

## SERVICE CHARGES

### I. GENERAL

A. The term "SERVICE CHARGE" as specified herein and in other Sections of this Tariff is defined as a charge or charges applying to the ordering, installing, moving, changing rearranging or furnishing of telephone service, miscellaneous and supplemental equipment and other facilities. Service Charges are categorized as (1) Service Order Charge, (2) Central Office Charge, (3) Line Connection Charge, (4) Premise Work Charge.

### B. SERVICE CHARGES

#### 1. Service Order Charge

The term Service Order Charge means the charge that applies per customer request for work performed by the Telephone Company in connection with the receiving, recording and processing of customer requests for service.

#### 2. Central Office Charge

The term Central Office Charge means the charge that applies for programming and/or making and changing connections in the central office.

#### 3. Line Connection Charge

The term Line Connection Charge means the charge that applies for making and changing connections in distribution facilities between the central office and the customer's premises.

#### 4. Premise Work Charge

The term Premise Work Charge means the charge that applies for a visit to the customer's premises to perform work requested by the customer, other than new installations or disconnect work. When more than one visit is necessary, for Telephone Company reasons, to complete the work, only one Premise Work Charge applies.

SERVICE CHARGES (continued)

C. REGULATIONS

1. Service Charges are in addition to all other rates and charges that may be applicable for service provided by the Telephone Company. Other rates and charges include, but are not limited to, One-Time Charges and Nonrecurring Charges.
2. One or more of the above service charges may not be applicable to a request or the associated work functions if the request results in the partial or complete disconnection of service or if particular work function is optional at the discretion of the Company.
3. All connection to the Telephone Network shall be made through standard plugs and modular jacks.

D. SERVICE CHARGE SCHEDULE FOR BUSINESS AND RESIDENCE SERVICE

1. Service Order Charges
  - a. Initial \$ 24.00
  - b. Subsequent \$ 5.00
  - c. Record Order \$ 6.00
2. Central Office Charge \$10.00
3. Line Connection Charge \$5.00
4. Premise Work Charge per customer request \$ 20.00

SERVICE CHARGES (continued)

E. MOVE and CHANGE CHARGES

1. GENERAL

Except as provided elsewhere in this tariff, the charges specified herein apply to moves and changes of facilities on the same premises of a customer.

No charges are made to change from one basic service to a higher grade of basic service. In addition, no #1 Service Charge is made for requests which result in a change in records which primarily benefit the Company.

The aggregate charges for moves and changes done at the same time shall not exceed the charge that would apply if the services were removed and installed anew.

2. CHARGES

a. Moves

If a customer requests a change of location of the drop wire, protector and/or Network Interface Device, .....The charge is based on cost not to exceed the termination and service charges that would apply if the facilities moved were removed and installed anew, except that if the customer elects to continue under the existing minimum service period the charge is the entire cost of the move.

b. Rewires

For a rearrangement in the termination of a line  
.....Service Charges as specified in this Section, apply.

c. Maintenance of Service Call Charge

The customer shall be responsible for the payment of all charges for visits by the Telephone Company to the premises of the customer or authorized or joint users where the service difficulty or trouble report results from use of equipment, wiring or facilities provided by the customer or his authorized users or joint users.

Per service visit.....Elements one and four apply

SERVICE CHARGES (continued)

F. LIFELINE PROGRAM

1. Lifeline is an assistance program which provides for qualifying low-income customers a monthly credit toward one residential network access line per household at the customer's principle place of residence.
2. The applicant must participate in at least one of the following assistance programs:
  - Medicaid
  - Supplemental Nutrition Assistance (SNAP)
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (FPHA or Section 8)
  - Veterans Pension and Survivors Benefit Program
  - 135% of Federal Poverty Level
3. Eligible customers are those that meet the following criteria:
  - a. Must be receiving aid from at least one of the assistance programs listed in I.F.2. above.
  - b. Must be the billed party for the residential network access line to which the credit is to be applied.
4. The credit to the network access line provided by this program is applicable only to the monthly rate of one residential network access line at the customer's principal place of residence. The credit will equal \$0.75.
5. Eligible customers receiving the Lifeline credit will not be charged the End User Common Line Charge (EUCL) as per NECA Tariff FCC – No. 5, 4.6.7.(A).
6. The telephone service of an eligible customer receiving the Lifeline credit may not be disconnected for non-payment of toll charges unless a waiver of this provision is granted by the Commission.
7. An eligible customer who elects toll blocking shall not be required to provide a service deposit in order to initiate the Lifeline credit.

