
4. SERVICE CHARGES

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4. SERVICE CHARGES

4.1 General

- .1 The term "Service Charge" as specified and used herein and in other sections of this Product Guide is defined as the charge or charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, directory listings and other telephone facilities.
- .2 A service charge results from one or more of the work functions necessary to perform a service connection, move, or change.
- .3 The total service charge applicable for work performed by BWTC in response to a subscriber's request is the sum of the charges for each work function necessary to provide the requested service, except as provided hereinafter.

4.2 Description of Work Functions

- .1 Network Access
 - a. The network access function is the work performed by BWTC in connection with the receiving, recording, and processing of subscriber requests for service.
 - b. Network access work associated with the connection of main station service and other services requiring central office line connection work is identified as network access establishment work. In addition, network access work associated with changing account responsibility on an existing service is identified as network access establishment work.
 - c. The network access work associated with connecting, moving, or changing supplemental items of service and equipment where there is no central office line connection work, is identified as network access change work.
- .2 Central Office Line Connection
 - a. The central office line connection function is the work associated with the line extending from the servicing central office to the subscriber's premises. This includes, but is not limited to, establishing or changing connections in distribution facilities, including necessary cross connections and line and station transfers, and connecting to the station protector, building cable terminal, or adjacent to the building cable terminal as required.
- .3 Premises Visit
 - a. Premises work performed by a BWTC representative on a customer's premises exclusive of work required to establish network access. Examples of premises work include rearrangement of a drop wire protector and/or network interface.
- .4 Telephone Number Change
 - a. Telephone number change work is associated with the central office work required for the change of a telephone number. This includes but is not limited to Exchange Access Lines, Trunks, and CENTREX numbers where specific charges for number changes are not specified elsewhere in this Product Guide.

4. SERVICE CHARGES

4.3 Application of Service Charges

.1 General

Except as provided hereinafter, a charge is applicable for each separate work function performed in connection with the provision of service or trouble calls that are not directly attributed to the BWTC network.

.2 Network Access Charge

Generally, the network access charge is applicable on a "per order" basis and is applicable for receiving, recording, and processing a customer's order for installation, moves, or changes. Where more than one account is located at the same premises, work on each individual account will be considered separately. The network access charge varies according to the type of activity involved. However, where two network access charges may be appropriate, the higher charge is applied, except where a subscriber has both business and residence service on the same premises, the per-order treatment is applicable separately to each service.

.3 Flat Rate to Message Rate Service or Vice Versa

The network access charge will apply in connection with changing from message rate service to flat rate service, or vice versa, in addition to a charge equivalent to the telephone number change charge, except that service charges will not apply in connection with changing from flat rate residential service to residential message rate service.

.4 Transfers of Service

a. Transfers of telephone equipment from one premises to another or from one location to another on the "same premises," involving a break in the continuity of service and resulting in the cessation of local service charges, are not classified as moves but as new service. (See Section 1., "Premises [Same]" for definition.)

(1) Such transfers may be provided by either the execution of:

- (a) a new contract and the payment of the proper service charges; or
- (b) with reasonable advance notice by the subscriber, the continuation of any existing contracts, and the payment of charges based on costs.

(2) In the event (b) is elected by the subscriber, such election is binding once work is begun by BWTC.

b. The transfer of extension stations or private branch exchange extension stations to different main station lines or private branch exchange main station lines is subject to regularly applicable service charges for the connection of a main station.

4. SERVICE CHARGES

4.3 Application of Service Charges (Continued)

.5 Changes in Class of Service

Changes from Business to Residence, or vice versa, not involving private branch exchange service are subject to the following service charges for the new class of service:

- (1) When all facilities retained are reused in place with no changes, the network access change charge applies.
- (2) When existing items of service are moved or changed or new items of service are added, service charges for such moves, changes, or additions apply.

.6 Change of Number or Service Arrangement

The telephone number change charge applies to each change of telephone number or change of service arrangement requiring a telephone number change made at the request of a subscriber and is in addition to the network access change charge.

.7 Move of Drop Wire and/or Protector

For the removal and replacement of drop wire and/or protector, the network access change charge and the central office line connection charge, applicable to the main station or PBX trunk, as appropriate, will apply.

