

**SERVICE CONNECTION CHARGES**

Service connection charges herein described, apply to all ordering, installing, changing or substituting of telephone services offered by the Company and are non-recurring. The definition and application of these charges are as follows:

**GENERAL**

- (1) Basic Service Order Processing Charges apply on each customer order for all work or service orders to be provided or changed or reconnected at one time at the same location for the same customer. These charges cover work associated with receiving, establishing records and processing any service ordered to be completed or changed at any one time. This charge applies to all requests for service initiated by a customer.
- (2) Network Access Charge shall apply at the time of initiation of new services or the re-initiation of a discontinued service to the same customer whenever central office service is connected to a customer's premises. This charge is associated with the connection of company facilities (drop wire, protector, ground unit) to the customer's premises and applies to each central office line so connected. This charge covers travel time and work in central office facilities related to the connection of associated facilities required to render service.
- (3) Premise Visit Charge applies for any work, equipment or service ordered, changed or substituted by the customer which requires a premise visit by Company personnel for the purpose of installation, moving, reconnecting or changing equipment and facilities associated with service.
- (4) Restoral of Service Charge applies for the restoral to normal of a service that has been either totally or partially suspended because the customer has not paid sums due the Company. This charge is independent of the number of units involved and is in addition to all monthly charges due for service rendered.

Service Order, Network Access and Premise Visit charges apply instead of the restoral charge for service re-established after the service contract has been canceled by the company.

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Section 3  
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**SERVICE CONNECTION CHARGES** (Cont'd)

GENERAL

(5) \* \* \* \* \*

(6) The customer has the option of paying the non-recurring charges related to the initial installation of a main station for a single line residence or business exchange service in equal monthly installments over three billing periods.

RATES

	<u>Business</u>	<u>Residence</u>	
Service Order Charge.....	\$ 8.15	\$ 5.10	(I)
Network Access Charge.....	6.05	6.05	(I)
Premise Visit Charge.....	9.25	9.25	(I)
* * * *			
* * * *			
Multi-line Instrument.....	10.00	10.00	
Restoral of Service.....	10.20	10.20	(I)

**SERVICE MAINTENANCE VISIT CHARGE**

A service maintenance visit charge applies when a service difficulty or trouble report requires a visit by the Telephone Company to the customer's premises, at which customer-provided equipment or lines are connected to Telephone Company facilities, and a determination is made that the difficulty or trouble is not a result of the failure of Telephone Company facilities.

The minimum charge for each service maintenance visit is \$20.50 (I)  
Costs exceeding the minimum charge are the responsibility of, and will be billed to, the customer.

**RETURN CHECK CHARGE**

The customer will be billed a charge of \$10.00 for the special handling of each check returned by the bank to the Telephone Company for the following reasons: insufficient funds, no account, account closed, payment stopped, drawn against uncollected funds, balance held account garnished, two signatures required, unauthorized signature, post dated, stale date.

(C) Indicates Change  
(I) Indicates Increase

SERVICE CONNECTION CHARGES (cont'd)

Link-Up America

A. DESCRIPTION

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers. **NOTE: Customers who qualify for Link Up America Service may also qualify for Lifeline Service.**

(C)  
(C)

B. REGULATIONS

1. Link Up America is available to residence customers who meet the following eligibility criteria:

(a) The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.

The applicant must self-certify the requirement set out in (a).

(C)

(b) An applicant for Link Up America Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted annually by Palmerton Telephone Company.

Pennsylvania Department of Public Welfare Link Up America Service Programs:

- \* Temporary Assistance for Needy Families (TANF)
- \* General Assistance (GA)
- \* Supplemental Security Income (SSI)
- \* Medicaid
- \* Food Stamps
- \* Low Income Home Energy Assistance Program (LIHEAP)

Additional Eligible Programs (Federal)

- \* Federal Public Housing
- \* National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Palmerton Telephone Company.

(C)

(C) Indicates Change

**SERVICE CONNECTION CHARGES** (cont'd)**Link-Up America** (cont'd)

## B. REGULATIONS (cont.)

2. The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at a customer's principal residence. (C)
3. Link Up America applicants are not exempt from Telephone Company Deposit requirements.
4. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link UP America discount.
5. The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing.

## C. RATES

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer in monthly installments as specified in the Telephone Company's tariffs.

(C) Indicates Change

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations. **NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service.**

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.

2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:

- a. One-Party Residence Unlimited Service and Local Measured Service, if available.
- b. Directory Listing (standard only).
- c. Non-Published or Non-Listed Telephone Number Service.
- d. Access to Directory Assistance Service.
- e. Touch Tone Calling Service.
- f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
- g. Access to Operator Services.
- h. Voluntary Toll Restriction Option.
- i. Link Up America (if eligible).
- j. Access to 800/888 Services.
- k. Access to Call Trace.
- l. Access to Alerting and Reporting Systems (9-1-1 dialing).
- m. Access to the Pennsylvania Telecommunications Relay Service.
- n. Caller ID Per-call and Per-line Blocking
- o. Other eligible telecommunications services at tariffed rates. (C)
- \* \* \* (C)

(C) Indicates Change

LIFELINE SERVICE

B. REGULATIONS (cont.)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted annually by Palmerton Telephone Company.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- \* Temporary Assistance for Needy Families (TANF)
- \* General Assistance (GA)
- \* Supplemental Security Income (SSI)
- \* Medicaid
- \* Food Stamps
- \* Low Income Home Energy Assistance Program (LIHEAP)

Additional Eligible Programs (Federal)

- \* Federal Public Housing (C)
- \* National School Free Lunch Program (C)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Palmerton Telephone Company.

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by Palmerton Telephone Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.

(C) Indicates Change

LIFELINE SERVICE

B. REGULATIONS (cont'd)

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
6. Only services listed in B (2) above will be provided to Lifeline customers. (C)
7. Lifeline Service customers are required to apply for the Link Up America benefit when applicable.
8. Customer requested temporary suspension of Lifeline Service is not permitted.
9. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
10. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
11. Lifeline customers are subject to all Residence service regulations in this and other tariffs of Palmerton Telephone Company.
12. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
13. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunications Act of 1996.
14. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
15. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
16. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

Palmerton Telephone  
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Section 3  
Second Revised Sheet 8  
Cancels First Revised Sheet 8

LIFELINE SERVICE

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

1. Applicable Residence Dial Tone monthly rate minus \$8.75 (1).
2. Lifeline Service customers will be billed the applicable Subscriber Line Charge monthly rate and will be given credit for the same amount of the Subscriber Line Charge as prescribed by the Federal Communications Commission at Docket Nos. 00-256, 96-45, 98-77, 98-166, and 00-193. (C)
3. Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations. (C)

NOTE:

- (1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

\* \* \* (C)

(C) Indicates Change

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