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## A4. SERVICE CHARGES

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Contents Pages 2 and 3 are hereby deleted in their entirety and removed from this Guidebook.

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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 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.

#### DEMARCATION 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. ESSX-1 Service
  3. ESSX service/Digital ESSX service/MultiServ service/MultiServ PLUS service/BellSouth Centrex service
  4. Centrex Service
  5. Wide Area Telecommunications Service (Intrastate)
  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* maybe applicable in addition to the charges in A4.
- E. Service Charges may be required to be paid at the time of application for service.

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

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## A4. SERVICE CHARGES

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

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#### 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 multiple line orders, the Line Connection Charge Additional Line applies for each additional line ordered after the first line per customer request.
- 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 ESSX service, Digital ESSX service, Centrex service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service.
  3. Per Network Access Register NAR for ESSX-1 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.
- D. The Line Change Charge applies:
  1. For each telephone number changed when requested by the customer.

## 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: (Cont'd)

2. For each change of station number for Centrex-CO, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service and for each change in the operation of a NAR for ESSX-1. 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 ESSX-1 NAR being restored after service is temporarily denied for nonpayment.
4. For each line, trunk, or ESSX-1 NAR 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.

#### 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. Grouping 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, unless specifically excluded.

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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 changes, the Line Change Charge applies in lieu of the Secondary Service Charge.
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. On ESSX-1 when changing a station number or installing a station line.
2. On ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service when adding or changing the operation of a NAR.

## 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 for, but are 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 must be provided an estimate. If the technician, after an on-site inspection, determines that actual costs will exceed the original estimate by twenty-five percent or more, or by one or more additional increments, the customer can cancel the order with no charge. If the customer accepts the on-site estimate, the estimate is binding on the Company.

#### 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 Rotary Dial service to Touch-Tone Service or vice versa.
  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. Changes in grade of service, e.g., changes from two-party to one-party.
  5. Changing to and from flat, message or measured rate basic service (including Complete Choice 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. Converting existing service to Lifeline.
  7. 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.
  8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
  9. **(DELETED)** (D)
  10. Requests for full or partial disconnection.
  11. 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. Reserved For Future Use

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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. Rotary Line Service
3. RingMaster Service
4. TouchStar Service
5. Designer Listings
6. Message Waiting Indication
7. Customized Code Restrictions
8. 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 Service Charges incurred while a balance is due, the additional charges will be established as a separate Installment Billing arrangement. (M)
- B. Installment Billing is not available to resellers of local exchange service. (M)
- 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 ten lines or less, and to payment arrangements made for overdue bill balances per A2.4.3. (T)(M)
    - (a) The fee applies for each installment arrangement billed. It is not Concession eligible. (M)
    - (b) Multiple Installment Billing Service fees may appear on one bill if the customer has multiple Installment Billing arrangements in effect. (M)
    - (c) A customer paying the balance due in less than the predetermined number of installments will not be charged for unbilled installments. (M)
    - (d) The fee will not apply to Lifeline/*Tribal* Link-Up service or CPE (Customer Provided Equipment). (T)(M)

#### D. Rates and Charges

##### 1. Per month, minimum installment payments

		Monthly Rate	USOC	
	(a) Residence	\$5.00	NA	(M)
	(b) Business	5.00	NA	(M)
2. Service Fee				(M)
	(a) Residence	1.00	NA	(M)
	(b) Business	1.00	NA	(M)

## 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, ESSX-1 NAR or ESSX service, Digital ESSX service, Centrex, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line.			
(a)	First Line, per customer request	\$49.00	\$75.00	NA
(b)	Additional Line, each	49.00	75.00	NA
<b>B.</b>	Line Change Charge			
1.	Applies per exchange access line, trunk, ESSX-1 NAR or ESSX service, Digital ESSX service, Centrex, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line.			
(a)	First Line, per customer request	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	18.00	NA
<b>D.</b>	Premises Work Charge			
1.	First 15-minute increment or fraction thereof			
(a)	Per increment	23.00	24.00	NA
2.	Each additional 15-minute increment or fraction thereof			
(a)	Per increment	9.00	9.00	NA

### A4.4 Service Expediting Charge

#### A4.4.1 General

- A. When the customer requests that service be provided in advance of normal service intervals, and the Company can comply, a service expediting charge will apply per request per exchange in addition to all other service and installation charges normally applicable.
- B. 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.
- C. These charges do not apply to Primary Rate ISDN. See Section A42 for charges that apply.

#### A4.4.2 Charges

	Nonrecurring Charge	USOC
(a)	Simple	NA
(b)	Complex	NA
(c)	Special Services	NA

### A4.5 Reserved for Future Use

## A4. SERVICE CHARGES

### A4.6 Tribal Link-Up

#### A4.6.1 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.

#### A4.6.2 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 guidebook charges for connecting service, including service and any other applicable installation charges, are considered in the credit calculation.
- 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. **(DELETED)** (D)
    - b. Supplemental Security Income (SSI)
    - c. Supplemental Nutrition Assistance Program (SNAP)
    - d. Medicaid
    - e. **(DELETED)** (D)
    - f. Federal Public Housing Assistance (T)
    - g. **(DELETED)** (D)
    - h. Veterans and Survivors Pension Benefit (N)
    - i. BIA (Bureau of Indian Affairs) general assistance (T)
    - j. Tribally administered Temporary Assistance for Needy Families (TANF) (T)
    - k. Head Start Program (income eligible) (T)
    - l. Food Distribution Program on Indian Reservations (T)
  - 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.
  - 3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

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## A4. SERVICE CHARGES

### A4.6 Tribal Link-Up (Cont'd)

#### A4.6.2 Terms and Conditions (Cont'd)

##### C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided by the eligible Tribal Link-Up subscriber to the Company at the time of application for service. The Tribal Link-Up credit will not be established until the Company has received proof of eligibility. 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)

#### A4.6.3 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.

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## A4. SERVICE CHARGES

### A4.7 Trouble Determination Charge

#### A. General

1. Other Residence or Business Service 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. This charge does not include any further isolation work beyond the demarcation point. (C)

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## A4. SERVICE CHARGES

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### A4.7 Trouble Determination Charge (Cont'd)

#### B. Charges

1. Company trouble determination to the network interface or demarcation point is provided at the following rates and charges:
  - a. **(DELETED)** (D)
  - b. Trouble Determination  
Other Residence or Business Service Business Premises Work Charges in A4.3. (T)
  - c. The term Other Residence or Business Service for Trouble Determination as specified herein is defined as services other than individual residence not terminating in a communications system or individual business basic exchange service or party line basic exchange service.