

**SERVICE CHARGES**

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**SERVICE CHARGES**

**I. GENERAL**

Service charges are in addition to all other rates and charges that may be applicable for services provided by the Telephone Cooperative. 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 establish, add to, move or change telephone service for a business or residence class of service customer are classified by type of service charge as follows:

1. Service Activation Charge - work performed in connection with requests to establish an initial connection of service; restoration of service at customer's request; connection of additional local exchange access lines, private lines, or detached access lines to an established service and/or additions, moves and changes of lines in the same building or in different buildings on the same premises.
2. Feature Change Charge - work associated with adding or changing any enhanced calling feature, custom calling features, calling features packages or other package that combines a local line and features offered by the Cooperative.
3. Account Change Charge - work associated with processing customer requests for account maintenance changes (i.e. number changes, class of service changes, etc.).

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**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.

**SERVICE CHARGES****I. GENERAL** (Continued)**B. Rules** (Continued)

## 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 this 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 69 of the FCC Regulations, the equipment manufacturers and other applicable codes. The customer will save the Telephone Cooperative 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 interexchange 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 concurrent provisions in Section 6 of this tariff.
  4. Changes in the locations of existing services to different premises, or to additional points of termination or to points outside the customer's premises are considered new installations for purposes of this tariff.

**SERVICE CHARGES**

**I. GENERAL** (Continued)

**B. Rules** (Continued)

5. Service charges are not applicable for:

- a. Normal maintenance and repair of the Telephone Cooperative's equipment and service.
- b. Correction in name or billing address when there is not a change in responsibility.
- c. Changes in services and facilities initiated by the Cooperative.
- d. Directory address changes to correct addresses for which the customer has no control (i.e., zip code; premises number; street name; rural routes).
- e. To add 3<sup>rd</sup> Number Billing restriction and/or Collect Call Blocking to the account.
- f. To change the tax exemption status of the account.
- g. To change the main billing number or telephone statement.
- h. To apply an adjustment for telephone service to the account.
- i. When existing customers disconnect their local exchange access service.
- j. The initial installation of a fire alarm reporting system for a nonprofit organization (Volunteer Fire Department). From the time of the initial installation, the Cooperative will change each access line connected to this system once within each six month period to another residence without a service charge. If additional changes are made over and above the total number of access lines on the system within a six month period, the appropriate service charges will apply for each additional change.

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**SERVICE CHARGES**

**I. GENERAL (Continued)**

**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 Telephone Company's premises protector. By definition, Customer Premises Inside Wire includes all wire past the point of demarcation.
2. Demarcation Point - the point of interconnection between Telephone Cooperative communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Telephone Company's protector or equivalent, where a protector is not used, and consists of a standard jack or equivalent.

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**II. APPLICATION OF CHARGES**

**A. Service Activation Charge**

The service activation charge is applicable for:

1. Requests to establish new accounts for initial connection of service and subsequent requests for service.
2. Requests for reconnection of service for either a new or existing customer.
3. Requests for connection of additional local exchange access lines, private lines, or detached access lines to an established service.
4. Additions, moves and changes of lines in the same building or on different buildings on the same premises.

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**SERVICE CHARGES**

**II. APPLICATION OF CHARGES (Continued)**

**B. Feature Change Charge**

The feature change charge is applicable for:

1. Adding any enhanced or custom calling features or calling features packages to an account.
2. Changing any enhanced or custom calling features or calling features packages on an account.
3. Adding or changing Distinctive Ring Service.
4. Adding Call Forwarding No Answer and Busy Line Service to a Voice Mail Account.

**C. Account Change Charge**

The account change charge is applicable for:

1. Telephone number changes requested by the customer.
2. Directory Listing name or address changes requested by the customer.
3. Changing the Publish/NonPublish code for a customer's directory listing.
4. Changing the customer's class of service. (i.e., residence or business)
5. Setting up Permanent Call Forwarding in the central office for a directory number.
6. Reconnection of service temporarily disconnected for nonpayment upon payment of charges due.
7. Membership name changes requested by the customer.
8. Adding or changing the GVTC Optional Local Calling Plan on a customer's account.

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**SERVICE CHARGES**

**II. APPLICATION OF CHARGES (Continued)**

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**SERVICE CHARGES**

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**SERVICE CHARGES**

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**SERVICE CHARGES**

**III. LINK UP AMERICA PROGRAM (LUA) (Continued)**

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**SERVICE CHARGES**

**III. LINK UP AMERICA PROGRAM (LUA) (Continued)**

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SERVICE CHARGES

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

	<u>Rate</u>	
A. Service Activation Charge	\$35.00	I
B. Feature Change Charge	\$ 8.00	
C. Account Change Charge	\$12.00	

Notes: (1) The Cooperative offers to perform repair and maintenance work only during normal working hours from 8:00 a.m. to 4:30 p.m., Monday through Friday. 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 Telephone Cooperative.

(2) Where the service requested requires more than one of the multi-element charges described in this tariff, the total charges described in this tariff, the total charge is the sum of the separate charges required for each function except as otherwise provided.

(3) Service charges may be required to be paid at the time of application for service.

**SERVICE CHARGES**

Notes:

(8) From the promotional period of January 1, 2011 to March 31, 2011, the Cooperative will waive the applicable feature change charge for Basic Local Service residential and business customers who choose to switch their local service to a Choice or Smart package.

(9) From the promotional period of January 1, 2011 to March 13, 2011, the Cooperative will waive the applicable Account Change Charge if a customer chooses to change their directory listing from a non-published listing to a published listing. This applies to residential and business customers.

(10) From the promotional period of December 1, 2012 to February 28, 2013, the Cooperative will waive the applicable Feature Change Charge for Basic Local Service residential and business customers who choose to switch their local service to a Choice or Smart package.

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**SERVICE CHARGES**

**V. 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 Cooperative in designing, engineering, ordering and providing the service less disposal value.

**VI. SERVICE CALL CHARGE**

In those instances where service difficulty or trouble results from customer-provided or maintained inside wire, jacks and/or equipment which are not in accordance with the technical standards for such inside wire and jacks, the customer is responsible for the payment of a service call charge.

	<u>Res</u>	<u>Bus</u>
Service Call Charge	\$85.00	\$115.00

**VII. RETURNED CHECK CHARGE**

A charge will be made for returned check or moneys not honored by a bank or depository.

Returned Check Charge	\$35.00	<b>I</b>
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**VIII. LATE PAYMENT FEE**

A Late Payment Fee of \$5.00 will be applicable on all residential and business bills if charges greater than \$30.00 are left unpaid after the bill date.

This Late Payment Fee shall not be assessed to amounts owed by any State agency.