

GENERAL EXCHANGE TARIFF

ORIGINAL

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 6
First Revised Sheet 1
Cancels Original Sheet 1

SERVICE CONNECTION CHARGES

APPROVED

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**ADMINISTRATIVELY
APPROVED FOR FILING**

ISSUED: August 30, 2018

EFFECTIVE: October 3, 2018

BY: Joel Dohmeier, Vice-President

SERVICE CONNECTION CHARGES

APPROVED

A. GENERAL

1. Service Connection Charges are non-recurring charges for work performed by the Telephone Company in connection with customer-initiated requests for voice services. They apply to ordering, connecting, moving, changing, or rearranging of voice services.

B. SERVICE DESCRIPTIONS

1. Service Order Charge – Initial:
Initial Service Order charge applies to Company representative's time required to establish a new customer into the billing system.
2. Service Order Charge – Subsequent:
Subsequent Service Order charge applies to Company representative's time required in making changes to already established billing records due to a customer's service request.
3. Central Office Work Charge:
Central Office Work charge applies to Company representative's time required in making changes in the switch or with central office systems and equipment at the request of the customer. Work would include, but is not limited to establishment of service, adding lines, adding features, changing a telephone number, and moves.
4. Line Connection Charge:
A Line Connection charge would apply to Company representative's time working on the line between the central office and up to the pedestal, or the demarcation point such as the network interface device (NID) or Optical Network Terminal (ONT); or on a circuit between premises traversing company distribution plant. (M)
5. Premise Visit Charge:
A premise visit charge applies for a Company vehicle deployment when a company representative is required to install lines or isolate trouble at the request of the customer. Also see Conditions and Limitations number 5. (N)
6. Reconnect for Non-Payment:
This charge applies to work performed by the telephone company to reestablish service that has been disconnected for non-payment and where satisfactory arrangements were not made prior to the preparation of the disconnect. (M)

(M)-Material previously appeared on Sheet 2 of this Section.

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SERVICE CONNECTION CHARGES

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C. CONDITIONS AND LIMITATIONS

- 1. Service Connection Charges contemplate work performed by the Telephone Company during normal work hours. Additional charges may apply to work performed outside of normal work hours at the request of the customer. (M)
- 2. Service Connection Charges are in addition to recurring rates and any other charges applicable for voice services subscribed to by the customer. Service Connection Charges may apply in addition to special installation charges or construction charges as set forth elsewhere in Company's tariff.
- 3. Service Connection Charges are non-refundable unless the order is cancelled before work is begun or unless specified elsewhere in the Company's tariff.
- 4. One Service Order Charge (Initial or Subsequent) applies for all services requested at the same time for the same customer at the same premises.
- 5. A Line Connection and a Premises Visit will apply to service trouble that is determined to be in customer-provided equipment or inside wire, and the customer does not subscribe to Inside Wire Maintenance. No other Service Connection Charges apply. (M)
- 6. The charges in this tariff do not include work related to the installation or repair of customer owned equipment or inside wiring. (M1)
- 7. The Company may waive Service Connection Charges from time-to-time as part of a promotion for new or existing products and services. The promotion will be for a limited period of time. (M1)
- 8. Service Connection Charges DO NOT apply to the following customer requests: (M2)
 - a. When a change is made and initiated by the Company, for the convenience of the Company, such as a change in grade of service, change in customer's telephone number, or in changes of service and facilities for continuation of satisfactory service.
 - b. Changes stemming from Company errors or to normal repair and maintenance performed on general voice service and associated equipment. (M2)
 - c. Re-establishing voice service at a secondary location immediately following the rendering of a customer's primary location as unfit for occupancy, due fire, flood, etc. At the option of the Company, a different telephone number may be used. (M1)

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(M)-Material now appears on Sheet 2 of this Section.
(M1)-Material now appears on Sheet 12 of Section 4.
(M2)-Material now appears on Sheet 4 of this Section.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 6
Second Revised Sheet 4
Cancels First Revised Sheet 4

SERVICE CONNECTION CHARGES

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C. CONDITIONS AND LIMITATIONS (Continued)

8. Service Connection Charges DO NOT apply to the following customer requests:
(Continued)

- d. Adding or changing custom calling services, advanced calling services, directory listings, non-published numbers and non-listed numbers.
- e. Changing the billing person's name
- f. Suspension of Service requested by the customer and subsequent reconnect to full service.
- g. If a product or service has its own specific Service Connection Charges listed.

(T)
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(T)

D. RATES

	<u>Non-Recurring Rates</u>
1. Initial Service Order	\$20.00
2. Subsequent Service Order	\$5.00
3. Central Office Work	\$10.00
4. Line Connection	\$15.00
5. Premise Visit	\$20.00
6. Reconnect for Non-Payment	\$15.00

(M)
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(N)
(M)

(M)-Material previously appeared on Sheet 3 of this Section.

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