

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES**1.1 Definitions of Terms used in this Section**Billable Network Wiring

Work performed on a customer's premises by a Company employee or representative at the customer's request and not covered by other charges. Any work required to establish or reestablish network access to the Company-provided network interface is excluded.

Changes in Service

Includes changes in telephone service or equipment subsequent to the establishment of such service or equipment, and rearrangements of network wiring (including house cable) which do not involve moves.

Complex Service

Includes all other exchange service and their associated facilities and equipment excluded from simple service.

Establishment of Service

The initial establishment of telephone service or equipment for a customer, and transfers of telephone service and equipment from one premises to another on non-continuous property subsequent to the establishment of such service or equipment for a customer.

Moves of Service

Includes relocations of telephone service or equipment on the same continuous property subsequent to the establishment of such service or equipment for a customer.

Network Wiring

Network wiring work includes travel, preparation, wiring on the network side of the network interface.

Point of Minimum Penetration (POMP)

First point on a customer's premises that the network facilities wiring is accessible.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.1 Definitions of Terms used in this Section (cont'd)****Simple Service**

Simple residence and non-residence exchange service includes network exchange access lines (C) and their associated facilities and equipment which met all of the following conditions:

1. The network access lines are served from their normal serving central office.
2. All terminations of the network access lines are confined to a single continuous property.
3. Customer premises equipment connected to such network access lines is limited to non-key telephones with associated miscellaneous or supplemental equipment.

Where more than one exchange service is billed on a single account, the multi-line account is considered simple only when all the network access lines meet the criteria as outlined in 1. through 3 preceding.

1.2 General Regulations

A. Nonrecurring charges (NRC) are applicable for the following work functions required to establish exchange service:

1. Service Ordering Charge - A nonrecurring charge which covers receiving, recording and processing information necessary to execute a customer's request for service.
2. Central Office Connection Charge - A nonrecurring charge for establishing or changing central office connections which may include, but are not limited to, circuit design work and establishing or changing central office connections.
3. Line Connection Charge - A nonrecurring charge for performing any of the operations associated with the connection of the network access line and a network interface.
4. Network Wiring Charge

A one time charge consisting of a time sensitive network wiring charge required to perform customer requested work on the customer's premises, except work required to establish or reestablish network access.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.2 General Regulations (cont'd)**

- B. Service Establishment and Change Charges apply in addition to all other rates and charges for services provided by the Company.
- C. The charges specified in this section contemplate work being performed by the Company during the usual working hours on normal working days. When, at the specific request of the customer or applicant for service, work is performed at other times, either for the convenience of the customer or applicant for service or for other reasons not under the control of the Company, the expense incurred by the Company in excess of the normal expense of such work, when performed during usual working hours on normal working days, may be billed to the customer or applicant for service, in addition to the charges otherwise applicable.

1.3 Nonrecurring Charges

- A. Application of NRCs to Establish Services

Except where otherwise specified in paragraph 1.3, the same nonrecurring charges apply to residence and non-residence.

Waiver of Nonrecurring Charges**Transfer of Service Involving Resale**

The Central Office Connection and Line Connection Charges do not apply to the transfer of an existing central office line serving a reseller's end user when there is no interruption of service.

Business Network Access Line Win/Winback Waiver

Customers who currently have their business service with another carrier and establish business service with AT&T Ohio will receive a waiver of the normally applicable Service Ordering charge, Line Connection charge and Central Office charge when ordering and installing business network access lines or PBX trunks. To qualify, the customer must commit to a minimum of a one year access line or usage term plan. This waiver may not be combined with other access line nonrecurring waiver offers that might be available at the time of conversion and is not applicable to Centrex, ISDN, or coin service lines. This waiver is not available to customers who have had their service disconnected for non-payment or who have any past due bills for service owed to the Company.

