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A. CONNECTION CHARGES

1. General

- a. Connection Charges are non-recurring charges, which apply to the ordering, installing, moving, changing, rearranging for furnishing telephone service, miscellaneous and supplemental equipment and other telephone facilities. Charges for service connection include:

- (1) SERVICE ORDER CHARGE
- (2) RECORD ORDER CHARGE
- (3) CENTRAL OFFICE LINE CHARGE
- (4) LINE CHANGE CHARGE
- (5) PREMISES VISIT CHARGE
- (6) NETWORK INTERFACE JACK INSTALLATION CHARGE
- (7) REWIRE CHARGE
- (8) MAINTENANCE SERVICE CHARGE
- (9) NETWORK ACCESS CHARGE
- (10) CENTRAL OFFICE CONNECTION CHARGE
- (11) PREMISES CONNECTION WORK SURCHARGE
- (12) ACCESS WIRE CHARGE
- (13) DATA BASE ADMINISTRATION CHARGE

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A. CONNECTION CHARGES (cont'd)

1. General (cont'd)

Any one or a combination of all elements may apply, depending upon the work functions performed to execute a customer's particular order.

Rates for all of the above charges are listed in the concurring Company's tariff, Section 3, Group 2. If the Company does not have a rate listed for the connection charge, an Initial Service Order Charge applies.

2. Regulations

a. Service Order Charge

A Service Order Charge applies per customer order, for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording and processing a customer's request for service.

1. An Initial Service Order Charge applies for work performed by the Company for connection of and/or relocation of primary exchange service

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

a. Service Order Charge (cont'd)

2. A Subsequent Service Order Charge applies for additions to or changes in the service of existing customers. This includes, but may not be limited to the following:

- a. any addition or changes of directory listing, except for changes due to death, change of marital status, or court ordered changes; or
- b. change in type, grade or class of service, including changing from residence to business service (or vice versa) and may apply to upgrading or downgrading service. If the Company does not have a separate Subsequent Service Order Charge tariffed, the Initial Service Order Charge will apply.

3. A Service Order Charge shall not apply to any order due to:

- a. a Company initiated change;
- b. a Company error or its agents' error;
- c. change in billing address; or
- d. partial or complete removal of service.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

b. Record Order Charge

A Record Order Charge applies for work performed by the Company in connection with receiving, recording and processing of customer requests when only changes in Company records are involved.

Record Order Charges apply to the following:

1. Addition of directory listings;
2. Change in listed name, except changes resulting from death, change of marital status or court order;
3. Change of address, except deletions or partial omissions;
4. Change to or from Dual Name Listing;
5. Change of billing party;
6. Requests to provision WATS Message Detail to business customers;
7. Requests to establish Dial-A-Visit and Special Billing Detail;
8. Change from listed service to non-published service, not involving a change of telephone number; and
9. Establishment of Joint User Service when no premise visit is required.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

b. Record Order Charge (cont'd)

A Record Order Charge does not apply to a record order placed by the customer at the same time as an order to which a Service Order Charge applies.

One Record Order Charge applies for all records changed, if ordered at one time for the same customer at the same premises.

c. Central Office Line Charge

A Central Office Line Charge applies to arranging a line(s) to provide service between the central office and the customer's premises.

Central Office Line Charges apply as shown below for each line connected, for change in type, grade or class of service, for changes of telephone number of individual, auxiliary, PAL line and party lines, for each trunk and for the connection of private lines.

One Central Office Line Charge applies for each:

Individual line, WATS Line, Auxiliary line, Centrex - C.O. Line, Party line, Centralized Switching, Public Access Line (PAL), Concentrator - Identifier Line, PBX trunk, Access Channel, (C.O. Termination), Intercept line, Off-Premises Extension, DID Station Numbers, and DID Trunks.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

c. Central Office Line Charge (cont'd)

A Central Office Line Charge applies for each termination of the following lines when terminations of such lines are in different buildings (one charge per line, per building):

Intercommunication line, Access Channel, Leased channel (leased line), Call Circuit, Off-premises extension line, Facsimile Line, Private line, Trunk Multiple, Teletypewriter line, Turret Line, Tie line

d. Line Change Charge

A Line Change Charge applies, per line, to each change in type, grade or class of service, to each change of telephone number and for each restoral from temporary suspension of business or residence service.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

e. Premises Visit Charge

A Premises Visit Charge applies per customer order, when the Company must dispatch an employee to complete a customer-requested installation or service change. The charge applies to all work or services ordered to be provided at one time on the same premises, for the same customer. When more than one visit is required to complete the work as originally ordered, only one Premises Visit Charge applies. A Premises Visit Charge applies to each premise visited for the purpose of installation, removal, reconnection or changing of regulated facilities and to connect a line between different buildings on different premises, whether or not mileage charges are applicable to such lines. No Premises Visit Charge applies under the conditions stated under Record Order Charge.