- (1) Where the change is temporary because of remodeling or other purposes, service charges will be applied to each premises visit.

.8 Location Destroyed

When service is reestablished at a location which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., service charges do not apply when the service is reestablished within a reasonable time as determined by the Company. If the subscriber desires service at a new location for a temporary period, no service charge will apply for the establishment of service at the temporary location, and a service charge will apply when service is reestablished at the former location. If the subscriber desires service established at a new and permanent location, then the service charge will apply at each location.

- (1) Changes in location of existing stations to points outside the premises occupied by the subscriber are considered as new service connections at new locations.

.9 Suspension of Service

The customer shall be assessed a Seasonal Service Establishment Charge, per order, upon requesting a Suspension of Service period as specified in Section 2.4.11 of this Product Guide.

4. SERVICE CHARGES

4.3 Application of Service Charges (Continued)

.10 Records Work Only

Service charges will not apply for the following subscribers' requests:

- (1) The deletion or disconnection of directory listing service.
- (2) A manual bill date change.

.11 Company-Initiated Work

Service charges will not apply for changes in telephone numbers made at the initiative of BWTC.

.12 Other Nonrecurring Charges

In all cases where construction or installation charges apply, such charges are in addition to the prescribed service charges; likewise, service charges do not supersede mileage charges, but apply in addition to such mileage charges.

.13 Charges Based on Costs

Charges based on costs do not include the cost of new or duplicate equipment, such charges shall not exceed the sum of any termination charge applicable for the existing service and the service charges that would apply for establishing the entire service new, except as subsequently provided.

.14 Premises visit

The customer is responsible for the payment of charges for visits to the premises of a customer, authorized user, or joint user's premises for the establishment of signal power levels on an exchange line and/or trouble calls initiated by the customer, authorized user, or joint user's premises when the trouble is deemed to not be located within the BWTC network.

4.4 Payment of Service Charges

Except as provided below, service connection charges are required to be paid at the time of application for service.

- a. Service may be established in advance of payment of service charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations, or agencies of the federal, state, county, or municipal governments.
- b. Service charges may be paid in equal monthly installments over a period not to exceed a total of more than three (3) months.
- c. If such additional charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

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4.5 Restoration Charge

- .1 When service has been suspended for nonpayment, a restoration charge will be made and collected, along with payment of service due, in advance of restoration of service.
- .2 In its discretion, BWTC may restore or reestablish service which has been suspended or discontinued for nonpayment of charges without payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or discontinue service for nonpayment of any such or other charges due and unpaid, or for the violation of the provisions of this Product Guide, nor shall the failure to suspend or discontinue service for nonpayment of any past-due account or accounts operate as a waiver to suspend or discontinue service for nonpayment of such account or any other past due account.

4.6 Schedule of Charges

- .1 In accordance with the foregoing provisions, service charges are applicable as follows:

Service Charge	Residence	Business
a. Network Access, each		
(1) Establishment	\$39.00	\$39.00
(2) Change	\$39.00	\$39.00
b. Central Office Line Connection, each line.	\$40.50	\$40.50
c. Premises Visit		
(1) First 60 minutes, minimum premises charge.	\$110.00	\$110.00
(2) Each 15 minute increment, after the initial 60 minute period.	\$27.50	\$27.50
d. Telephone Number Change, each change.	\$18.00	\$18.00
e. Restoration of Service, without premises visit	\$39.00	\$39.00
f. Vacation Service Activation Fee There is no charge to deactivate Vacation Service.	\$39.00	\$39.00
g. Directory Listing		
(1) Establishment, Primary or Additional Listing	\$4.00	\$4.00
(2) Change to existing listing, Primary of Additional	\$4.00	\$4.00
h. Record Change	\$18.00	\$30.00
i. Duplicate Invoice, when customer has online access.		
(1) Paper Copy	\$18.00	\$18.00

4. SERVICE CHARGES

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|-----|---------|---|
| 4.7 | Link-Up | |
| | .1 | General |
| | | a. Effective April 1, 2012, Lifeline customers will no longer receive federal assistance known as Link-Up toward installation of their network access line. |