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Vertical Services Win/Winback Waiver

Customers who currently have their business service with another competitive local exchange carrier within the AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin service areas and who establish local exchange business service with AT&T Ohio will receive a waiver of the normally applicable non-recurring service establishment charges associated with Custom Calling Services (\$7.30) and Advanced Custom Calling Services (\$7.30). Qualifying customers must add the above named service(s) during their initial service establishment order and must subscribe to a minimum of at least a 12 month access line or usage term plan in order to qualify for this waiver. This waiver is not available to customers who have had their service disconnected for non-payment or who have any past due bills for service owed to the Company. All other terms and conditions applicable to the eligible term plans, as appropriate, will apply. This waiver cannot be combined with other Business Access Line and Trunk Line non-recurring charge waiver or credit offers. This waiver is not applicable to Centrex, ISDN, or coin service lines.

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.3 Nonrecurring Charges (cont'd)**

A. Application of NRCs to Establish Services (cont'd)

1. Exchange Service

The following charges are applicable to each individual exchange service being established:

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
<u>Non-BLES</u> <u>Local Exchange Service</u>				
Service Ordering Charge, per location, per occasion	\$15.85	\$29.00 (I)	\$25.50	\$29.00 (I)
Central Office Connection Charge, per termination	17.00	5.50	13.00	5.50

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.3 Nonrecurring Charges (cont'd)**

A. Application of NRCs to Establish Services (cont'd)

1. Exchange Service (cont'd)

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
<u>Non-BLES</u> <u>Local Exchange Service (cont'd)</u>				
Line Connection Charge, per termination	\$16.50	\$14.50 (I)	\$24.35	\$14.50 (I)

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

A. Application of NRCs to Establish Services (cont'd)

1. Exchange Service (cont'd)

Description	Complex Non-Residence	Simple Non-Residence
<u>Centrex stations and terminals, Exhibition Hall stations, Airport Switching system stations</u>		
Service Ordering Charge, per location, per occasion	\$46.80	-
Central Office Connection Charge, per station termination	1.75	-
Line Connection Charge, per termination	3.35	-

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.3 Nonrecurring Charges (cont'd)**

A. Application of NRCs to Establish Services (cont'd)

1. Exchange Service (cont'd)

Description	Complex		(C)
	Non-Residence	Residence	
<u>PBX Trunks</u>			
Service Ordering Charge, per location, per occasion	\$24.50	\$24.50 (N)	
Central Office Connection Charge, per termination	14.50	14.50 (N)	
Line Connection Charge, per termination	10.35	10.35 (N)	

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

A. Application of NRCs to Establish Services (cont'd)

2. Off-property Extension and Stations, per extension/station per location

Description	Complex		(C)
	Non-Residence	Residence	
a. Exchange service extension			
(1) In same CO area	\$129.20	\$129.20 (N)	
(2) In different CO area	234.20	234.20 (N)	
b. Intercom system station	87.70	87.70 (N)	
c. PBX station line or PBX extension station line			
(1) Terminating in same CO area as PBX system	378.40	378.40 (N)	
(2) Terminating in different CO area from PBX system.	445.30	445.30 (N)	

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

A. Application of NRCs to Establish Services^{/1/} (cont'd)

3. Concentrator-Identifier

<u>Description</u>	<u>Complex</u>		
	<u>Non-Residence</u>	<u>Residence</u>	(C)
<u>Talking paths, per circuit</u>			
Terminations in same CO area	\$129.20	\$129.20 (N)	
Terminations in different CO area	234.20	234.20 (N)	
<u>Connections of patrons' lines to concentrators, per line</u>			
Patron and concentrator in same CO area	105.00	105.00 (N)	
Patron and concentrator in different CO area	211.10	211.10 (N)	

/1/ The absence of an NRC for any specific service does not imply the waiver of application NRCs for other concurrently installed services.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

A. Application of NRCs to Establish Services^{/1/} (cont'd)

4. Miscellaneous Service or Features

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
Applies per individual exchange service, per occasion to the following:	\$7.30	\$7.95 (N)	\$7.30	\$6.00 (N)
a. Custom Calling Service and Advanced Custom Calling Service ^{/1/}				(D)
b. Central Office Optional Line Features				
- Easy Call				
c. Billed Number Screening Service				

/1/ The absence of an NRC for any specific service does not imply the waiver of appropriate NRCs for other concurrently installed services.

