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## A4. SERVICE CHARGES

### CONTENTS

<b>A4.1</b>	<b>Definitions</b>	1
<b>A4.2</b>	<b>Application Of Charges</b>	1
A4.2.1	General Application Of Service Charges	1
A4.2.2	Line Connection Charge Application	2
A4.2.3	Line Change Charge Application	2
A4.2.4	Secondary Service Charge Application	3
A4.2.5	Premises Work Charge Application	4
A4.2.6	Service Charge Exception	4
A4.2.7	Installment Billing	5.1
<b>A4.3</b>	<b>Schedule Of Charges For Connecting Or Changing Service</b>	6
A4.3.1	Rates And Charges	6
<b>A4.4</b>	<b>Reserved For Future Use</b>	6
<b>A4.5</b>	<b>Service Expediting Charge</b>	7
A4.5.1	General	7
A4.5.2	Charges	7
<b>A4.6</b>	<b>Reserved for Future Use</b>	7
<b>A4.7</b>	<b>Tribal Link-Up</b>	8
A4.7.1	General	8
A4.7.2	<i>Terms and Conditions</i>	8
A4.7.3	Rates And Charges	8.1
<b>A4.8</b>	<b>Trouble Determination Charge</b>	8.1

## 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 and/or 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 and/or 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 materials required to rearrange 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 a 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.

#### DEMARCTION 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.<sup>1</sup> 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 Application of Service Charges

- A. Except as provided hereinafter, the following are subject to service charges:
  1. All classes of Basic Exchange Service
  2. (DELETED)
  3. ESSX service/Digital ESSX service/MultiServ service/MultiServ PLUS service/BellSouth Centrex service
  4. Wide Area Telecommunications Service (Intrastate)

**Note 1:** Premises is defined in Section A1.

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## A4. SERVICE CHARGES

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

#### A4.2.1 General Application of Service Charges (Cont'd)

- A. Except as provided hereinafter, the following are subject to service charges: (Cont'd)
  - 6. Mobile Telephone Service, except BellBoy service pagers
  - 7. Telephone Answering Service
  - 8. Miscellaneous service arrangements and auxiliary equipment
- B. For Mobile Telephone Service, and Intrastate Wide Area Telecommunications Service (WATS), 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 charges throughout this *Guidebook* may be applicable in addition to the charges in A4. (T)
- E. Service Charges may be required to be paid at the time of application for service.
- F. Where service is established at a concession rate, no concession is allowed from the regular service connection charges.

#### A4.2.2 Line Connection Charge Application

- A. The Line Connection Charge First Line is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- B. On each multiple line request, the Line Connection Charge Additional Line applies for each additional line ordered 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 MultiServ service, MultiServ PLUS service, and BellSouth Centrex service.
  - 3. Per Network Access Register (NAR) for ESSX service or Digital ESSX service.

#### A4.2.3 Line Change Charge Application

- A. The Line Change Charge First Line 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. On each multiple line request, the Line Change Charge Additional Line applies for each additional line requested changed after the first line.
- C. If the Line Connection Charge First Line applies on a customer request, any additional Line Change Charges applicable for the same customer request will be billed at the Line Change Charge Additional Line rate.

## A4. SERVICE CHARGES

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

#### A4.2.3 Line Change Charge Application (Cont'd)

D. The Line Change Charge applies:

1. For each telephone number changed when requested by the customer.
2. For each change of station number for MultiServ service, MultiServ PLUS service, and BellSouth Centrex service, or for each change in the operation of a NAR for ESSX service and Digital ESSX service. This charge is applicable in addition to the appropriate charge for station number changes when a change of basic exchange telephone number is requested coincident with a change of station number.
3. For each line, trunk or per NAR for ESSX service or Digital ESSX service being restored after service is temporarily denied for nonpayment.
4. For each line, trunk or per NAR for ESSX service or Digital ESSX service being temporarily suspended at the request of a customer.
5. For the restoral of Mobile Service when the service has been denied because the customer regularly places more calls through one Foreign Base Station than through its Base Station of Registry.
6. 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, etc.
7. For changing from Foreign Central Office Service to home wire center and vice versa.
8. 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. Touch-Tone Calling Service
2. Custom Calling Service
3. Prestige Communications Service *or Prestige Communications Package* (T)
4. Grouping Service
5. RingMaster service
6. TouchStar service
7. Customized Code Restriction
8. Customer requested directory listing changes
9. Remote Call Forwarding.
10. 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.
2. Changing from residence to business service and vice versa as defined in Section A2. The business charge applies when changing to business and the residence charge applies when changing to residence. If the telephone number charges, the Line Change Charge applies in lieu of the Secondary Service Charge. (T)
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. Additionally, Premises Work Charges will apply.

D. The Secondary Service Charge is also applicable:

1. When installing or changing a station line or changing a station number on ESSX service and Digital ESSX service.
2. When adding or changing the operation of a NAR on MultiServ PLUS service or BellSouth Centrex service.

