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## 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 changes 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 - 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.

### 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, ISDN, Centrex Type Services, Mobile Telephone Service, Telephone Answering Service and additional classes of service provided in this *Guidebook*. (T)
  - 2. Features and ancillary services.
  - 3. Miscellaneous service arrangements and auxiliary equipment
- B. For Mobile Telephone Services the appropriate Business service charges are applicable.
- C. 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.
- D. Installation or other charges throughout this *Guidebook* may be applicable in addition to the charges in this Section. (T)
- E. Service charges may be required to be paid at the time of application for service.

#### 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 of a multiple line request.
- B. The Additional Line Connection Charge applies on multiple line requests for each line to be connected after the first line on the request.
- C. The Line Connection Charge applies:
  - 1. For the connection of each exchange access line or trunk.
  - 2. On ESSX-1 service for the connection of a Network Access Register (NAR).

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## A4. SERVICE CHARGES

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

#### 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 of a multiple line request.
- B. The Additional Line Change Charge applied on multiple line requests for each line to be changed after the first line on the request.
- C. If the First Line Connection Charge applies on a customer request, any Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
  - 1. For each telephone number changed when requested by the customer.
  - 2. Per NAR for ESSX-1 service.
  - 3. For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
  - 4. For each line, trunk, or per NAR for ESSX-1 service being temporarily suspended at the request of a customer.
  - 5. For changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, or other operational changes.
  - 6. For changing from Foreign Central Office Service to home wire center and vice versa.
  - 7. For changing from business individual line service to Back-Up\* Line Service.

#### 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. Rotary Service
  - 4. RingMaster service
  - 5. TouchStar service
  - 6. Customized Code Restriction
  - 7. Customer requested listing changes
  - 8. Remote Call Forwarding
  - 9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable

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**A4.2. Application of Charges (Cont'd)****A4.2.4 Secondary Service Charge Application (Cont'd)**

- C. The Secondary Service Charge applies for:
  - 1. Transfers of responsibility.
  - 2. Changing from residence to business service and vice versa. If the telephone 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. When requested by the customer, installing a network interface jack 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 applicable:
  - 1. On ESSX-1 service when installing a station line or changing a station number.
  - 2. On other Centrex Type Services when adding or changing the operation of a NAR.

**A4.2.5 Premises Work Charge Application**

- A. The appropriate Line Connection Charge, Line Change Charge, or Secondary Service 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 requested.
- C. Premises Work Charges apply for, but are not limited to the rearrangement of drop wire, protector, and/or network interface.
- D. The charge for a network interface jack applies in addition to the appropriate Premises Work Charges for installing a customer requested network interface on existing service.
- E. Residence customers with PBX, Centrex Type Services or key equipment are subject to applicable business charges.

**Note 1:** The changes on this page result from the restructure of this Section and are to be implemented on May 13, 1997.

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## A4. SERVICE CHARGES

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

#### A4.2.6 Service Charge Exceptions

**A.** Service Charges do not apply for:

1. Changing from Touch-Tone Service to Rotary-Dial Service.
2. Residence requests to add Touch-Tone capability when no other services are requested.
3. Changing from a private or semiprivate listing to a listed number.
4. 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.
5. Changes in grade of service, e.g., from two-party to one-party.
6. Changes from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice service options) to another.
7. Converting existing service to Lifeline.
8. The move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
9. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
10. **(DELETED)**
11. Requests for full or partial disconnection.
12. Upgrades from Back-Up Line service to business individual line service.

(D)

**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 will apply, if applicable, for additional service.
2. In accordance with the Service Charge Exceptions listed in A4.2.6.A. preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.