## CONNECTION WITH CUSTOMER PREMISES WIRING

### I. GENERAL

- A. Customer Premises Wiring includes all Customer Premises inside Wire (CPIW), previously installed by the Telephone Company and associated with both simple and complex services: Customer Provided Inside Wiring (CPPW), installed by customers for non- complex residence and business services.
- B. All customers or third parties hired by customers, may provide and install premises wiring as set forth in this tariff, associated with both complex and non-complex (simple) telecommunications services provided by the Telephone Company.
- C. Connection of Customer Premises Wiring to the telecommunications network, shall in all cases, be accomplished through a Network Interface Device or equivalent, FCC registered jack, that is located on or within the customer's premises on the customer side of the Telephone Company protector.
- D. The Network Interface Device shall be, in all instances, the property of the Telephone Company and shall be installed as part of the Network Access Line. The Network Interface Device or equivalent FCC registered jack shall serve as the point of Demarcation, so-called, between the facilities of the Telephone Company and the facilities of the customer.

In the absence of a FCC approved Network Interface Device or jack in lieu of a standard network interface, premises wire is construed to be that wire which is located on the customer's side of the Telephone Company protector. In all instances, access to the protector is limited to Telephone Company personnel.

- E. A customer who provides, maintains, or attempts to maintain customer premises wire assumes the risk of loss of service, damage to property, or death to or injury of the customer of the customer's agent. The customer saves the Telephone Company harmless from any and all liability, claims or damage suits arising out of the customer's wire provision or maintenance activity.

CONNECTION WITH CUSTOMER PREMISES WIRING (continued)

II. REGULATIONS

- A. Customer premises wire may be connected to exchange, private line, and WATS services furnished by or through the Telephone Company.
- B. The network interface for the connection of customer premise wire is provided as part of the Network Access Line. The Network Interface Device is normally installed outside the customer's premises at a location determined by the Telephone Company, which is accessible to the customer. If, at the customer's request, the network interface is extended beyond the location designated by the company as normal, charges as set forth in Section 4 apply.
- C. As part of its program to comply with the FCC rules on deregulation of inside wire, the Telephone Company will install Network Interface Devices in locations where they are not currently installed as follows:
  - 1. As part of installation of Network Access Lines
  - 2. As part of the re-installation of Network Access Lines
  - 3. As part of any Premises Maintenance Visit, other than those made as part of troubles arising from natural disasters or emergencies, where the priority concern is to restore service to large numbers of customers.
- D. When the company installs a Network Interface Device as part of a Premise Maintenance Visit, where the problem is found to have been caused by faulty equipment or wiring for which the customer is responsible, there will be no charge for the installation.

When a customer requests a Premises Maintenance Visit by company personnel at a location where an approved Network Interface Device is in-place, and the problem is found to have been caused by faulty equipment or wiring for which the customer is responsible, appropriate Section 4 Service Charges will apply.
- E. When the company is requested by the customer to install a Network Interface Device at a time other than those outlined above, appropriate Section 4 Service Charges will apply.

## CONSTRUCTION CHARGES

### I. GENERAL

- A. The regulations specified in II, III, IV, and V, following apply for main telephone exchange and private branch exchange services and for private line service between points not on the same continuous property.
- B. The Telephone Company places aerial or underground construction and determines in each case the normal type of construction to be used to furnish service. If another type of construction is required, such as submarine cable or radio, or if service is desired at remote locations, the provision in this section governing Special Conditions, the regulations in this Tariff pertaining to Hazardous or Inaccessible Locations, or other established Telephone Company practices and procedures apply.
- C. When a service specified in A. above is extended to another building on the same continuous property of a customer, or when a private line service is furnished exclusively between points on the same premises, the construction is furnished in accordance with the Special Conditions provisions in this Section.
- D. If the furnishing of facilities and service involves a special assembly, a special installation, or disproportionately large construction, maintenance or replacement costs, or expenses on the part of the Telephone Company, charges for the construction are determined in accordance with the Special Conditions provisions in this Section.
- E. If within one year of the time when a special construction charge for highway or private property construction has been incurred, conditions change so that the whole or a part of the charge should be assumed either by a new customer or by the Telephone Company, an equitable refund will be made.
- F. Pole line costs, referenced in this tariff, are based on the current charges on file with the Public Utilities Commission.
- G. Highway construction furnished under the conditions specified in I and II is the property of the Telephone Company and will be maintained and replaced by the Company at its expense. The Telephone Company at its expense will furnish, own, and maintain the associated circuit construction.

