

TDS Telecom/Deposit  
Telephone Company, Inc.

SECTION 3  
Tenth Revised Sheet 1  
Cancels Ninth Revised Sheet 1

**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.
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.
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.

(C)

(C) Indicates Change

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TDS Telecom/Deposit  
Telephone Company, Inc.

SECTION 3  
Sixth Revised Sheet 2  
Cancels Fifth Revised Sheet 2

SERVICE CONNECTION CHARGES (cont'd)

APPROVED

C. CONDITIONS AND LIMITATIONS

(C)

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 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. (C)
6. The charges in this tariff do not include work related to the installation or repair of customer owned equipment or inside wiring.
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 not have a duration longer than six months in any rolling 12-month period.
8. 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.
  - d. Adding or changing custom calling services, advanced calling services, directory listings, non-published numbers and non-listed numbers.

(C) Indicates Change

SERVICE CONNECTION CHARGES (cont'd)

C. CONDITIONS AND LIMITATIONS (continued)

8. Service Connection Charges DO NOT apply to the following customer requests: (cont'd)
- 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.

D. RATES

	<u>Non-Recurring Rates</u>	
	<u>Residence</u>	<u>Business</u>
1. Initial Service Order	\$10.00	\$20.00
2. Subsequent Service Order	\$5.00	\$10.00
3. Central Office Work	\$5.00	\$5.00
4. Line Connection <sup>1</sup>	\$5.00	\$5.00
5. Premise Visit <sup>1</sup>	\$10.00	\$10.00
6. Reconnect for Non-Payment	\$19.30	\$19.30

<sup>1</sup> This charge is applicable 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.

(C) Indicates Change

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LIFELINE SERVICE

**APPROVED**

A. DESCRIPTION

Lifeline Service is a federally funded program established to provide monthly assistance to residential low income households who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household (a household is defined as “any individual or group of individuals who are living together as one economic unit” an economic unit is “all adult individuals contributing to and sharing in the income and expenses of a household”). However, a qualified residence customer or household is not eligible for Lifeline Service if they are currently receiving a Lifeline program discount on another service supported by the Federal Communications Commission. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service. (C)
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
  - a. One-Party Residence Unlimited Service and Local Measured Service, if available.
  - b. Directory Listing (standard only).
  - c. Non-Published or Non-Listed Telephone Number Service.
  - d. Access to Directory Assistance Service.
  - e. Touch Tone Calling Service.
  - f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
  - g. Access to Operator Services.
  - h. Voluntary Toll Restriction Option.
  - i. Access to 800/888 Services.
  - j. Access to Call Trace.
  - k. Access to Alerting and Reporting Systems (9-1-1 dialing).
  - l. Access to the Pennsylvania Telecommunications Relay Service.
  - m. Caller ID Per-call and Per-line Blocking
  - n. Other eligible telecommunications services at tariffed rates.

(C) Indicates Change

TDS Telecom/Deposit Telephone  
Company

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Eighth Revised Sheet 5  
Cancels Seventh Revised Sheet 5

LIFELINE SERVICE



B. REGULATIONS (cont'd)

- 3. An applicant for Lifeline Service must be a current participant in one of the following eligibility programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants must be conducted annually to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service. (C)

Eligible Programs

- Supplemental Security Income (SSI)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)
- Federal Public Housing
- Veteran’s Pension or Survivor’s Pension Benefit

\* \* \* \* (C)

- 4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified annually. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the eligibility programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (60 days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). (C)

(C) Indicates Change

LIFELINE SERVICE

APPROVED

B. REGULATIONS (cont'd)

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
6. Only services listed in B (2) above will be provided to Lifeline customers.
7. Customer requested temporary suspension of Lifeline Service is not permitted.
8. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.

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9. Lifeline customers are subject to all Residence service regulations in this and other tariffs of Deposit Telephone Company.
10. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
11. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
12. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
13. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

(C)

(C) Indicates Change

TDS Telecom/Deposit Telephone  
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Section 3  
Fifth Revised Sheet 7  
Cancels Fourth Revised Sheet 7

LIFELINE SERVICE

**APPROVED**

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

1. Applicable Residence Dial Tone monthly rate minus \$5.25 <sup>(1)</sup>. (D)
2. Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

- <sup>(1)</sup> See FCC Public Notice released May 1, 2012, In re: *Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, WC Docket Nos. 11-42 et al., CC Docket No. 96-45, FCC 12-11 (rel. Feb. 6, 2012) and subsequent orders.

(D) Indicates Decrease

**Issued:** November 20, 2020

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APPROVED

**REARRANGEMENT REPAIR/CHARGE**

A. General

Rearrangement or repair service applies for work performed by the telephone company to move the protector, NID, or drop wire to a different location as requested by the customer, or to repair the protector or NID due to damage caused by the customer's neglect or abuse. The customer will be responsible for all of the costs associated with rearrangement or relocation of existing facilities as the customer's request.

B. Rates and Charges<sup>1</sup>

Per Normal Hour	\$60.00
Each Additional Quarter Hour	\$15.00

<sup>1</sup> The Company will only assess the hourly rates until the total costs for the request exceeds \$1,000 or the request is unusual. Then the customer could be assessed the actual cost incurred.