**C.** Reserved for Future Use

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## **A4. SERVICE CHARGES**

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

#### **A4.2.6 Service Charge Exceptions (Cont'd)**

##### **D. Residential Secondary Service Charge Waiver**

Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below:

1. Custom Calling Services
2. (DELETED)
3. Rotary Line Service
4. RingMaster Service
5. TouchStar Service
6. Designer Listings
7. Message Waiting Indication
8. Customized Code Restrictions
9. Voice Mail Calling Features Package

##### **E. (DELETED)**

**(DELETED)**

(D)



A4. SERVICE CHARGES			
A4.2 Application of Charges (Cont'd)			
A4.2.7 Installment Billing			
A. Service may be established in advance of payment of service charges. At the customer's option, installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown below. One Installment Billing arrangement is applicable per customer request as defined in A4.1. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be treated as a separate Installment Billing arrangement.			
B. Installment billing is not available to resellers of local exchange service.			
C. Installment Billing Service Fee			
1.	An Installment Billing Service Fee is applicable to Installment Billing payment arrangements established for services purchased from this <b>Guidebook</b> by residence customers, by business customers with ten lines or less, and to payment arrangements made for overdue bill balances per A2.4.3.		(T)
(a)	The fee applies for each installment arrangement billed. It is not Concession eligible.		
(b)	Multiple Installment Billing Service fees may appear on one bill if the customer has multiple Installment Billing arrangements in effect.		
(c)	A customer paying the balance due in less than the predetermined number of installments will not be charged for unbilled installments.		
(d)	The fee will not apply to Lifeline service or CPE (Customer Provided Equipment).		
D. Rates and Charges			
1.	Per Month, minimum installment payments		
		Monthly	
		Rate	USOC
(a)	Residence	\$5.00	NA
(b)	Business	5.00	NA
2.	Service Fee		
(a)	Residence	1.00	NA
(b)	Business	1.00	NA

## A4. SERVICE CHARGES

### A4.3 Schedule of Charges for Connecting or Changing Service

#### A4.3.1 Rates and Charges

	Residence	Business	USOC	
<b>A. Line Connection Charge</b>				
1. Applies per exchange access line or trunk or per NAR on ESSX-1 service				
(a) First Line (per customer request)	<b>\$49.00</b>	<b>\$75.00</b>	<b>NA</b>	
(b) Additional Line (each)	<b>49.00</b>	<b>75.00</b>	<b>NA</b>	(I)
<b>B. Line Change Charge</b>				
1. Applies per exchange access line or trunk or per NAR on ESSX-1 service				
(a) First Line (per customer request)	<b>35.00</b>	<b>48.00</b>	<b>NA</b>	
(b) Additional Line (each)	<b>35.00</b>	<b>48.00</b>	<b>NA</b>	
<b>C. Secondary Service Charge</b>				
1. Applies per customer request				
(a) Each	<b>9.95</b>	<b>15.00</b>	<b>NA</b>	
<b>D. Premises Work Charge</b>				
1. First 15-minute increment or fraction thereof				
(a) Per increment	<b>20.75</b>	<b>22.50</b>	<b>NA</b>	
2. Each additional 15-minute increment or fraction thereof				
(a) Per increment	<b>8.25</b>	<b>8.50</b>	<b>NA</b>	

A4. SERVICE CHARGES

A4.4 Dual Service

A4.4.1 General

- A. Dual Service is a service offering which, for a limited period of time, supplies the same dial tone concurrently to two different addresses served from the same wire center. The provision of Dual Service assures the customer continual service at both locations during the time of a move. Dual Service is available only for nondesigned services.
- B. A request for Dual Service may be made on orders for a transfer of service (T&F) within the same wire center where no telephone number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.
- D. Charges for Dual Service include 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, and any applicable Service Charges. Dual Service is generally available for a period of up to 30 days.

A4.4.2 Rates And Charges

- A. Exchange Access Line
  - 1. Per line, trunk or main station line

	Nonrecurring	
	Charge	USOC
(a) Residence	\$20.00	NA
(b) Business	24.00	NA

A4.5 Reserved for Future Use

A4.6 Reserved for Future Use

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**A4. SERVICE CHARGES**

**A4.7 (DELETED)**

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## **A4. SERVICE CHARGES**

**A4.7 (DELETED) (Cont'd)**

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**A4.8 Reserved for Future Use**

**A4.9 Reserved for Future Use**

**A4.10 Reserved for Future Use**

**A4.11 Reserved for Future Use**

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