CONSTRUCTION CHARGES (continued)

II. HIGHWAY CONSTRUCTION

- A. Where no general distribution plant exists, the Company will provide, without a special construction charge, 3/10 of a mile (route measurement) of normal type construction for each customer to be served. Construction in excess of this allowance for joint ownership will be provided at the full pole line cost. Where attachment to facilities of another wire-using company will be provided, the attachment charge incurred by the Company will be assumed by the customer(s). These charges will be prorated among all customers to be served by the proposed construction.
- B. Where general distribution plant exists, the Telephone Company will furnish all required construction of normal type on general distributing plant already occupied by lines of the Telephone Company unless other customers along such facilities are entitled to refund of highway special construction charges, incurred during the previous year. Where refunds are involved, such construction is treated as new construction in accordance with Paragraphs A. above and I E. preceding.
- C. The minimum service period is one year for service involving an extension of highway construction or the use of an extension of highway construction built during the preceding year. If service is being transferred, an unexpired minimum service period may be assumed by a second customer.
- D. When a customer is so located that it is necessary to use a private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the customer is required to pay the entire costs involved in securing such right-of-way.

III. PRIVATE PROPERTY CONSTRUCTION

- A. GENERAL
  - 1. Aerial or underground telephone construction located on private property is considered private property construction, the cost of which will be assumed by the customer or prorated among all customers to be served by the proposed construction and occupying the same such private property, and is subject to the regulations in B. and C. following.
  - 2. That portion of construction on private property which within one year from the date of installation of telephone service, has been accepted as a municipally-owned and maintained road is furnished under the regulations applicable to Highway Construction as shown in II. preceding.



CONSTRUCTION CHARGES (continued)

III. PRIVATE PROPERTY CONSTRUCTION (continued)

3. The principal location for residence service customers is considered to be the main office on the premises of the customer, except that where private branch exchange is furnished, the principal location is considered to be the building in which the private branch exchange switching equipment is located.
4. The principal location for business service customers is considered to be the main office on the premises of the customer, except that where private branch exchange service is furnished, the principal location is considered to be the building in which the private branch exchange switching equipment is located.

B. POLE CONSTRUCTION

Poles on private property to service the customer(s) principal location are subject to the regulations below.

1. If a pole line suitable either for telephone occupancy or joint occupancy with another wire-using company is built by the Telephone Company, the Telephone Company furnishes the first pole for each customer without charge and the customer(s) assumes the cost of any additional pole line costs. Such construction shall be the property of the Telephone Company and shall be maintained and replaced by the Company at its expense. The Telephone Company at its expense will furnish, own and maintain the associated circuit construction.
2. If the Telephone Company is required to furnish telephone service through joint ownership in a pole line of another wire-using company, the pole line cost, beyond the first pole for each customer, will be charged to the customer or prorated among all customers to be served. Where attachment charges are incurred by the Company, these charges, beyond the first pole for each customer, will be assumed by the customer or prorated among all customers. The Telephone Company at its expense will furnish, own and maintain the associated circuit construction.
3. If a pole line suitable for telephone occupancy is built by the customer(s) requesting service the entire line cost of construction, future maintenance and replacement will be assumed by the customer(s). The pole line shall be constructed in a manner acceptable to the Telephone Company, and will be the property of the customer(s). The Telephone Company at its expense will furnish, own and maintain the associated circuit construction.

CONSTRUCTION CHARGES (continued)

III. PRIVATE PROPERTY CONSTRUCTION (continued)

4. The customer(s) shall assume the expense of maintenance and replacements made necessary by any act of customer(s) or representatives of the customer(s) or by circumstances over which they have control.
5. The minimum service period is one year for service which involves pole line construction on private property.

