

CENTURYLINK GUIDEBOOK

SERVICE CHARGES

4.1 SERVICE CONNECTION CHARGES

4.1.1 General

- A. Service Connection Charges provided for in this section may be payable at the time of application of basic network service and is in addition to the regular schedule of rates as set forth elsewhere in this guide.
- B. A Service Connection Charge may consist of one or more nonrecurring charges for work performed due to customer request. The charges are separately established in order to provide a reasonable basis for an equitable recovery of costs incurred in the required operations.
- C. Charges shown in this section are based on work being performed during regularly scheduled work hours of the Company's employees. Premium cost of overtime, when performed for customer convenience, will be billed to the requesting customer.

4.1.2 Service Charges

A. Service Ordering Charge

1. The Service Ordering Charge is applicable to each customer request for work performed by the Company in connection with the receiving, recording and processing of a customer request to be completed for the same account, at the same premises, at the same time.
2. One Service Ordering Charge applies for all items included on a service order. Only one service ordering charge is applicable even though the Company elects to issue more than one service order to comply with the customer's request for basic network service.

B. Service Connection Charge

1. The Service Connection Charge is applicable for work performed in the central office and work performed in providing or rearranging the dropwire or outdoor circuit on the customer's premises. The charge applies to work including but not limited to:
 - Connection or reconnection of each basic network service line.
 - Customer Request Number Changes
 - Restoration of suspended service

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4.1 SERVICE CONNECTION CHARGES (Cont'd)

4.1.2 Service Charges (Cont'd)

C. Premises Visit Charge

1. A Premises Visit Charge is applicable for each visit to the customer's premises to perform work, other than disconnect or repair work, at the customer's request.
2. When the Company requires more than one visit to complete the customer's request, only one premises visit charge is applicable.

4.1.3 Service Charges Do Not Apply in Connection with:

- A. Moves, rearrangements or changes initiated by the Company
- B. Change in billing and/or directory listing
- C. Customer-Provided telephone sets or other terminal equipment connected by the customer when no central office line connection is required by the Company.
- D. For active duty members of the United States military and their dependents with valid military ID cards when transferring or establishing service when location is within a 50-mile radius of a United States military base.

4.1.4 The Service Charges for Service Ordering (change) and Basic Network Service Connection shall be applicable for restoration of suspended service.

4.1.5 Rates

	<u>Nonrecurring Charges</u>
A. Elements for new service, move and changes and in place connections.	
1. Service Ordering Charge - per customer request	
a. Connection of new service line	\$20.00*
b. Moving or changing existing service	\$16.00
2. Service Connection Charge	\$35.00*
3. Premises Visit Charge	\$40.00

* A 50% discount (up to \$30.00) will be applied on Access Line Service Connection charges for customers qualified to receive assistance under the Link Up America Program.