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

A. Application of NRCs to Establish Services (cont'd)

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
5. Listing and Toll Services				
The following NRCs apply to establish each of the following:				
Emergency Message Referral for Private Listing Service	17.90	17.90	9.80	9.80
6. Connecting Arrangements				
The following charge applies to provide a connecting arrangement	-	-	5.50	5.50
7. Remote Call Forwarding				
The following charge applies per feature	56.25	56.25	-	-
8. Intercom Calling Service				
The following charge applies per individual exchange service to establish Intercom Calling Service	-	-	11.25	11.25

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.3 Nonrecurring Charges (cont'd)**

A. Application of NRCs to Establish Services (cont'd)

9. Expense Incurred Option for Equipment

On relocations of service to noncontinuous property locations within territory served by the Company, in lieu of paying all applicable establishment, nonrecurring and termination charges, a customer with equipment for which the initial contract period is six months or more may elect to pay the expense incurred for relocation of such equipment, subject to the following regulations:

- a. The existing equipment involved will be moved from the existing location to the new location with the understanding that the customer will not have continuous service at such locations.
- b. A new contract period will not apply when the equipment is established at a new location. Only the unexpired portion of any existing contract periods will continue at the new location.

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes

1. Exchange Service Changes

a. Except as set forth in e. following, the nonrecurring charge, in the amount specified below, applies for changes in type or grade of service, as listed below:

<u>Description</u>	<u>Non-Residence</u>	<u>Complex</u>	<u>Non-Residence</u>	<u>Simple</u>	<u>Residence (C)</u>
		<u>Residence</u>		<u>Residence</u>	
(1) Local Exchange Service					
(a) One Way to two way, vice versa	\$41.55	-	-	\$28.85 (N)	
(b) One or two way to combination, vice versa	41.55	-	-	28.85 (N)	
(c) PBX Trunk to Airport trunk, vice versa	41.55	-	-	28.85 (N)	
(d) Individual to Airport individual, vice versa	41.55	-	-	28.85 (N)	

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

1. Exchange Service Changes (cont'd)

a. (cont'd)

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
(1) Local Exchange Service (cont'd)				
				(D)
				(D)
(e) Measured rate to flat rate, vice versa	\$41.55	-	-	-
(f) Message rate to measured rate, vice versa	41.55	-	\$9.30	-
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				(D)

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

1. Exchange Service Changes (cont'd)

b. Except as set forth in e. following, the charge set forth below applies for each change from one to another of the following types of service with no lapse in service:

<u>Description</u>	<u>Complex</u>	<u>Simple</u>		
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
Change Charge	\$41.55	\$28.85	\$9.30	\$9.30
<ul style="list-style-type: none"> - Local exchange service - Optional local area service - Community calling service - Econo-Call service^{/1/} - Two point service - Schedule A and B - Two point service - Value Calling Plan - Integrated Services Digital Network Local Calling Value Plan 				(D)

/1/ Effective November 15, 2012, Econo Call service is no longer available to residence customers.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

1. Exchange Service Changes (cont'd)

c. The following nonrecurring charge applies to change an exchange service from rotary to non-rotary, or vice versa, or to resequence rotary numbers

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
Change Charge, per individual service	\$41.55	\$28.85	\$9.30	\$9.30

Note: Maximum NRC charge, per occasion, to resequence numbers shall not exceed three times the charge.

d. No change charge applies:

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(1) For a change from any of the other types of service listed in b. preceding to Econo-Call Service, or vice versa if such change is requested by the customer within 90 days from the effective date of the Econo-Call Service offering in the exchange area involved.^{/1/} (C)

(2) For a change from any of the optional types of service, listed in b. preceding, to local exchange service when the customer's basic local service area has been enlarged, if the customer requests such change within 90 days of the effective date of the tariff provision that enlarges the area. (C)

e. For a change from any one of the types of service listed in b. preceding to either FCO or FX service and for a change from FCO to FX service, or vice versa, the S&E charge set forth in A.1 preceding for the replacing service applies.

