

MEMBER SERVICES TARIFF

SERVICE CHARGES

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Issued by: David McEndree, CEO
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APR 2 '12 CONTROL# TC. NO. 40225
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MEMBER SERVICES TARIFF

SERVICE CHARGES

I. GENERAL

A. The charges specified in this Section for the connection, move or change of service contemplate work being performed by the Cooperative employees involved at a time when overtime wages do not apply.

B. If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours or days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.

C. The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move or change for a business or residence class of service customer.

1. Service Ordering Charge - receiving, recording and processing information in connection with a customer request for service. One Service Ordering Charge is applicable per customer request, per due date, per premises. However, when multiple service orders are required for Cooperative reasons, only one Service Ordering Charge applies.

2. Central Office Access Charge - work associated with the line extending from the serving central office to the customer's premises. It includes, but is not limited to, central office connections, cable cross-connections, and connecting or moving the drop wire or protector block.

3. Restoration Charge - applicable for restoration of service following a suspension of service.

4. Termination Charge - applicable for a customer's request for discontinuance of an item of service or equipment prior to the expiration of the initial service period designated for such item.

5. Maintenance of Service Charge - See Section 13 of this tariff.

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Issued By: Royce Bevers, Manager
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Effective:

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SEP 15 '88	DOCKET
CONTROL # <u>0102</u>	
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MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION

A. General

1. Service charges are applicable for all services furnished to the customer as indicated throughout this tariff except as provided hereinafter. T

2. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All line connection work requested at the same time for service on one premise will be covered by one service order charge.

3. Service reestablished after the destruction of the customer's premises by fire, flood or other similar causes beyond the customer's control, where the same amount of service is reestablished within a reasonable period of time at the time at the same or different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, all Service Charges will apply for the subsequent installation. M

4. Service charges may be required to be paid at the time of application for service.

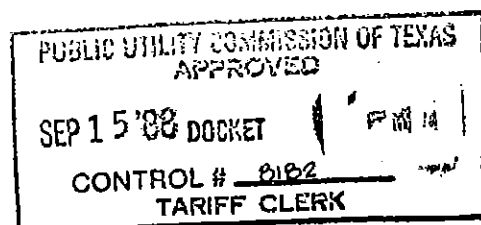
5. Service charges are not applicable for:

- a. Normal maintenance and repair of the Cooperative's equipment and service provided subject to tariff.
- b. Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing requests.
- c. Customer-provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required. M

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SERVICE CHARGES

II. APPLICATION (Continued)

A. General (Continued)

5. Service charges are not applicable for: (Continued)

d. Tel-Assistance Service Program. Service connection charges are not applicable as follows:

- (1) When existing eligible basic residential local exchange access service customers convert to or from Tel-Assistance Service.
- (2) When existing residential subscribers convert from Foreign Zone, or Foreign Exchange Service to one of the basic local exchange access services specified in Section 4., II. C. of this Tariff, in order to qualify for Tel-Assistance Service.
- (3) When existing Tel-Assistance Service customers have subsequently been determined to be no longer eligible for Tel-Assistance Service, by the Texas Department of Human Services, and must convert back to the full applicable local exchange tariff monthly rate as specified in Section 4 of this Tariff, for the equivalent grade of local exchange access service which said customer has at the time of such conversion.

6. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of service. Termination charges apply only as specified in Section 3 of this tariff.

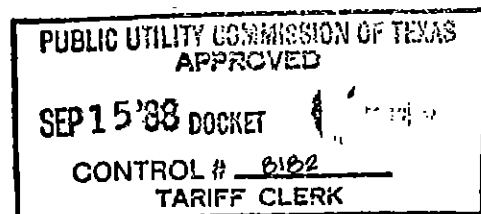
7. Charges specified in this Section do not apply to services furnished under the concurrence provisions filed in Section 15 of this tariff. These services include WATS access lines and access line extensions, and all interexchange private line services and channels. Nonrecurring charges for these services are stated in Southwestern Bell's Tariffs, or as exceptions or additions to concurrent provisions in Section 15 of this tariff.

8. Changes in the locations of existing terminations to points outside the customer's premises are considered new installations at the new location.

