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|  | MISCELLANEOUS SERVICES, RATES AND CHARGES (Continued) | | |  |  |
| B. | The following charges shall apply for customer-initiated services on a nonrecurring basis: | | |  |  |
|  | Service Connection Charges | Business | Residence |  |  |
|  | Service Order | $10.00 | $7.00 |  |  |
|  | Central Office | 12.00 | 10.00 |  |  |
|  | Visitation | 10.00 \* | 8.00 \* |  |  |
|  | Restoral of Service | 14.00 \*\* | 12.00 \*\* |  |  |
|  | Move (off premise) | 27.00 \*\* | 25.00 \*\* |  |  |

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| --- | --- | --- | --- |
|  | Customer-Owned Equipment Test Charge: Applicable when, at the subscriber’s request, a visit is made to the subscriber’s premises and subscriber-provided terminal equipment is identified by the Company as having caused the trouble and is in need of repair. The Company does not provide repair services for subscriber-provided terminal equipment: $30.00 (Business and Residence) |  |  |
|  | \* Plus a loaded labor wage rate to be billed at $6.00 for each quarter hour, plus Service Order and Central Office charges, plus material.  \*\* Rate listed is in addition to Service Order and Central Office charges. |  |  |
| C. | TOUCH TONE |  |  |
|  | Touch tone service is included in the monthly local exchange rates for subscribers with touch tone service on or after November 1, 2012. Customers with rotary dial service as of November 1, 2012, will be grandfathered and their monthly access line rate will not change. However, any subsequent change to service, or disconnection followed by reconnection, will result in the loss of the grandfathering exception and will require that customer to upgrade to touch tone service. Customers may upgrade from rotary dial service to touch tone service at no additional service charge. |  |  |

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| D. | TELECOMMUNICATIONS RELAY SERVICES (TRS)  Customers may be assessed a monthly charge per line to fund the Telecommunications Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code.  This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company. |  |
| E. | DELAYED PAYMENT  Applicable if payment for all charges for service is not made on or before 18 days after the billing date …………………………………………………2% with a $5.00 minimum charge |  |
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