

CENTURYLINK GUIDEBOOK

SERVICE CHARGE

A. CONDITIONS

1. A service charge consisting of one or more of the charges shown in this section is applicable for installations or additions undertaken at the request of the customer. The charge also applies to the move or change of facilities at the customer's request.
2. Service charges are in addition to all other applicable rates and charges associated with the service being provided.
3. The charges shown herein do not contemplate work being performed at a time when overtime or premium wages apply due to the request of the customer; nor do they contemplate work once begun being interrupted by the customer. If the customer requests overtime labor performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the cost involved.
4. Service charges are not applicable to service reestablished at the same or different location because fire or other cause beyond customer control disrupted service and made the premises unfit for occupancy. However, service charges will apply to any temporary service installed pending reestablishment of the customer's regular service.
5. Applicable service charges are defined as follows:

1. Service Order Charges

Applicable for work done in receiving, recording and processing information necessary to execute a customer request. Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service). Only one service order charge is applicable for all items ordered at the same time for completion of the same date.

- 1.1 One Initial Service Order Charge is applicable to each order for establishment of service.
- 1.2 One Subsequent Service Order Charge is applicable to each order for record purposes, additions to existing service, or customer requested moves or changes to Company facilities.
- 1.3 One Subsequent Service Order Charge is applicable to subsequent requests for blocking of calls to 500, 900 and 976 Information Services numbers.
- 1.4 A Subsequent Service Order Charge is not applicable to:
 - a. Change of billing address.
 - b. Change to published from non-published directory listing.
 - c. Change or addition to existing service except where the service order is required to reflect charges and/or changes other than the change in the associated monthly billing charge.
 - d. Initial requests for blocking of calls to 500, 900 and 976 Information Services numbers.

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A. CONDITIONS (Continued)

5. Applicable service charges are defined as follows: (Continued)

2 Central Office Work Charge

Applicable for work required to connect and rearrange line terminations in the central office, including but not limited to:

- 2.1 The connection of each access line.
- 2.2 Each change in telephone number made at the request of the customer.
- 2.3 Each addition or change in existing service made at the request of the customer which requires central office work.
- 2.4 Each subsequent request for blocking of calls to 500, 900 and 976 Information Services numbers.
- 2.5 A central office work charge is not applicable:
 - a. When service is assumed by one customer prior to discontinuance by another customer and there is no change in telephone number.
 - b. To initial requests for blocking of calls to 500, 900 and 976 Information Services numbers.

3 Customer Requested Work Charge

Applicable on an individual case basis for work on the network side of the demarcation point, up to and including the network interface device, required to complete a customer's request for rearrangement or change of facilities (i.e., relocating drops, network interface devices, or pedestals).

- 3.1 Charges are based upon costs for time and materials. Where the customer requests rearrangement or change of facilities at other than normal working hours, the customer will be billed the premium rate for overtime labor. (An estimate of the charges associated with the requested work will be provided at no charge upon customer request).

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B. CONCESSIONS

Employees or retirees of the Company in connection with residential services only are not subject to the service charges specified in this Section. Concessions do not apply to special telephone enclosures that are available for purchase from the Company.

C. RESTORATION CHARGE

1. A Restoration Charge is intended to cover the expense incurred for reconnecting an access line that has been temporarily disconnected for non payment.
 - 1.1 If service has been removed or contract terminated, applicable service charges will apply.
 - 1.2 A Restoration Charge is the only charge applicable for service disconnected for non payment and is not applicable to other connections, moves or changes referred to in this guide.

* Optional payment to be made in four (4) equal payments commencing with first bill issued after request for service. Optional payment available only when service charges total \$40.00 or more.

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D. DISHONORED CHECK CHARGE

1. CONDITIONS

1. A dishonored Check Charge is intended to cover the expense incurred for customer checks returned by a bank because of insufficient funds in the customer's account.

E. LINE IDENTIFICATION (CALL TRACE) CHARGE

1. CONDITIONS

1. A customer who has been receiving abusive type annoyance calls which are threatening, obscene, harassing or interfering may request a line identification trap be placed on the line. A line identification request requires a written authorization which must be signed by the customer responsible for the telephone service.
2. The line identification charges are intended to recover the Company's expenses in completing a customer's request for line identification.

2. CHARGES

1. The initial request for connection of line identification equipment requires the application of subsequent order and central office work charges.
2. A charge in addition to the above specified charges will be made equal to the cost involved for each request for an actual call trace.

F. NETWORK INTERFACE DEVICE CHARGE

1. Conditions

1. A network interface device (NID) is provided by the Company at no charge as part of the exchange access line under the following conditions:
 - a. New installation of a residential service;
 - b. Upon request by any residential customer when the customer's premises is not already equipped with a NID;