to initiate or terminate detailed billing, per access line.....	7.75	6.25
7. Charge to establish or change from one type of hunting to another or to rearrange hunting sequence, per access line.....	8.50	8.50 ^{10/}
8. Charge to provide improved transmission service, per access line.....	8.50	8.50
9. Charge to change the type of supervision on an existing access line (e.g., loop start to ground start or vice versa), per access line.....	8.50	8.50
10. Charge to establish or change group billing on existing service ...	8.50	8.50
11. Charge to provide open switch interval protection, per access line.....	8.50	8.50
12. Charge to convert existing trunks, per Trunk/Channel: From Analog to Digital Loop Service, or..... From Digital Loop Service to SmartTrunk SM or SuperTrunk Service, or vice versa		8.50 8.50
13. Custom Calling Services, per service unless specified otherwise elsewhere	9.95 ^{14/}	20.00 ^{14/}

See Sheet 4 and Sheet 4.1 for footnotes.

SERVICE CONNECTION, MOVES AND CHANGES (cont'd)**D. Service and Equipment Charges (cont'd)**

Footnotes:

- /1/ See Section *B.*, preceding for instances when the Service and Equipment Charge to change the grade or type of service does not apply.
- /2/ See Part 4, Section 4 and Section *B.4.*, preceding for special exceptions involving measured and Lifeline services.
- /3/ Applies to the first line requested on a new account.
- /4/ Applies to each additional line added on a new account.
- /5/ Applies to all additional lines subsequently added to an existing account.
- /6/ This charge applies to the installation of Reserve LineSM.
- /7/ This charge is applicable when a mechanized change order process is utilized to convert an end-user customer's existing residence or business single line or multi-line service, from a Competitive Local Exchange Carrier (CLEC) reselling Company provided service, to Company service at the same address. This charge is applied per service order. Additional features may be added at the existing Guidebook rates.
- /8/ This charge is applicable when an end user converts existing complex business service from a Competitive Local Exchange Carrier (CLEC) reselling Company provided service, to Company service at the same service address. This charge applies per service order. Additional features may be added at existing Guidebook rates.
- /9/ This charge is waived if customer subscribes to Custom BizSaver and is coming to the Company from another carrier.
- /10/ This charge is waived if the customer subscribes to Custom BizSaver and this hunting feature is required to establish a Multi-line bundle or establish an Additional Line Option 2 and is coming to the Company from another carrier.
- /11/ Reserved for future use.
- /12/ Customers will receive a waiver of the applicable Service and Equipment 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. Service and Equipment charges waived under this offer 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 Service and Equipment charge waivers or credit offers.
- /13/ Reserved for future use.

(C)
(D)
(D)

- /14/ Customers who order qualifying Custom Calling service(s) when establishing new service or moving existing service will not incur a Service and Equipment charge in subsequent orders for additional qualifying Custom Calling service(s) placed within 90 days. Custom Calling services which do not qualify for the waiver are Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Call Forwarding-Busy Line/Don't Answer, Simultaneous Call Forwarding, Speed Calling 30, ComCall and Call Transfer Disconnect.

AT&T ARKANSAS GUIDEBOOK

PART 3 - Service Charges

SECTION 1 - Service Charges

**1st Revised Sheet 4.1
Replacing Original Sheet 4.1**

(D)

SERVICE CONNECTION, MOVES AND CHANGES (cont'd)**E. Premises Network Charges**

1. Application of Premises Network Charges

Premises Network Charges apply for work performed at the customer's premises and on the Company's side of the network interface, including the following^{/1/}:

- a. The installation or move of a network interface at an existing location.
- b. Moving a protector and/or aerial or buried drop.

2. Charges

	Nonrecurring Charge		
	Schedule I ^{/2/}	Schedule II ^{/3/}	Schedule III ^{/4/}
Initial 15 minutes or fraction thereof	\$17.00	\$21.00	\$25.00
Each additional 15 minutes or fraction thereof.....	9.00	11.00	13.00

F. Provision and Maintenance of Network Services

1. General

- a. All registered terminal equipment and systems, whether customer provided or Company provided, will be connected to the telecommunications network through a demarcation point. This demarcation point will generally consist of a Company provided standard jack as specified in, or authorized by, the Federal Communications Commission's Registration Program and located within 12 inches of the protector or its equivalent.
- b. The location of the demarcation point shall be in a manner consistent with federal and state regulatory requirements. This location will be at each customer's premises, unless specified otherwise by the customer or building/land owner and agreed to by the Company.

/1 These charges are in addition to any other costs incurred for burying the drop or other contract expenses. Charges for burying the drop or other contract expenses will be based on cost.

/2/ Schedule I is applicable to work performed Monday through Friday between 8:00 AM and 5:00 PM.

/3/ 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.

/4/ Schedule III is applicable to work performed on Sundays and holidays, for other than Company reasons.

SERVICE CONNECTION, MOVES AND CHANGES (cont'd)

F. Provision and Maintenance of Network Services (cont'd)

2. Demarcation Point

- a. The demarcation point, which separates the customer's local service from the inside wire and terminal equipment, shall be considered to be at a location on the customer's side and within twelve inches of the protector. If there is no protector, it will be within twelve inches of the point of entry.
- b. The demarcation point may be placed on the customer's premises at a mutually agreed upon location, which is accessible to both the customer and the Company and will be common to all services.
- c. Upon request of the subscriber, landlord/property owner or its agent, the Company shall provide additional regulated network entrance facilities and/or demarcation arrangements in accordance with Part 2, Section 5 (Unusual Construction). Each additional network entrance facility will terminate in a demarcation arrangement located at a minimum point of entry within a specified designated telecommunications equipment space.

3. Network Interface Jacks

Network Interface jacks are provided as part of an Exchange or WATS Access Line or Private Line Channel for standard and complex services.

4. Maintenance of Network Services

- a. Upon notification of a service difficulty or trouble report, the Company will test the local loop up to the demarcation point to determine if the cause of the problem exists on the Company's side of the demarcation point. If the problem is found to exist on the Company's side of the demarcation point, the Company will correct the problem. If the Company determines that the problem is not on the Company's side of the demarcation point, the Company will notify the customer that the service problem is on the customer's side of the demarcation point. The Company will notify the customer of his options for diagnosis and repair when the service problem is on the customer's side of the demarcation point.

SERVICE CONNECTION, MOVES AND CHANGES (cont'd)**F. Provision and Maintenance of Network Services (cont'd)**

4. Maintenance of Network Services (cont'd)
 - b. A Maintenance of Service Charge as specified below applies for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of terminal equipment or a communications system associated with complex service^{/4/}.

	Nonrecurring Charge		
	<u>Schedule I</u> ^{/1/}	<u>Schedule II</u> ^{/2/}	<u>Schedule III</u> ^{/3/}
Initial Maintenance of Service Charge			
- First 15 minutes or fraction thereof of premises work	\$30.50	\$34.00	\$37.50
Additional Maintenance of Service Charge			
- Each additional 15 minutes or fraction thereof of premises work	10.00	12.00	14.00

G. Discounted Service Connection Charges for College Campuses

1. General
 - a. Discounted service connection charges are applicable for the initiation of local individual flat rate residence exchange service provided to college students in college provided on campus housing. These charges will apply when no trip to the premise is necessary to connect service.
 - b. Discounted service connection charges will be offered for a one month period during fall and spring registration at each college.
2. Rates

Service and Equipment Charge \$31.50

/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, for other than Company reasons.

/4 Not applicable to customers having standard service (refer to D.4.a., preceding).