

SECTION 2 - GENERAL RULES AND REGULATIONS

M. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

6. Rates and Charges

- a. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.
- b. A Service Order Charge applies when TSP requests/changes are made to a customer's record after a service has been connected. A TSP administrative charge applies when a request to provide, change, or update the status of a TSP is received from the customer at the rate found in Section 17.4.4 (B) of the ALLTEL Telephone System Tariff F.C.C. No. 1.
- c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- d. Facilities required by the Company for the provisioning, restoration, or maintenance are exempt from the TSP rules.

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