f. Network Interface Jack Installation Charges

A Network Interface Jack Installation Charge applies to the provisioning of a jack at the demarcation point of the customer's premises if requested to do so by the customer.

g. Rewires

A rewire is a change, at the customer's request, in the termination of lines. Such changes may be made either in a central office or at a customer's premises.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

g. Rewires (cont'd)

Rewire charges shall not apply when other non-recurring charges, other than a Service Order Charge, apply to connect or move equipment associated with the lines rewired.

Rearrangements, such as the following, are classified as rewires:

1. Changes in restriction arrangements.
2. Changes in telephone number of PBX stations, including associated bridged stations, each station.
3. Provision of, change in or discontinuance of line hunting arrangements subsequent to connection of stations, each line.
4. Changes in type of line treatment on tie lines, each line.
5. Changes of bridged stations from one line to another, each station.
6. Changes of lines from existing equipment to different equipment.
7. Interchange of numbers on two or more individual or auxiliary lines of the same customer.
8. Changes in terminations in the Company central office, such as changes to different circuits for alarm circuits, each line.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

h. Maintenance Service Charge

A Maintenance Service Charge will apply per visit when the Company is requested by the customer or authorized agent to locate trouble and the problem is determined not to be in facilities maintained by the Company. This charge applies regardless of whether the customer's facilities are in accordance with this tariff. The customer shall be advised of this charge before any Company visit.

i. Network Access Charge

A Network Access Charge applies whenever central office service is connected to a customer's premises. This charge is associated with the connection of Company facilities to the customer's premises and applies to each central office line so connected. Such an access will provide a demarcation point at which initial service may be rendered upon connection of a telephone instrument.

j. Central Office Network Connection Charge

A Central Office Network Connection Charge shall apply at the time of initiation of new service or at the re-initiation of discontinued service to the same customer. This charge covers work in central office facilities related to the connection of associated facilities required to render service.

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A. CONNECTION CHARGES (cont'd)

2. Regulations (cont'd)

k. Premises Connection Work Surcharge

A Premises Connection Work Surcharge applies to premises work required to install, connect, move, change or substitute a regulated service. This charge applies for each location at the premises for which work is completed.

l. Access Wire Charge

An Access Wire charge applies whenever a new access wire is installed or work is performed by the Company. One Access Wire Charge applies for each wire installed at a premise.

m. Data Base Administration Charge

A Data Base Administration Charge applies for work performed to update the Company's computer system(s) as a result of a requested change in service by the customer.

n. Additional Line Charge

An Additional Line Charge applies for each additional access line that is connected at the same time as another line.

o. Deloading Charge

A non-recurring Deloading Charge, as specified in the concurring Company's tariff, will apply to situations in which a customer requests the removal of load coils and/or bridge taps from outside plant facilities.

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B. INITIAL CHARGES

1. General

In addition to service connection charges previously described, initial charges apply to the furnishing of certain facilities and equipment. Initial Charges are those charges, which are charged in advance for establishing the service and for the provisioning of special facilities. No initial charge is made when the facility is retained continuously by the customer irrespective of any changes of location.

2. Reuse of Facilities in Place

No initial charge applies when facilities are reused in place.

3. Charges

Initial charges are specified in the concurring Company's tariff, Section 3 within the particular groups covering the facilities and equipment involved.

C. RESTORAL CHARGES

1. General

A restoral charge applies each time a service is reconnected after suspension or termination for non-payment but before cancellation of the service.

2. Charges

Charges are listed in the concurring Company's tariff, Section 3, Group 2.

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D. MOVES

1. General

The Company reserves the exclusive right of making changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, charges apply as if the Company had done the work.

The total of the charges for a move, change or other rearrangements made at the same time shall not exceed the charge which would apply to a new connection or installation of such equipment and the lines that terminate therein (excluding multiple terminations).

A move is a change in location of existing regulated equipment or a demarcation point to a different location in the same building or in a different building on the same premises, without interruption of the service other than that incidental to the work performed. (Other changes in location of existing service are classified as a connection. See Connection Charges earlier in this section.)

2. Charges

In addition to the charge for each move, as listed in the concurring company's tariff, Section 3, Group 2, a Service Order Charge shall also apply.

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E. CHANGES IN TYPE, GRADE OR CLASS OF SERVICE

1. Definition

Type of service denotes the classification of services into message rate, flat rate, and Public Access Line service.