/1/ Effective November 15, 2012, Econo Call service is no longer available to residence customers.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

2. Miscellaneous Service or Feature Charge

<u>Description</u>	<u>Complex</u>		<u>Simple</u>		<u>(C)</u>
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>	
Applies per individual exchange service, per occasion to the following:	\$ 7.30	\$7.95 (N)	\$ 7.30	\$6.00 (N)	
a. Custom Calling Service and Advanced Custom Calling Service ^{/1/}					
b. Central Office Optional Line Features					
- Easy Call					

/1/ The absence of an NRC for any specific service does not imply the waiver of appropriate NRCs for other concurrently installed services.

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

3. Listing and Toll Services

The charge shown below applies to each of the following changes:

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>
Change from listed to private or semi-private listing service or from semi-private to private listing service	\$17.90	\$17.90	\$ 9.80	\$ 9.80
Discontinue emergency message referral for private listing service	17.90	17.90	9.80	9.80
Convert, for listing purposes only, an existing off-premises extension location to the main location, vice-verse, when both locations are within the same CO area	41.55	41.55	9.80	9.80

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

4. Telephone Number Changes

Description	Complex		Simple		(C)
	Non-Residence	Residence	Non-Residence	Residence	
Change Charge	\$41.55	\$28.85 (N)	\$31.15	\$31.15 (N)	

a. Except as set forth in b. following, the above S&E charge applies for each change of a telephone number at the request of a customer as shown below:

- Individual Exchange Service
- Present number in one number dialer
- Remote Call Forwarding

b. No charge applies for a change in telephone number:

- (1) initiated by the Company;
- (2) made to clear service problems such as excessive wrong number calls, excessive calls for previous customers to that telephone number, etc.; or
- (3) made on a temporary basis in order to stop abusive, harassing, or threatening telephone calls, provided that such calls had been previously reported to the Company.

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/1/ Material now appears on Sheet 20.

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

5. Class of Service Change

For each change of a class of service at the request of a customer, the following nonrecurring charge applies:

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>
a. Residence to non-residence	\$17.90	-	\$29.00 (R)	-
b. Non-residence to residence	-	41.55	-	31.15

Note: The charge for a telephone number change does not apply if required on a class of service change.

6. Assignment or Transfer of Service

<u>Description</u>	<u>Complex</u>		<u>Simple</u>	
	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>
Non-recurring Charge	\$17.90	\$41.55	\$20.00 (I)	\$9.80

7. Connecting Arrangements For each change in type or feature of a connecting arrangement, the S&E charge in Paragraph 1.3.A.6 preceding applies.

8. Intercom Calling Service

To change to or from Intercom Calling Service subsequent to the initial installation, per exchange service.

<u>Description</u>	<u>Simple</u>	
	<u>Non-Residence</u>	<u>Residence</u>
Change Charge	\$11.25	\$11.25

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1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.3 Nonrecurring Charges (cont'd)

B. Application of NRCs for Changes (cont'd)

9. Multi-Ring Service^{/1/}

<u>Description</u>	<u>Simple</u>	<u>Non-Residence</u>	<u>Residence^{/1/}</u>
Company change of Call Forwarding option, as required, when combined with Multi-Ring Service or change of the additional multi-ring number (no charge applies within the first 60 days after service establishment), per exchange service, per occasion	\$9.25	\$9.25	

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/1/ Effective on or after November 1, 2012, Multi-Ring Service-2nd Number will no longer be available to residence customers. Effective September 2, 2014, Multi-Ring Service-1st Number will no longer be available for new residence subscriptions.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.4 Network Wiring Charge

A. Application of Network Wiring Charge

1. The network wiring charge (NWC) applies for the delivery, installation, move or change of all equipment when a premises visit is required to perform such work.
2. When a premises visit is made at the request of a customer to perform work for which network wiring charges apply, a NWC applies unless the entire portion of the order which necessitated the premises visit is canceled.
3. A NWC applies separately per telephone craftsperson scheduled by the Company to perform billable work on the customer's premises. When a customer requests a shorter work interval which would utilize additional telephone craftspersons, the NWC applies separately per telephone craftsperson performing such work.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)

1.4 Network Wiring Charge (cont'd)

- A. Application of Network Wiring Charge (cont'd)
 - 4. The NWC applies when a premises visit is made at the request of a customer for the sole purpose of converting non-modular termination points to a network interface.
 - 5. For any work charges not provided for in this or other applicable tariffs, the customer is charged the estimated cost to be incurred, unless otherwise specified.
 - 6. Should the customer request that the location of the network interface be other than that designated by the Company, the NWC charges will apply for the additional work required.
 - 7. Should the customer request that a network interface other than the standard be placed at the NI location, the NWC and nonrecurring charge for the requested jack apply.

