

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section D
Fourth Revised Contents Sheet 1
Cancels Third Revised Contents Sheet 1

D. SERVICE CHARGES
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By: Mary Anna Hite

Effective: June 1, 2012
Title: General Manager

D. SERVICE CHARGES

D.1 Application of Charges

- D.1.1 The term "Service Connection Charge" is used to define the charge applying to the establishment of service for a subscriber and the subsequent discontinuance of such service. Its purpose is to partially cover the non-capitalized cost of establishment and later discontinuance of service.
- D.1.2 No distinction is made between a "New Installation" and an "Outside Move"; all changes in location of customer's service from one premises to another, except as otherwise provided in this General Exchange Tariff, being treated as a new service with service connection charges applying. (T)
- D.1.3 Service connection charges do not supersede installation charges and construction charges made because of unusual costs, but are to apply in addition to such charges. However, in case of special private branch exchange systems not established under tariff rates, but on a cost basis, installation charges may be applied to stations and other equipment in lieu of the regular service connection charge prescribed herein for stations connected. (T)
- D.1.4 Service connection charges do not apply to "public telephones" established for the use of the public.
- D.1.5 Service connection charges do not apply in connection with the re-establishment of service at a location which has been destroyed or partially destroyed by fire, or in connection with the establishing of service at a new location occupied by the customer on account of the old location being untenable for reasons beyond the control of the customer. If service is established at a new location and customer later moves back to the old location, the service connection charge is made in connection with the re-establishment of service at the old location.
- D.1.6 Service connection charges do not apply to private line equipment; i.e., circuits and stations not connected with the central office for exchange or toll service; but installation charges are applied in accordance with the provisions and rates specified in Section T of this Tariff.

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By: Robert Letcher

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Title: General Manager

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D. SERVICE CHARGES

D.1 Application of Charges (continued)

D.1.7 Service connection charges may be payable at the time of application for the particular service or facility, and prior to the establishment of service. Service will be established in advance of the payment of the service connection charge for addition to the services of existing customers and also in the case of any service for departments and agencies of Federal, State, County and Municipal Governments.

D.2 Installation Charges

D.2.1 Applying to new, additional or changes in facilities up to the Demarcation Point.

D.2.1.1	Business (Nonrecurring)	\$19.75	(I)
D.2.1.2	Residence (Nonrecurring)	\$17.50	(I)
			(D)
			(D)
			(D)

D.2.2 Service Connection Charge

Where service is established, provided no change is made except changes necessary because of a change in the class or grade of service, or in listing, the service connection charge is as follows:

D.2.2.1	Business	\$19.75	(I)
D.2.2.2	Residence	\$17.50	(I)

D.3 Number Change Charge

D.3.1 A number change charge applies for each telephone number changed at the customer's request.

D.3.1.1	Business	\$19.75	(I)
D.3.1.2	Residence	\$17.50	(I)

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D.4 Premises Visit Charge

D.4.1 General

A premises visit charge is applicable for a required trip to customer’s premises where new or additional facilities are required at the premises to provide new service.

D.4.2 Rates and Charges

Customer premises visit charge:

D.4.2.1 Business	\$32.00	
D.4.2.2 Residence	\$18.00	(I)

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Reserved for Future Use

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D. SERVICE CHARGES

D.5 Restoration of Service

D.5.1 Where service has been suspended for non-payment of any charges due or for failure of the customer to establish credit in accordance with the regulations of this Tariff, restoration of such service is made upon payment of all charges due, or at the discretion of the Telephone Company, a substantial portion thereof, in addition to a restoration of service charge equal to the service connection charge as provided for in Section D.2.2 of this Tariff.

D.5.2 Where service has been restored after payment of a portion of the amount due, such restoration will not be considered as a waiver or modification of the customer's responsibility for prompt payment of bills or the Telephone Company's right to further deny service in accordance with the provisions of the Tariff.

D.6 Service Order Charge

A Service Order Charge applies for each service order for work done in receiving, recording and processing information necessary to execute a customer's request for a change in service. (C)

D.6.1	Business	\$19.75
D.6.2	Residence	\$17.50

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GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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D. SERVICE CHARGES

D.7 (Deleted)

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Pembroke Telephone Company, Inc.

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D. SERVICE CHARGES

D.7 (Deleted)

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D. SERVICE CHARGES

D.8 Primary Interexchange Carrier (PIC) Service Order Charge

A PIC Service Order Charge will apply whenever a customer requests a change in their primary interexchange carrier for either interLATA or intraLATA long distance service. (T)

D.8.1 PIC Service Order Charges apply as follows: (T)

D.8.1.1 A PIC Service Order Charge of \$10.00 will apply to each customer's request for a change in their interLATA or intraLATA primary interexchange carrier. (T)

D.8.1.2 If the customer requests a change in both their interLATA and intraLATA primary interexchange carrier on the same order, only one PIC Service Order Charge will apply. (T)

D.8.1.3 In addition to the PIC Service Order Charge, a PIC change charge will apply to each telephone exchange service line or trunk requested by the customer as set forth in the National Exchange Carrier Association's (NECA) Tariff F.C.C. No. 5, Section 17.4.4. (T)

D.8.1.4 No other service charges will apply in addition to the charges outlined in D.8.1.1 above. (T)

D.8.2 If a primary interexchange carrier elects to pay those charges outlined in D.8.1 above on the customer's behalf, those charges will be billed directly to the customer by the Telephone Company. It will be the responsibility of the primary interexchange carrier(s) and the customer to agree upon how those charges will be paid to the Telephone Company.

D.8.3 If a customer requests other services as prescribed in the Telephone Company's General Subscriber Services Tariff at the same time as a change in their primary interexchange carrier, then those service charges as outlined in Section D of this tariff will apply in lieu of the PIC Service Order Charge. The NECA PIC Change Charge will apply for each telephone exchange service line or trunk charged coincident with the customer's service order.

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D.9 Bundled Service Change Charge (N)

If the customer elects to change a bundled service package, a Bundled Service Change Charge may apply as follows.

D.9.1 If the customer downgrades a bundled service package to a lower level of services, a Bundled Service Change Charge of \$9.95 will apply.

D.9.2 A customer may change a bundled service package without the application of a Bundled Service Change Charge if the customer upgrades to a higher level bundled service package.

D.9.3 No other service charges will apply in addition to the Bundled Service Change Charge. (N)

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