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SERVICE CHARGES

II. APPLICATION (Continued)

A. General (Continued)

9. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.

10. In no case shall the combination of charges applicable for a move or change of service exceed the charges applicable for a new installation of that service.

B. Service Order Charges

1. A service order charge will be applicable in addition to the appropriate line connection work.

2. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premise extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service. The primary service order charge is applicable when reestablishing service that has been disconnected for non-payment.

3. The secondary service order charge is applicable for subsequent requests for service, inside move or change, number change, restoration of service disconnected at customer's request, and change from business to residence service or residence to business service.

4. 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 is applicable.

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SERVICE CHARGES

II. APPLICATION (Continued)

C. Line Connection Work Charge

1. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:

- a. Connection or reconnection of local exchange lines, local private lines, off-premise extension lines, and tie lines.
- b. Number changes on local exchange lines and trunks.
- c. Restoration of service from vacation service, or service disconnected for non-payment.

2. One line connection charge applies for each line connected or restored and for each telephone number changed.

When two or more segments of a local private line, tie line or off-premise extension line are bridged in the central office, only one line connection charge will apply for each line.

3. The line connection charge does not apply for transfer of service when there is no lapse in service.

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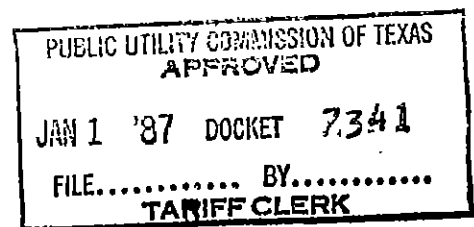
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III. SCHEDULE OF CHARGES

A.	Business or Residence Service Order ⁽¹⁾	
1.	Primary	\$13.00
2.	Secondary	8.00
B.	Line Connection, each C.O. Access Line, ⁽¹⁾	
	New Order	10.00
	Move or Change	6.60

⁽¹⁾ The Cooperative will waive applicable service order and line connection charges for the promotional period of November 1, 2010 through December 17, 2010 for residential or business customers who order an access line and also choose Poka Lambro Communications as their presubscribed interexchange carrier.

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IV. TERMINATION CHARGE

A. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.

B. When a customer discontinues one or more units of a group of the same item, the lines installed last shall be considered as the lines first discontinued.

C. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred but the Cooperative in engineering, ordering, providing the equipment and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the cancelled service.

V. RETURNED CHECK CHARGE

A charge will be imposed for each check returned or moneys not honored by a bank or depository.

Returned Check Charge\$25.00

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED OCT 31'2010 CONTROL# <u>NO. 38837</u> TARIFF CLERK</p>
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Box 1340, Tahoka, TX 79373

Effective:

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SERVICE CHARGES

VI. RESTORATION CHARGE

A. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due, or at the discretion of the Cooperative a substantial portion thereof, and in addition, a restoration charge of:

1. Service Restoration Charge
(Non-payment of Charges)
 - a. Service Order \$13.00
 - b. Line Connection 10.00

2. For customers whose service has been suspended and who subscribe to Prepaid Local Telephone Service, the Cooperative will defer the customer's service restoral charges until the customer returns to basic local service.

B. When, at the request of a customer, service is temporarily suspended a service charge as shown will apply for the subsequent restoration of that service:

1. Service Restoration Charge
(Customer's Request)
 - a. Service Order Charge \$ 8.00
 - b. Line Connection 10.00

VII. MAINTENANCE SERVICE CHARGES

See Section 13

VIII. TRIBAL LINK UP PROGRAM

A. Tribal Link Up is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers who are eligible residents of Tribal Lands and who are currently not on the public switched network. T

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 Cooperative's customary charges for connection of telephone service, up to \$100. T
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<p>PUBLIC UTILITY COMMISSION OF TEXAS</p> <p>EFFECTIVE Dec. 2, 2016 <u>Tariff No. 46541</u></p> <p>TARIFF CLERK</p>

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SERVICE CHARGES

VIII. RESERVED FOR FUTURE USE

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VIII. RESERVED FOR FUTURE USE

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