

MEMBER SERVICES TARIFF

SERVICE CHARGES

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PUBLIC UTILITY COMMISSION OF TEXAS
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TARIFF CLERK

MEMBER SERVICES TARIFF

SERVICE CHARGES

I. GENERAL

Service Charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the Cooperative. Other rates and charges include, but are not limited to, installation and nonrecurring charges.

A. The charges specified in this Section 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. Service Charges for the following functions are required to establish, add to, move or change telephone service for a business or residence class of service customer:

1. Service Ordering Charge - charge for work performed by the Cooperative in connection with receiving, recording and processing customer requests for service and/or equipment ordered to be performed or provided at the same time, on the same account and on the same premises, or same continuous property. 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. Premise Visit Charge - the charge that applies for each visit to a customer's premises to perform Service Order work requested by the customer. The charge does not apply when the only Service Order work performed is disconnect work at the customer's request. When it is necessary to travel to the customer's premises, one Premise Visit Charge is applicable per customer request, per due date, per premises. When more than one trip to the customer's premises is necessary for Cooperative reasons, only one Premise Visit Charge applies.

MEMBER SERVICES TARIFF

SERVICE CHARGES

I. GENERAL (Continued)

C. Service Charges for the following functions are required to establish, add to, move or change telephone service for a business or residence class of service customers: (Continued)

3. Line Connection Charge - the charge for performing all or part of the operations associated with the connection of the line extending from the serving central office to the customer's premises. It includes, but is not limited to establishing or changing central office connections, cable cross connections, line and station transfers and connecting to a terminal or building terminal or moving the drop wire or protector block.

4. Station Handling Charge - the charge for connecting, moving or changing a keyless telephone, and for adding or changing auxiliary services and equipment. "Detariffed"

5. Premise Wiring Charge - Standard Service
"Detariffed"

Work associated with installing, moving or changing inside wire on the customer's premises to provide service at the locations requested. The Premise Wiring Charge applies for each, location on the customer's premises where the customer desires inside wiring for either an item of terminal equipment to be connected or a suitable outlet to be placed as a provision for future connection of terminal equipment, where suitable inside wiring is not already in place. For inside wiring placed at a premises, the Premise Wiring Charge applies for either Prewiring or Postwiring, which terms are defined as follows:

(1) Prewiring - the inside wiring placed during initial construction of a premises or during remodeling of that premises. Prewiring will be placed only if inside wall and ceiling coverings are not yet installed. "Detariffed"

(2) Postwiring - inside wiring placed at a premises during initial or subsequent provision of telephone service at that premises after inside wall and ceiling coverings are installed. "Detariffed"

6. Jack Charge - applicable for installation of a standard modular receptacle. "Detariffed"

(Continued next page)

MEMBER SERVICES TARIFF

SERVICE CHARGES

I. GENERAL (Continued)

C. Service Charges for the following functions are required to establish, add to, move or change telephone service for a business or residence class of service customers: (Continued)

7. Initial Nonrecurring Charge (I.N.C.) - a charge applicable to the provision of certain items of equipment or facilities. It is distinguishable from service charges in that it is listed within the specific tariff description with which it is associated. This charge is in addition to the applicable service charges.

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

9. 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.

10. Maintenance of Service Charge - See Section 13, Page 7, Restoration or Maintenance of Service Charge.

11. Returned Check Charge - applicable each time check or moneys returned and not honored by the bank on which issued.

D. Inside Move "Detariffed"

A transfer of telephone service and/or equipment from one location to another on the same premises where there is no interruption of the service other than interruptions incident to the work involved. Transfer of telephone service and equipment from one location to another on the same premises involving a break in the continuity of service and resulting in a cessation of local service charges, are not considered as inside moves, but as new service connections and are provided for subject to the regular termination charges, if any, and service charges or installation charges, or both, that may be applicable.

E. Change "Detariffed"

Customer request for a substitution of a different style, color, or type of telephone apparatus or, a rearrangement of equipment or wiring which does not involve a change in location of the instrument, or a change of the customer's number.

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES

A. General

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

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. Line connection work requested at the same time for service on one premises will be covered by one service order charge and one premise visit charge.

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

4. Service charges are not applicable for:

a. Normal maintenance and repair of the Cooperative's equipment and service.

b. Change or correction in name or billing address when there is not a change in responsibility.

c. Customer-provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES

A. General (Continued)

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

6. Charges specified in this Section do not apply to service furnished under the concurrence provisions filed in Section 15 of the tariff. These services include Enterprise Service, 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.

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

8. 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.

9. In no case shall the combination of charges applicable for service exceed the charges applicable for a new installation of that service.

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

B. Service Order Charges

1. A service order charge will be applicable in addition to the appropriate premise visit, line connection work, and/or installation charge(s).

2. The primary service order charge is applicable:

a. For requests to establish an account for initial connection of service. An account is each service for which a separate monthly bill is rendered;

b. For connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service;

c. For change and transfer of service involving change in name and responsibility whether or not there is a lapse in service and to change residence to business service.

d. For restoration of service disconnected for nonpayment.

3. The secondary service order charge is applicable:

a. For subsequent requests for service, number change, restoration of service at customer's request and change from business to residence service;

b. For service or equipment ordered during a pending service order, which service and equipment cannot be included on the pending service order prior to completion to the pending service order;

c. For additions, moves and changes of lines in different buildings on the same continuous property.

d. On initial requests, additions, or changes to custom calling service, toll restriction service, direct connect service, distinctive ringing service, special calling features and caller ID service.

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

B. Service Order Charges (Continued)

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 applies.