## 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 15-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.
- 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 installation 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 Charges except where specifically stated, do not apply in the cases listed following:

- A. Service Charges do not apply for:
  1. Changing from Touch-tone Service to Rotary Dial Service.
  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. Converting existing customers to Lifeline.
  5. Changing to and from flat, message or measured rate basic service (including Complete Choice service, Area Plus service and Area Plus service with the Complete Choice option). This includes changing from one usage service option to another. This does not include a change from residence service to business service or vice versa.
  6. 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.
  7. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
- 8. **(DELETED)** (D)
- 9. Requests for full or partial disconnection.
- 10. Upgrades from Back-Up Line service to business individual line 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 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. Service charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

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## A4. SERVICE CHARGES

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

**A4.2.6 Service Charges except where specifically stated, do not apply in the cases listed following: (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. Grouping 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)**

**(DELETED)**

(M)

(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 amount 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 established 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 *Guidebook* by residence customers, by business customers with six lines or less, and to payment arrangements made for overdue bill balances per A2.4.3. (T)
    - (a) The fee applies for each installment billing 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

		<b>Monthly Rate</b>	<b>USOC</b>
	(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.</b>	Line Connection Charge			
1.	Applies per exchange access line, trunk, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line and per NAR for ESSX service or Digital ESSX service.			
(a)	First Line	\$49.00	\$85.00	NA
(b)	Additional Line (each)	49.00	75.00	NA
<b>B.</b>	Line Change Charge			
1.	Applies per exchange access line, trunk, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line and per NAR for ESSX service or Digital ESSX service.			
(a)	First Line	35.00	48.00	NA
(b)	Additional Line (each)	35.00	48.00	NA
<b>C.</b>	Secondary Service Charge			
1.	Applies per customer request			
(a)	Each	9.95	26.00	NA
<b>D.</b>	Premises Work Charge			
1.	First 15-minute increment or fraction thereof			
(a)	Per increment	23.00	23.00	NA
2.	Each additional 15-minute increment or fraction thereof			
(a)	Per increment	11.00	11.00	NA

### A4.4 (DELETED)

## A4. SERVICE CHARGES

### **A4.5 Service Expediting Charge**

#### **A4.5.1 General**

- A. When the 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 of service requested and/or the location where the service is to be provided.
- B. The charge is applicable per exchange, per customer request, as defined in A4.1.
- C. The charge applies in addition 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.
- E. For requests to expedite service to the normal plant test date from the established due date for lines or trunks requiring engineering design, a charge equal to the Secondary Service Charge will apply in lieu of the expedite charge shown. 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 apply.

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#### **A4.5.2 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	

### **A4.6 Reserved for Future Use**

## A4. SERVICE CHARGES

### A4.7 Tribal Link-Up

#### A4.7.1 General

- A. Tribal Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers residing on federally recognized Tribal lands by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with *FCC rules and regulations including the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012, and the Lifeline and Link Up Reform and Modernization Third Report and Order, Further Report and Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016) ("Lifeline Reform and Modernization Order")*. (C)
- B. Tribal Link-Up is supported by the federal universal service support mechanism.
- C. A federal credit amount of one hundred percent (100%) of the non-recurring charges for connection of service, up to a maximum of one hundred dollars (\$100.00), is available to be passed through to the subscriber.

#### A4.7.2 Terms and Conditions

##### A. General

- 1. Customers eligible under Tribal Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
- 2. One Tribal Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
- 3. The Tribal Link-Up credit is available a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.
- 4. To receive the credit, proof of eligibility must be provided prior to installation of service.
- 5. The total charges for connecting service, including service and any other applicable installation charges, are considered in the credit calculation.
- 6. **(DELETED)** (D)

##### B. Eligibility

- 1. To be eligible for a Tribal Link-Up credit, in addition to meeting a tribal land residency requirement, the customer must be a current recipient of any of the following low income assistance programs.
  - a. Supplemental Security Income (SSI)
  - b. Supplemental Nutrition Assistance Program (SNAP)
  - c. Medicaid
  - d. Federal Public Housing Assistance (T)
  - e. **(DELETED)** (D)
  - f. **(DELETED)** (D)
  - g. **(DELETED)** (D)
  - h. BIA (Bureau of Indian Affairs) general assistance
  - i. Tribally administered Temporary Assistance for Needy Families (TANF)
  - j. Head Start (income eligible)
  - k. Food Distribution Program on Indian Reservations
  - l. Veterans and Survivors Pension Benefit (N)
- 2. Additionally, customers not receiving benefits under one of the preceding programs, and whose household's total gross annual income does not exceed one hundred and thirty-five percent (135%) of the federal poverty guidelines, meet the requirements for eligibility.

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## A4. SERVICE CHARGES

### A4.7 Tribal Link-Up (Cont'd)

#### A4.7.2 Terms and Conditions (Cont'd)

##### C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs or the income based criterion should be provided to the Company at the time of application for service. The Tribal Link-Up credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation without proof of eligibility, the requested service will be provided without the Tribal Link-Up credit.
2. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Tribal Link-Up program.
3. **(DELETED)**

(D)

#### A4.7.3 Rates And Charges

- A. The federal credit available for a Tribal Link-Up connection is a one hundred percent (100%) reduction, up to one hundred dollars (\$100.00), of the customary charge for commencing telecommunications service for a single telecommunications connection at a subscriber's principal place of residence.
- B. Upon request, qualifying residents may also receive a deferred schedule of payments of up to two hundred dollars (\$200), and any interest charges associated with the connection charge shall be deferred for a period not longer than one (1) year.

### A4.8 Trouble Determination Charge

#### A. General

1. Customers 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. Charges for Trouble Determination, as defined in Section A1, do not include any further isolation work beyond the demarcation point. Customers will not be charged for dispatch work performed in connection with a service difficulty or trouble report when it is determined that the trouble originated from a source other than from the customer's side of the demarcation point.

#### B. Charges

1. Company trouble determination to the network interface or demarcation point is provided at the following rates and charges for Other Residence or Business Services. 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.
  - a. Premises Work Charges in A4.3.