

CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges

5.1 General

The Term "Customer Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.

Customer Activity Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.

Customer Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Customer Activity Charges for additions to the service of existing customers.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the customer, will be charged for on the basis of labor cost and overhead incurred.

5.2 Types of Customer Activity Charges

A. Initial Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's initial request for connections of service. Initial Service Order Charges are caused by customer requests only.

One Initial Service Order charge is applicable for each request for the establishment of a service.

Only one initial service ordering charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.

An Initial Service Order Charge is applicable for work done to comply with a customer's initial request for new service.

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111 East First Street
Geneseo, Illinois 61254

CUSTOMER ACTIVITY CHARGES (Continued)

5. Customer Activity Charges (Continued)

5.2 Types of Customer Activity Charges (Continued)

A. Initial Service Order Charge (Continued)

Movement of a customer's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

Initial Service Order Charges are listed in Section 20.2(A) of this Tariff.

B. Service Order Change Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's request for a change in their present service at the existing premises.

One Service Order Change Charge is applicable for each of the following:

1. Move, change, or addition of a service at an existing premises.
2. Change in telephone number.
3. Records change.

Service Order Change Charges are listed in Section 20.2(B) of this Tariff.

C. Service Installation Charge

This charge is applicable when work is performed in the central office and/or outside plant in association with installing Local Exchange Service and/or other services utilizing outside plant facilities.

One Service Installation Charge applies to the provision by the Company of each access line for Local Exchange Service, Payphone Service, Off Premises Extensions, Foreign Exchange Service, or Mobile Telephone Service.

One Service Installation Charge applies to each move of the established service drop and/or the associated station protection device

Service Installation Charges are listed in Section 20.2(C) of this Tariff.

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CUSTOMER ACTIVITY CHARGES (Continued)

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5.2 Types of Customer Activity Charges (Continued)

D. Premises Visit Charges

A Premises Visit Charge is applicable when travel to the customer's premises is necessary to perform work previously described under Service Installation. When more than one visit is necessary, for Company reasons, to complete the work, only one Premises Visit Charge applies. Premises Visit Charges are listed in Section 20.2(D) of this Tariff.

E. Programming Change Charge

Programming Change Charges apply when the Company must program or reprogram central office switching equipment to enable it to provide additional features or services on an existing line or for changing those services at a customer's request.

One Programming Change Charge applies for each service order requiring programming or reprogramming of central office or remote office data base. Programming Change Charges do not apply when service is assumed by a different customer and there is no change of telephone number or service features.

Programming Change Charges are listed in Section 20.2(E) of this Tariff.

F. Service Reconnection Charge

A Service Reconnection Charge applies to each restoration of service that has been temporarily disconnected for nonpayment or violation of the rules and regulations of this Tariff or Part 735.170 of 83 Illinois Administrative Code. The Charge also applies for reconnection of vacation service.

When service has been disconnected for nonpayment and payment has not been received or satisfactory payment arrangements have not been made for a period of ten (10) calendar days, the Company may consider the service terminated and equipment owned by the Company may be removed. Reconnection may be considered as a new installation as provided in this Tariff.

Service Reconnection Charges are listed in Section 20.2(F) of this Tariff.

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CUSTOMER ACTIVITY CHARGES (Continued)

5. Customer Activity Charges (Continued)

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- B. Disconnection of service for nonpayment of charges due. However, there is a charge applicable for reconnection of that service
- C. For all activities related to services for employees.
- D. A complete or partial termination of service.
- E. Service re-established after destruction of the customer's premises by an Act of God, whether at the same or another location. Regular charges apply for service established at a temporary location.
- F. Changes from non-published or non-listed directory listings to published directory listings using the same telephone number.
- G. Change of billing address.
- I. Installation, moves, or changes of payphones.

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