Grade of service denotes the classification of services into individual line, party line, and PBX service.

Class of service denotes the classification of services into residence and business (including Public Access Line service).

2. Charges

- a. Changes in class of service or to a different grade of service will incur appropriate connection charges as defined earlier in this section.

3. Exceptions to the Charges

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days from a change to a higher rate group in the customer's exchange, if a lower grade of service is offered in the exchange involved.

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E. CHANGES IN TYPE, GRADE OR CLASS OF SERVICE (cont'd)

3. Exceptions to the Charges (cont'd)

- c. No charge applies for a change of service of a college fraternity or sorority house, convent or monastery from business to residence service.
- d. No charge applies for one change in type or grade of residence service, or both, provided that the change is ordered within 60 days of the initial connection of the customer's exchange services.
- e. No charge applies for a change to a newly offered service within 60 days of the date of its introduction in the exchange.

F. PREMIUM INSTALLATION SERVICE

1. General

When placing an order for service, a customer may request an in-service date that is prior to the standard installation period or may request an installation appointment that is outside of normal business hours. A customer may also request that a pending installation date be modified to reflect an expedited in-service date. Premium Installation Service is offered where facilities are available.

When service is provided on an expedited basis, a Premium Installation Charge applies. A Premium Installation Charge also applies when a customer requests that the Company install service outside of normal business hours. This charge is applied per circuit. The Premium Installation Charge applies in addition to all other applicable charges.

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SERVICE CONNECTION

F. PREMIUM INSTALLATION SERVICE

2. Regulations

- a. The Company reserves the right to limit the number of circuits and/or the number of days it will accept for expedited installation.
- b. If the Company is unable to meet an agreed upon service date, no Premium Installation Charge applies. If a missed service date is caused by the customer, his agent or patron, the entire premium installation charge applies.
- c. Premium Installation Service is furnished subject to availability of facilities.

3. Rates and Charges

The rates and charges for this service are listed in the concurring Company's tariff, Section 3, Group 3.

G. TELECOMMUNICATIONS SERVICE PRIORITY

1. General

- a. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP) missions.

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H. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

1. General (cont'd)

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.) and the "Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede tariff language contained herein.

b. The TSP program has two components: restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.

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I. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

1. General (cont'd)

b. The TSP program has two components: restoration and provisioning. (cont'd)

2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

2a. TSP Request Process – Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

a. Determine that its telecommunications service supports an NS/EP function under one of the following four TSP categories.

1. National Security Leadership
2. National Security Posture and U.S. Population Attack Warning
3. Public Health, Safety, and Maintenance of Law and Order
4. Public Welfare and Maintenance of National Economic Posture.

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J. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

2a. TSP Request Process – Restoration (cont'd)

- b. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
- c. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
- d. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
- e. Submit the SF 315 to the OPT.
- f. Upon receipt of the TSP Authorization Code from the OPT, notify the Company and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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K. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

2a. TSP Request Process – Restoration (cont'd)

1. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
- c. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
- d. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
- g. Submit the SF 315 to the OPT.
- h. Upon receipt of the TSP Authorization Code from the OPT, notify the Company and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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L. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

2b. TSP Request Process – Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. above for restoration priority assignment except for the following differences. The user must:

- a. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
- b. Verify that the Company cannot meet the service due date without a TSP assignment.
- c. Obtain approval from the its invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

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M. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

3. Responsibilities of the End-User
End-users or entities acting on behalf of the End-user must perform the following:
 - a. Identify telecommunications services requiring priority.
 - b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years, and must be done before expiration of the end-user's TSP Authorization Code(s).
 - c. Submit the TSP Authorization Code along with a service request to the Company. (The TSP assignment is signified by the TSP Authorization Code.)
 - d. Accept TSP services by the service due dates.
 - e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.

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N. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

3. Responsibilities of the End-User (cont'd)

1. Pay the Company any authorized costs associated with priority services.
2. Report to the Company any failed or unusable services with priority levels.
3. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
4. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
5. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

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O. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

4. Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.

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P. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

4. Responsibilities of the Company

The Company will perform the following:

- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

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Q. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

5. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

- a. Non-TSP services
- b. TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

6. Rates and Charges

- a. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.

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SERVICE CONNECTION

G. TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

6. Rates and Charges (cont'd)

- b. A TSP administrative charge applies when a request to provide, change, or update the status of a TSP is received from the customer. The TSP administrative charge can be found in the concurring Companies' Tariff, Section 3 group 2. (C) +
- c. Normal connection charges will apply. (M) +
- d. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- e. Facilities required by the Company for its internal operations are exempt from the TSP rules.

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