

SERVICE CHARGES

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By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
Approved

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TARIFF CLERK

SERVICE CHARGES

I. GENERAL

Service Charges are in addition to all other rates and charges that may be applicable for services provided by the Company. Service Charges apply in addition to installation and construction charges incurred because of unusual costs encountered in the provision of service.

A. Service Charges

The work functions required to establish, add to, move or change telephone service for a business or residence class of service customer are classified by type of service charge as follows:

Service Order Charge - a charge for work performed in connection with receiving, recording, and processing a customer request for service to be performed or provided at the same time, on the same account and on the same premises. One Service Order Charge is applicable per access line or channel.

B. Rules

1. All registered terminal equipment and systems and inside wire may be directly connected to the telecommunications network as specified in, or authorized by, the Registration Program in Part 68 of the Federal Communications Commission's (FCC) Regulations.
2. Customer Premises Inside Wire
 - a. The customer has the option of providing the inside wire and standard jacks on his/her premises, or contracting with a vendor qualified to provide the service.
 - b. Customer premises inside wire, standard jacks, and equipment provided by the customer or customer's agent must be in accordance with the standards of the National Electric Code, the National Electric Safety Codes, Part 68 of the FCC Regulations, the equipment manufacturers and other applicable codes. The customer will hold the Company harmless from any and all liability, claims, or damage suits arising out of the customer's provision or maintenance of inside wire.

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SERVICE CHARGES

I. GENERAL (Continued)

B. Rules (Continued)

3. Charges specified in this Section do not apply to services furnished under the concurrence provisions in Section 6 of this tariff. These services may include, but are not limited to, WATS access lines and access line extensions, and all private line services and channels and access services provided. Nonrecurring charges for these services are stated as exceptions or additions to concurring provisions in Section 6 of this tariff.
4. Changes in the locations of existing services to different premises, or to additional points of termination or to points outside the customer's premises are considered new installations for purposes of this tariff.
5. The service charges described in this tariff are not applicable for:
 - a. normal maintenance and repair of the Company's equipment and service;
 - b. connection of telephone sets or other terminal equipment when no line connection or central office access work is required;
 - c. change or correction in name or billing address when there is not a change in responsibility; and
 - d. when a customer premises is rendered unfit for occupancy due to causes beyond the customer's control, and the same type of service is established at a secondary location.

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II. APPLICATION OF CHARGES

A. Primary Service Order Charges (1)

The Primary Service Order Charge is applicable:

1. for requests to establish an account for initial connection of service. An account is each service for which a separate access line is established;
2. for connection of additional local exchange access lines or private lines to an established service;
3. for change and transfer of service involving change in name and responsibility whether or not there is a lapse in service; and
4. for restoration of service disconnected for nonpayment. Disconnected service will be restored upon payment of charges due.

B. Secondary Service Order Charges (1)

The Secondary Service Order Charge is applicable:

1. for subsequent requests for service, number change, restoration of service at customer's request and change in class of service;
2. for additional service ordered after an initial service order has been issued and the additional service request cannot be included on the initial pending service order;
3. for additions, moves and changes of lines in the same building or in different buildings on the same premises; and

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- (1) The Primary Service Order Charge and the Secondary Service Order Charge cannot be applied on the same order. When an order requires work for which both the Primary and Secondary Service Order Charges would otherwise be applied, only the Primary Service Order Charge applies.

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II. APPLICATION OF CHARGES (Cont'd)

C. Premises Visit Charge

The Premises Visit Charge is applicable to each trip made to a customer's premises to comply with a request as shown on the related service order as follows:

1. Connect, move, or change primary service or rearrange drop or other facilities at the customer's request.
2. Reconnect service after denial for non-payment, except for customers whose service has been suspended and who are eligible for Prepaid Local Telephone Service. In those instances, the Company will defer the customer's service restoral charges until the customer returns to basic local service.
3. On customer-caused additional trips necessary to perform work requested by the customer. Additional charges for trips required for Company reasons are not applicable.
4. On a customer-initiated service order where maintenance is requested on the customer's side of the demarcation point at the customer's request, or where premises wiring and/or jack installation or repair services are required, or where service troubles are determined to be caused with any customer equipment or power supply. T
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5. If the customer requests, and the Company agrees to service customer-provided inside wire, jacks and/or equipment which are not in accordance with the technical standards for customer equipment, the customer will be responsible for payment of the Company's standard labor rates in addition to the Premises Visit Charge. MT
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III. TRIBAL LINK UP

- A. Tribal Link Up is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers are eligible residents of Tribal Lands and who are currently not on the public switched network.
- B. Under the program, Tribal Link Up support is available in accordance with Chapter 47 Code of Federal Regulations § 54.413, for a 100% reduction of the Company's customary charges for connection of telephone service, up to \$100.

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SERVICE CHARGES

III. Reserved for Future Use

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By: Mr. Justin Haynes
Title: President

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BIG BEND TELEPHONE COMPANY, INC.
Local Exchange Tariff

SECTION 2
3rd Revised Sheet 7
Replacing 2nd Revised Sheet 7

SERVICE CHARGES

III. Reserved for Future Use

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Title: President

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SERVICE CHARGES

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IV. SCHEDULE OF CHARGES (1)(2)

	<u>Business Rate</u>	<u>Residence Rate</u>
A. Primary Service Order Charge	\$15.00	\$10.00
B. Secondary Service Order Charge	\$15.00	\$10.00
C. Premises Visit Charge	\$35.00	\$35.00

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- (1) The Company offers to perform normal repair and maintenance work only during normal working hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. All repair and maintenance work performed during other than normal hours at the customer's request shall be provided at the sole discretion of the Company at rates based on costs.
- (2) Service charges may be required to be paid at the time of application for service.

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V. TERMINATION CHARGE

When a customer cancels an order for service prior to the establishment of service, a termination charge may be applicable. The Termination Charge shall equal the costs incurred by the Company in designing, engineering, ordering and providing the service less disposal value.

VI. RESERVED FOR FUTURE USE

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