

3. SERVICE CHARGES

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.3 TROUBLE ISOLATION CHARGE

A. Description

A nonrecurring charge will apply to each repair visit at a customer's request to test the central office line, up to the Demarcation Point, when the line tests clear and the trouble is not found in Company facilities. When a customer does not have the ability to isolate the trouble because a Network Interface is not present, the Company will not bill a Trouble Isolation Charge.

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B. Charges

	USOC	NONRECURRING CHARGE
• Per repair visit		
- Residence Service	LTESX	\$85.00
- Business Service	LTECX	95.00

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.8 EXPRESS SERVICE

A. Description

Express Service is the installation of Residence Main Line Service prior to the standard service installation date. Express Service consists of two service offerings: Same Day Installation and Next Day Installation. Both of these services are offered with a money back guarantee.

B. Terms and Conditions

1. Express Service is available to residence customers only where Company facilities permit.
2. At the discretion of the Company, circumstances may warrant a temporary discontinuance of the Express Service offering.
3. When Express Service is offered, it will be offered as a guaranteed service. The guarantee will be limited, and the sole liability of the Company shall be to apply a credit to the customer's account equal to the amount of the guarantee credit, except that the Company shall have no liability where the failure is due to reasons beyond the Company's control. The credit will apply in lieu of all other sums, claims, credits and damages when an established Express Service installation date is not met as specified during guaranteed periods.
4. Under no circumstances whatsoever shall the Company be liable for any damages, whether such damages be direct, indirect, special, incidental, or consequential, and regardless of the theory of liability, greater than the guarantee credit. Further, the customer indemnifies, and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly when an established express service installation date is not met by the Company.
5. This service is subject to the terms and conditions applicable.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.8 EXPRESS SERVICE (CONT'D)

C. Charges

1. The following charges apply, per order, in addition to all other terms and conditions, rates and charges applicable to the associated service.

	USOC	MONTHLY RATE
• Same Day Installation	STASD	\$22.00
• Next Day Installation	STAND	15.00

2. The following credit will apply, per order, when an established Express Service installation date is not met as specified in B.3., above.

	USOC	GUARANTEE CREDIT
• Same Day Installation Guarantee	AC9SD	\$44.00
• Next Day Installation Guarantee	AC9ND	30.00