

D Service Charges

D1. Description of Service

Service Charges are those charges associated with work performed by the Company in connection with the provision of services or equipment for a customer.

D2. Charges Are in Addition to All Other Charges

Service Charges are in addition to all other rates and charges, including non-recurring and construction charges. In general, rates quoted are for services provide by Citizens Telephone cooperative. Where services are furnished jointly with another company, each company's charges apply separately for that portion of the service the company performs or provides.

D3. Application of Service Charges

Service Charges for the initial establishment of any service are due and payable on the first billing cycle after installation of the equipment or service.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to a request by the subscriber nor do they contemplate work once started being interrupted by the subscriber. If the subscriber request overtime labor being performed or interrupts work once begun, a charge in addition to those specified will be added to cover the additional cost involved.

D4. Service Order Processing Charge

Applicable for work done in receiving, recording, and processing information necessary to execute a subscriber's request for connection of service or moves, changes, or additions to existing services.

D5. Line Connection Charge

Applicable to work done in the Central Office and elsewhere in association with providing an access line or making changes thereto.

D6. Premises Visit Charge

Applicable if a Company employee must visit the subscriber's premises to complete

requested work.

D7. Service Restoration Charge

Applicable for restoration of service following temporarily suspended of such service.

D8. Returned or Dishonored Check Fee

Applicable when any negotiable instrument presented for payment for services or deposit becomes dishonored and is returned to the Company unpaid.

D9. Miscellaneous Charges

Applicable under a variety of circumstances. The charges usually consist of a combination of one or more service charges for special situations.

D10. Termination Charge

Applicable for a subscriber's request for discontinuance of an item of service or equipment prior to the expiration of the initial service period designated for such item or service.

D11. Removal Charge

Applicable for subscriber requested work to remove Company facilities from the subscriber's premises.

D12. Late Payment Charge

Applicable for any unpaid amounts due the Company for service rendered.

D13. When Service Charges DO NOT APPLY

- a. Visits to a subscriber's premises solely for the purpose of repair, maintenance, or disconnection of Company provided service or equipment, except where subsequent visits are required or created by the subscriber through no fault of the Company.
- b. To re-establish service after the destruction of the subscriber's premises by fire, flood, or other similar causes, events beyond the subscriber's control, where the same amount of service is resumed within a reasonable period of time at the same or a different location. If, under the previous conditions, service is installed at another location and then subsequently re-established at the original location, Charges will apply for the subsequent

installation.

- c. Changes in the class or grade of service, or changes necessitated by a change in the class of service, or by a change in the Central Office Operation, or by changes to the local calling area.
- d. Non-listed or non-published telephone service furnished to a subscriber for short periods of time, usually one day, in connection with local and long distance broadcast of sporting events, conventions, or other special event.
- e. Orders to change the name on a service from that of a deceased spouse.
- f. Orders to install or add additional custom calling features.
- g. Removal of service or equipment unless specifically stated in other sections of this RSM.

D14. Application of Service Order Processing Charges

- a. A Service Order Processing Charge is applicable in addition to the appropriate Premises Visit and Access Connection Charge(s).
- b. Only one Service Order Processing Charge is applicable for all requests made at one time for service at any one premises.
- c. The Service Order Processing Charge is applicable for requests to establish a service, connect an additional service, restore a service, change a service, or to transfer responsibility for a service to another party, except where specifically exempted.

D15. Application of Access Connection Charges

- a. One Access Connection Charge is applicable to the provision of each Access Line, the line between the serving wire center or Central Office and the Subscriber's premises interface device, associated with any of the following services:
 - Coin Operated Pay Telephone Service
 - Individual Residential Service
 - Individual Business Service
 - Trunks
 - Extension Channels
 - Telephone Answering Service Lines
 - Long Distance Terminals
 - Foreign Exchange Service Lines

Private Lines
Tie Lines
Wide Area Telephone Service (WATS) Lines

- b. Access Connection Charges are NOT applicable when service is assumed by a subscriber prior to discontinuance by another subscriber (supersede) and there is no change of telephone number.
- c. An Access Connection Charge is applicable to each change in telephone number made at the request of the subscriber.

D16. Application of Premises Visit Charges

- a. One Premises Visit Charge is applicable whenever a Company employee is dispatched to the subscriber's premises to complete a service request initiated by the subscriber.
- b. The Premises Visit Charge is applicable on a per visit basis.
- c. No Premises Visit Charge is applicable for subsequent visits required to complete a service order to which a Premises Visit Charge has already been applied.

D17. Application of the Service Restoration Charge

In the event service is temporarily suspended for non-payment of billed services, such service may be restored within thirty days of suspension upon payment of charges due, or with satisfactory payment arrangements and the payment of a Service Order Charge and a Service Restoration Charge. When at the request of the subscriber service is suspended on a temporary basis, not to exceed (90) ninety days, a Service Order Charge and a Service Restoration Charge apply.

D18. Application of the Returned or Dishonored Check Charge

A Dishonored Check Fee applies for each negotiable instrument presented for payment or deposit that is not honored by the institution it is drawn upon. The instrument will be returned to the subscriber after settlement for the amount of the instrument plus the Dishonored Check Charge. After receiving two such dishonored instruments the Company may refuse to accept any further such instruments for credit to the account.

D19. Application of Miscellaneous Charges

- a. For changes in the telephone number, initiated by the subscriber, of a local service line,

one Service Order Processing Charge and one Access Connection Charge will apply for each number changed. If the subscriber requires Company employees visit their premises to change instrument number plates, one Service Order Processing Charge, one Premises Visit Charge and a \$2.00 per number plate fee will be applied. This charge may be waved, when in the judgment of the Company, a change in telephone number is necessary to continue satisfactory service.

- b. For the re-arrangement of a drop wire, outside circuit, or interface devise initiated by an action of the subscriber, one Service Order Processing Charge, one Premises Visit Charge and a \$5.00 fee per re-arrangement will be applied. This charge may be waved, when in the judgment of the Company, a change is necessary to continue satisfactory service.

D20. Application of Termination Charges

A Termination Charge is determined by applying to the basic termination liability the percentage that the unused portion of the initial service period bears to the full initial service period commitment. The basic termination liability and initial service period is indicated by service item when specified and where not specified is one month. When one or more units of a group of the same items is discontinued by the subscriber, the equipment or service installed last will be considered the first discontinued. (Last in, First Out)

When a subscriber cancels an order for equipment or service that carries a basic termination liability prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company. Cost will include cost of labor, including charges for supervision and other overhead expenses, cost for transportation, cost of subcontractors and equipment and cost of equipment as appropriate. Credit will be issued for proceeds from the disposal of equipment purchased less the costs of disposal.

D21. Application of Removal Charges

A Removal Charge is applied in addition to all other service charges applicable for each Company owned item or termination removed from the subscriber's premises at the subscriber's request.

D22. Application of the Late Payment Charge

A Late Payment Charge applies to any unpaid amounts or balance carried forward from a monthly bill to the next month's bill, including all long distance or other charges billed by the Company for another authorized Virginia Carrier.

D23. Schedule of Service Charges

Charge	Residence	Business	Pay Telephone
Service Order Processing	\$10.00	\$12.00	\$12.00
Access Connection Charge	\$15.00	\$18.00	\$72.00
Premises Visit Charge	\$30.00	\$30.00	\$30.00
Restoration Charge	\$15.00	\$15.00	\$15.00
Dishonored Check Charge	\$12.00	\$12.00	\$12.00
Removal Charge	\$5.00	\$5.00	\$5.00
Late Payment Charge	1.5% of the total unpaid balance from the previously rendered bill.		