

LOCAL EXCHANGE SERVICES PRICE LIST

TDS Metrocom LLC - Idaho
Price List No. 1

Section 6
Original Sheet 1

SERVICE ORDER/LABOR CHARGES

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.
2. Changes initiated and made by the Company for the convenience of the customer, changes of service and facilities for continuation of satisfactory service, changes stemming from Company errors, or normal repair and maintenance performed on general voice services and associated equipment will be done at the expense of the Company.

B. SERVICE DESCRIPTIONS

1. Service Order Charge
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. This charge is applicable to phone number changes, or when a customer requests their service be moved to a new location.
2. 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 adding or changing features, changing a telephone number, and moves and Relocation Forwarding Service.
3. 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. This charge is applicable to Relocation forwarding Service or Trouble Isolation. Also see Conditions and Limitations number 5.
4. Premise Visit Charge:
A premise visit charge applies for a Company vehicle deployment when a company representative is required to isolate trouble at the request of the customer. Also see Conditions and Limitations number 5.
5. 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.
6. Rearrangement/Repair
When the Company is requested to relocate or rearrange existing facilities, the customer requesting such relocation or rearrangement may be required to pay labor charges listed in Section 6.D. Repair service applies for work performed by the telephone company as requested by the customer, or to repair damaged company facilities caused by the customer's neglect or abuse. Labor charges listed in Section 6. D. may apply.

(N)

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SERVICE ORDER/LABOR CHARGES

C. CONDITIONS AND LIMITATIONS

(N)

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.
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 as set forth elsewhere in Company's Price List.
3. Service Connection Charges are non-refundable unless the order is cancelled before work is begun or unless specified elsewhere in the Company's Price List.
4. One Service Order Charge 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 charge 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.
6. The charges in this Price List do not include work related to the installation or repair of customer owned equipment or inside wiring.
7. A Premise Visit charge will apply for Relocation Forwarding Service, Trouble Isolation, and when a customer requests their service be moved to a new location.
8. The Company may waive Service Connection Charges from time-to-time as part of a promotion for new or existing products and services
9. Service Connection Charges DO NOT apply to the following customer requests:
 - 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.
 - c. Re-establishing voice service at a secondary location immediately following the rendering of a customer's primary location as unfit for occupancy due to fire, flood, etc. At the option of the Company, a different telephone number may be used.

(N)

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SERVICE ORDER/LABOR CHARGES

C. CONDITIONS AND LIMITATIONS (Continued)

(N)

10. Service Connection Charges DO NOT apply to the following customer requests:
(continued)

a. Changing the billing person's name

D. RATES

Non-Recurring Rates

1. Service Order Charge	\$12.00
2. Central Office Connect	\$5.00
3. Line Connection	\$20.00
4. Premise Visit	\$15.00
5. Reconnect for Non-Payment	\$20.00

Labor Charges

Normal Hours – First Hour (1 Hour minimum)	\$60.00
Each additional ¼ hour	\$15.00
After Hours – First Hour (1 Hour minimum)	\$90.00
Each additional ¼ hour	\$22.50

(N)