

SERVICE CHARGES

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By: Leonard Thorne
Title: President

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SERVICE CHARGES

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Effective: April 2, 2012
By: Toney Prather
Title: President

SERVICE CHARGES

I. GENERAL

Service Charges are in addition to all other rates and charges that may be applicable for services provided by the Company. They apply in addition to installation and construction charges made because unusual costs are incurred in the provision of service.

A. Categories of Service Charges

The work functions required to add to, move or change telephone service for a business or residence class of service customer are classified as follows:

1. Service Ordering - work performed in connection with receiving, recording, and processing a customer request for service to be performed or provided at the same time, on the same account and on the same premises. One Service Ordering Charge is applicable per access line or channel.

2. Line Connection - work associated with the connection of the line extending from the serving central office to the customer's premises. It includes, but is not limited to establishing or changing central office connections, cable cross connections, line transfers, connecting to a terminal or building terminal, or moving the drop wire or protector block.

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SERVICE CHARGES

I. GENERAL (Continued)

B. Rules

1. All registered terminal equipment and systems and inside wire may be directly connected to the telecommunications network as specified in, or authorized by, the Registration Program in Part 68 of the Federal Communications Commission's (FCC's) Regulations.

2. Customer Premises Inside Wire

a. The customer has the option of providing the inside wire and standard jacks (see Part C of this Section for a definition of inside wire) on his premises himself, or contracting with a vendor qualified to provide the service.

b. Customer premises inside wire, standard jacks, and equipment provided by the customer or his agent must be in accordance with the standards of the National Electric Code, the National Electric Safety Codes, Part 68 of the FCC Regulations, the equipment manufacturers and other applicable codes. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's provision or maintenance of inside wire.

3. Charges specified in this Section do not apply to services furnished under concurrence provisions filed in Section 6 of this tariff. These services may include, but are not limited to, WATS access lines and access line extensions, and all private line services and channels and access services provided. Nonrecurring charges for these services are stated in other companies' tariffs, or as exceptions or additions to concurring provisions in Section 6 of this tariff.

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SERVICE CHARGES

I. GENERAL (Continued)

B. Rules (Continued)

5. The service charges described in this tariff are not applicable for:

a. Normal maintenance and repair of the Company's equipment and service.

b. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.

c. The connection of telephone sets or other terminal equipment when no line connection work is required.

C. Definitions

1. Customer Premises Inside Wire - all wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises Inside Wire is located on the customer's side of the Company's premises protector. By definition, Customer Premises Inside Wire excludes riser and buried cable.

2. Demarcation Point - the point of interconnection between Company communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises.

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II. APPLICATION OF CHARGES

A. Service Ordering Charge

1. The primary service ordering charge is applicable:

a. For requests to establish an account for initial connection of service. An account is each service for which a separate access line is established.

b. For connection of additional local exchange access lines, private lines, or detached access lines to an established service.

c. For change and transfer of service involving change in name and responsibility whether or not there is a lapse in service.

d. For restoration of service disconnected for nonpayment; such service will be restored upon payment of charges due.

2. The secondary service order charge is applicable:

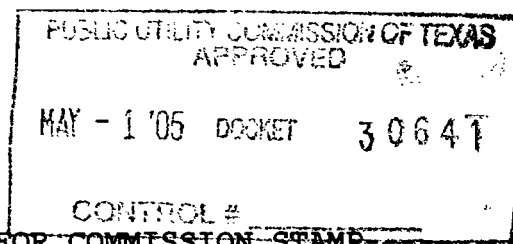
a. For subsequent requests for service, number change, restoration of service at customer's request and change in class of service.

b. For service ordered during a pending service order which cannot be included on the pending service order.

c. For additions, moves and changes of lines in the same building or in different buildings on the same premises.

3. The secondary service order charge is not applicable for requests involving a change from rotary service to pushbutton service or adding custom calling features.

4. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge applies.



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SERVICE CHARGES

II. APPLICATIONS OF CHARGES (Continued)

B. Line Connection Charge

1. The line connection charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit between the serving central office and the customer's premises on the Company's side of the demarcation point as required in:

a. Connection or reconnection of local exchange access lines, local private lines, and detached access lines.

b. Transfer of lines or Company provided equipment from one building to another building.

c. A move of a customer's portable structure containing telephone service.

d. Transfer of lines from one premises to another in the same building, e.g. one apartment to another apartment, one office or suite of offices to another office or suite of offices.

e. A move when the telephone service at the new location is established prior to disconnection at the old location, or discontinued at the old location prior to establishment at the new location.

f. Connecting each line between the appropriate general distribution cable terminals serving different premises in the same building or serving different buildings on the customer's same premises.

g. Rearrangements of each single span of underground entrance facilities.

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SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

B. Line Connection Charge (Continued)

2. One Line Connection Charge is applicable for:

a. Each line connection and for each telephone number changed at the customer's request, including changes in number to provide trunk hunting. No charge is applicable for a number change initiated by the Company.

b. Changing a semi-public pay line to a business line or a business line to a semi-pay line.

c. Each access line changed from rotary service to pushbutton service.

3. When two or more segments of a local private line or detached access lines are bridged in the central office, one Line Connection Charge will apply for each line.

4. The line connection charge does not apply:

a. When service and facilities as assumed prior to discontinuance of service and without lapse in service.

b. In the case of change in responsibility for service.

c. Changes in service and facilities initiated by the Company.

d. To the installation of local exchange access line service.

e. To restoral of local exchange access line service.

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SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

C. Restoral of Service

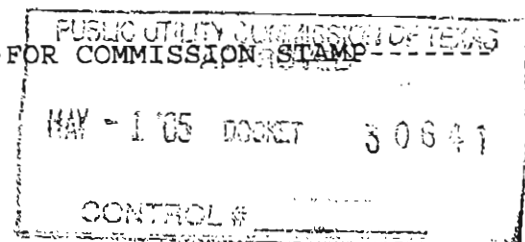
A Restoral of Service Charge is applicable to reconnection of service after disconnection of service for nonpayment. The Restoral of Service Charge is in addition to payment of all charges due.

III. SCHEDULE OF CHARGES (1) (2) (3)

	<u>Residence</u>	<u>Business</u>	N
A. Service Ordering Charge			
1. Primary	\$20.00	\$25.00	N
2. Secondary	\$10.00	\$10.00	N
B. Line Connection Charge per access line	\$15.00	\$25.00	I

- Notes: (1) The Company offers to perform repair and maintenance work only during normal working hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. All repair and maintenance work performed at other than during normal hours at the customer's request shall be provided at the sole discretion of the Company at rates based on costs.
- (2) Where the service requested requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges required for each function except as otherwise provided. All line connection work requested at the same time for service on one premises will be covered by one service ordering charge.
- (3) Service charges may be required to be paid at the time of application for service.

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SERVICE CHARGES

IV. TERMINATION CHARGE

When a customer cancels an order for service prior to the establishment of service, a termination charge may be applicable. The Termination Charge shall equal the costs incurred by the Company in designing, engineering, ordering and providing the service less disposal value.

V. SERVICE MAINTENANCE CHARGES

In those instances where service difficulty or trouble results from the customer-provided or maintained inside wire, jacks and/or equipment, the customer is responsible for the payment of a Maintenance of Service Charge.

	<u>Per Occurrence</u>	T
Maintenance of Service Charge, per hour or fraction of one hour	\$70.00	I T

VI. RETURNED CHECK CHARGE

A fee equal to the maximum allowable by state law will be assessed for each returned check or moneys not honored by a bank or depository.

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