C. UNDERGROUND CONSTRUCTION

Underground construction on private property to serve the customer(s) principal location is subject to the following regulations:

1. When the Company determines that the normal type of construction is underground:
  - a. For underground wire or cable construction of a type not requiring conduit, the Telephone Company furnishes without charge all trench work for a maximum route distance of 400 feet on private property. Trench work in excess of the maximum allowance is furnished at the expense of the customer(s). Excess construction may be built either by the Telephone Company or by the customer(s) under Telephone Company supervision and in conformity with Company engineering specifications. The customer(s) assumes the cost of providing a suitable entrance into the building.
  - b. For underground conduit construction, the Telephone Company furnishes trench work in accordance with a. preceding. The customer(s) assumes the cost of conduit material to be placed by the Telephone Company at its expense. The customer(s) assumes the cost of providing a suitable entrance into the building.

CONSTRUCTION CHARGES (continued)

III. PRIVATE PROPERTY CONSTRUCTION (continued)

2. When the company determines that the normal type of construction is aerial but underground construction is built at the request of the customer.
  - a. For underground wire or cable construction of a type not requiring conduit:
    - (1) First 200 feet route measurement-the customer assumes full cost of trench work.
    - (2) Beyond 200 feet route measurement-the customer assumes full cost of trench work, less a credit of one pole based on current pole line cost.
    - (3) The customer assumes the cost of providing a suitable entrance into the building.
  - b. For underground conduit construction:
    - (1) First 200 feet route measurement-the customer assumes full cost of all trench work and conduit material.
    - (2) Beyond 200 feet route measurement-the customer assumes the full costs of all trench work and conduit material, less a credit of one pole based on the current pole line cost.
    - (3) The customer assumes the cost of providing a suitable entrance into the building.
  - c. The construction work in 2.a. and 2.b. preceding may be built either by the Telephone Company or by the customer(s) under Telephone Company supervision and in conformity with Company engineering specifications.
3. The minimum service period is one year for service provided in accordance with the preceding where the circuit distance is in excess of 200 feet route measurement and the Telephone Company has assumed all or part of, or has given the customer(s) credits against, the cost of underground construction in excess of 200 feet.

CONSTRUCTION CHARGES (Continued)

IV. MAINTENANCE AND REPLACEMENT OF CIRCUIT AND CONDUIT CONSTRUCTION

- A. Circuit construction furnished under III, C. preceding is furnished, owned and maintained by the Telephone Company. Any necessary trench or conduit work in connection with maintenance and replacement is done at Telephone Company expense.
- B. If the rendering of access to the conduits, provided under III, C. preceding, is unusually expensive, the customer(s) is required to bear the unusual expense incurred in opening and closing the trench in connection with maintenance and replacement or to provide service over a new route.
- C. The customer(s) assumes the expense of maintenance and replacement of circuit construction, provided under III, C. preceding, made necessary by some act of the customer or his representative, or by circumstances over which the customer(s) has control.

V. SPECIAL CONDITIONS

- A. If customer(s) within the exchange area desires or requires a form of highway or private property construction that is of higher cost than that which normally would be placed, or if because of the obviously temporary nature of the service the construction cost is disproportionately large in comparison with the estimated revenue, special construction charges apply to cover the excess costs.
- B. If a special installation involving special construction is made on behalf of the customer(s), or if the cost involved is disproportionately large in comparison with the estimated revenue, charges based on costs apply, in addition to Service Charges specified in Section 3. If there is considerable cost involved for design and installation, service is furnished subject to a minimum revenue guarantee for at least twelve months service. If a special installation request is canceled, a processing fee may apply for the expense incurred in engineering the service arrangement.
- C. For a change in construction not provided for in this schedule, charges based on cost apply.
- D. If conditions change so that the whole or a part of a special construction charge previously paid by a customer(s), as provided in Paragraphs B. and C. preceding, is assumed either by a new customer(s) or by the Telephone Company, and equitable refund will be made.

CONSTRUCTION PRICE LIST

Price/pole:

Joint owned	-	\$390.00/pole
Solely owned	-	\$780.00/pole

Price/ 1/10 of a mile (route measurements)

Joint owned	-	\$895/ 1/10 mile
Solely owned	-	\$1,785/ 1/10 mile

Underground Construction:

Where underground construction is involved, the charge to the customer will be based on the actual construction charge incurred by the Telephone Company, less any applicable allowance.