

TENNESSEE GUIDEBOOK

4. SERVICE CHARGES

4.1 GENERAL

- a. Service Connection Charges to connect, move or change telephone service and equipment, disconnect residential telephone service and equipment apply separately according to three (3) components of work as follows:
 1. Service Ordering Charge - For receiving, recording and processing information necessary to execute a customer's request to connect, move, or change telephone service and equipment or disconnection of residential telephone service and equipment.
 2. Local Access Line Charge - For performing all or part of the work associated with the telephone line.

Local Access Line Charge - Central Office - For performing the labor for the testing and connecting functions required within the central office or between the Central Office and the customer premises up to and including the demarcation point, including any necessary bonding or grounding.
 3. Trip Charge - For travel time to the customer's premises if required to execute a customer's request to connect, move or change telephone service.
- b. Service Connection Charges are in addition to any other rates and charges. They apply in addition to and not in lieu of installation charges, non-recurring charges (NRC) or construction charges.
- c. The charges specified 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 be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional costs involved. "Cost" as used in this section, is interpreted to mean the cost of labor including charges for supervision and all other overhead expenses.

4.2 INSTALLATION CHARGES

Installation Charges for certain items of service other than basic service are identified and presented throughout this Guidebook, if applicable. These charges apply in addition to the applicable charges in Section 4.

4.3 MINIMUM BILLING CHARGE

- a. A minimum billing charge is determined by applying to the basic charge the percentage which the unexpired portion of the initial service period bears to the full initial service period.
- b. When a subscriber discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.
- c. When a subscriber cancels an order for service which has a minimum billing charge prior to the establishment of that service, a cancellation charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained.

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4.4 RESTORATION CHARGE

In the event service is temporarily suspended for non-payment of charges, the service will be restored upon payment of the charges due, or at the discretion of the Company, payment of a substantial portion of the charges.

4.5 MAINTENANCE OF SERVICE CHARGE

A nonrecurring charge is applicable in connection with a service difficulty when it is determined that the difficulty was caused or resulting from the use of customer-provided terminal equipment, customer premises inside wiring, protective circuitry, or communications system connected to Company facilities.

4.6 RETURNED CHECK CHARGE

An administrative charge will be applied by the Company for each time a check or bank draft is returned by a bank to the Company for the reason of insufficient funds.

4.7 NONPUBLISHED AND NONLIST NUMBERS

There is no additional nonrecurring charge to establish the listing as nonpublished (private) or nonlist (semi-private). A monthly recurring charge will apply.

4.8 TELEPHONE NUMBER CHANGE

A charge will apply to change a telephone number.

4.9 APPLICATION OF CHARGES

4.9.1 GENERAL

All classes of main station service are subject to service charges.

4.9.2 SERVICE CHARGES FOR CONNECTION OF NEW SERVICE

- a. Except as provided in this Guidebook, all requests for service requiring either service ordering, access line work or trip to premises are subject to the appropriate charges required to provide that service.
- b. Where the service desired requires more than one access line, the sum of the separate charges for each function applies except as provided in this Guidebook. Only one service ordering charge applies per order written regardless of the quantity of work ordered.
- c. When service is re-established at a location which has been destroyed by fire or made untenable by fire, wind or flood, service connection charges do not apply. If the subscriber desires service at a new location for a temporary period, service connection charges will apply. Changes in the location of existing stations to points outside the premises occupied by the customer are considered new service connections at the new location.
- d. Service charges may be required to be paid at the time of application for service.

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4.9 APPLICATION OF CHARGES (Cont'd)

4.9.2 SERVICE CHARGES FOR CONNECTION OF NEW SERVICE (Cont'd)

- e. Transfers of responsibility or change of name involving a change of responsibility should be handled in accordance with provisions of Section 2.3.6, TRANSFER OF SERVICE BETWEEN CUSTOMERS. If the change does not require an access line, no service connection charges apply. If the change does involve an access line, the charge for each element of the service charge will apply as appropriate, plus a service ordering charge.

4.9.3 CHARGES DO NOT APPLY IN THE CASES LISTED BELOW:

- a. Changes in the telephone numbers made in the judgment of the Company when such changes are necessary for the continuation of satisfactory service.
- b. When a speech or hearing impaired subscriber makes subsequent application for discounted toll rates.
- c. No service connection charges apply for changing the primary listing of a residence customer to the name of the remaining spouse/relative of the household in the event of death or to the name of the remaining spouse in the event of divorce or to the new spouse in the event of remarriage.
- d. No service connection charges apply for the initial installation of Custom Calling Services or ExpressTouch Services.