1. SERVICE ESTABLISHMENT AND CHANGE CHARGES (cont'd)**1.4 Network Wiring Charge (cont'd)****B. Non-Application of Network Wiring Charge**

1. No NWC applies for the following customer initiated requests providing work is limited to that specified below.
 - a. Complete termination of service. (Includes disconnections initiated by the Company.)
 - b. Disconnection or removal of equipment.
2. No NWC applies for any work at the customer's premises which may be required in connection with those changes for which no S&E charges apply under the provisions of Paragraph 1.3.B preceding.

C. Network Wiring Charge**1. Network Wiring Charge**

a. First 15 minutes or fraction thereof of billable premises work	\$25.00
b. Each additional 15 minutes or fraction thereof billable premises work	10.00

- 1.5 In the event of damage to or destruction of a customer's premises by fire, flood or other like disaster, no Service Establishment and Change Charges will apply to the reestablishment on the same continuous property of the same (or less) service furnished to such customer prior to such damage or destruction, except as provided pursuant to the Major Disaster Relief Plan as shown in Part 2, Section 2, Sheet 32 of this Guidebook.

2. NETWORK INTERFACE JACK CHARGES

Description	Nonrecurring Charge
A. Indoor Jacks	
1. Miniature modular jack ^{/1/} /RJ11C/ ^{/2/}	\$ 4.75
2. Series jack /RJ3/ ^{/2/}	43.85
3. Miniature ribbon connector (female) jack /RJ2/ ^{/2/}	43.85
4. Data Jack	
a. Programmed /RJ45S/	34.60
b. Universal /RJ41S/	38.05
c. Multiple line data jack for use with both fixed loss loop and programmable data equipment:	
(1) Multiple line data jack common equipment for up to eight lines /RJ26X/	144.95
(2) Line circuit card ^{/3/} /RJ26S/	21.80
(3) Wall mounting with cover /RJM3X/	35.40
(4) Rack mounting /RJM4X/	28.85
B. Outdoor Jack	
1. Outdoor jack, including Company provided outdoor housing and cover plate /JKT/	21.65
C. Movable Premises Equipment	
1. Equipment for telephone on trains and commercial vessels	
a. Jack /JK3/	43.85

^{/1/} The nonrecurring charge for a miniature modular jack does not apply when provided to simple non-residence as a Network Interface.

^{/2/} Additional codes appear in departmental practices.

^{/3/} One line circuit card is required for each line connected to the multiple line data jack common equipment.

2. NETWORK INTERFACE JACK CHARGES (cont'd)

C. Movable Premises Equipment (cont'd)

2. Equipment for telephones on pleasure craft and in trailers

a. Jacks for use with telephones on movable premises or equipment such as pleasure craft and trailers are furnished subject to the charges for outdoor type jacks.

D. The nonrecurring charges specified for jacks in A., B. and C. preceding do not apply for re-use jacks in place, whether by the same or a different customer.

3. RESTORAL OF SERVICE CHARGES

A. Application of Nonrecurring Charges for Restoral of Non-BLES Service (C)

<u>Description</u>	<u>Complex</u>		<u>Simple</u>		<u>(C)</u>
	<u>Non-Residence</u>	<u>Residence</u>	<u>Non-Residence</u>	<u>Residence</u>	
1. Service restored after temporary denial but prior to completion of order to discontinue service, per service or system					
Restoral Charge	\$26.55	\$26.55 (N)	\$32.30	\$32.30 (N)	
2. Service restored after temporary suspension					
Restoral Charge	75.85	62.30 (N)	33.55	33.55 (N)	
3. Service restored after temporary interception					
Restoral Charge	87.70	62.50 (N)	33.55	33.55 (N)	