C. Premise Visit Charge

The premise visit charge is applicable if a premise visit is required to complete any requested work on the customer's premises with the following exceptions. The premise visit charge does not apply for:

1. Complete disconnection of service,
2. A change of instrument or other facilities initiated by the Cooperative for service reasons.

D. Line Connection or Rearrangement Charge

1. The line connection 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-premises extension lines, and tie lines,
- b. Restoration of service from vacation service.
- c. Transfer of lines or equipment from one building to another building.
- d. A move of a customer's portable structure containing telephone service.

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MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

D. Line Connection or Rearrangement Charge (Continued)

1. The line connection 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:
(Continued)

e. Transfer of lines from one premises to another in the same building, e.g. one apartment to another apartment, one office or suite of offices to another office or suite of offices.

f. A move when the service at the new location is established prior to disconnection at the old location, or discontinued at the old location prior to establishment at the new location.

g. Connecting each line between the appropriate general distribution cable terminals serving different premises in the same building or serving different buildings on the customer's same continuous property.

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

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

(Continued next page)

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (continued)

D. Line Connection or Rearrangement Charge (Continued)

4. The line connection charge does not apply:
 - a. For transfer of service when there is no lapse in service,
 - b. When service and facilities are assumed prior to discontinuance and without lapse in service,
 - c. In the case of change in responsibility for payment for service, no Line Connection Charges are applicable.

5. A Line Rearrangement Charge is applicable for:
 - a. Each change in telephone number, made at the customer's request, including change in number to provide trunk hunting. No charge is applicable for a number change initiated by the Cooperative.
 - b. Changing a pay telephone access line to a business line or a business line to a pay telephone access line.
 - c. Rearrangements of each single span of aerial service drop wire or equivalent underground entrance facilities.

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (continued)

E. Premise Wiring Charge "Detariffed"

1. A premise wiring charge applies for installation of wiring required for each new installation or move of terminal equipment or provision of additional outlets. The wiring charge applies to prewiring or postwiring.

F. Station Handling Charge "Detariffed"

1. A Station Handling Charge is applicable for connection, moving or changing a keyless telephone, including, for example:

a. For connection of terminal equipment to a connector block and/or a jack made to accomplish an installation,

b. For a move or change of equipment,

c. For a change in style, color, or type of terminal equipment connected by jack and plug arrangements.

d. Making a modification to an instrumentality such as activating or deactivating the bell in the set, removal or replacement of the dial, etc.

e. For a change of standard handset or mounting cord.

f. For each keyless telephone connected by the Cooperative.

2. The Station Handling Charge is not applicable:

a. When an instrument is retained by a customer and where no physical work is required at the instrument or on its associated wiring.

(Continued next page)

MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

F. Station Handling Charge (Continued)

2. The Station Handling Charge is not applicable:
(Continued)

b. When establishing main service the existing instruments are reused in place without move or change.

c. When the Cooperative initiates a replacement of equipment because of repair or maintenance reasons and the same type equipment is retained.

d. Work required for the proper maintenance of the equipment or service.

e. Work which in the judgment of the Cooperative is necessary to either facilitate dialing or prevent unauthorized use of the service.

f. For work required in the installation of equipment or service features for which an initial nonrecurring charge is specified unless noted along with the offering of individual items of equipment or service features.

G. Jack Charge

A jack charge applies for the installation or rearrangement of existing jacks or for the conversion of nonmodular connecting receptacles and blocks, at the customer's request.

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LINK UP AMERICA PROGRAM

(A) Program Description

1. Link Up America (LUA) is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers who are currently not on the public switched network.
2. Under the LUA program, charges assessed for commencing service include any charges that the Cooperative customarily assesses to connect subscribers to the network. Deposits, if applicable, are not subject to LUA program discounts.
3. Assistance is provided by:
 - (a) applying a discount to the applicable service connection charges. Eligible LUA applicants will receive a reduction of one-half of the charges for connection of telephone service, up to a maximum of \$30.00, and/or
 - (b) election by a qualifying consumer to defer payment of the charges assessed for commencing service. Customers may pay these charges, up to \$200, in equal increments over an agreed number of months, not to exceed one year. Interest charges will not apply to the deferred payments.
4. A consumer eligible for Lifeline Service is automatically eligible for LUA program. A consumer may qualify for and receive LUA Service independently of Lifeline Service.
5. A customer otherwise eligible to receive the LUA Service shall not be prohibited from obtaining and using telecommunication equipment and services designed to aid such customer in utilizing qualifying telecommunication services.
6. The Cooperative will provide LUA assistance to all qualifying low-income consumers identified by the Texas Low-Income Discount Administrator (LIDA) within its service area pursuant to the provisions of this tariff.

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LOCAL EXCHANGE SERVICE

III. LINK UP AMERICA PROGRAM (Continued)

(B) Eligibility Requirements

1. The discounted service connection charges will be provided for one (1) telephone line per household, at the subscriber's principal place of residence.
2. A qualified low-income consumer can only obtain LUA assistance once at a principal place of residence. A qualified low-income consumer can receive LUA assistance a second or subsequent time in cases where the address for the consumer's principal place of residence is different from the residence address at which LUA assistance was provided previously.
3. Assistance is targeted to those individuals who meet the annual income criteria at or below 150% of federal poverty guidelines, who are eligible residents of Tribal lands, or who participate in, or have a person or child who resides in the customer household who participates in, one of the following programs:
 - Medicaid
 - Food Stamps
 - Low-income Home Energy Assistance Programs
 - Supplemental Security Income
 - Federal public housing assistance
 - State Child Health Plan
4. Consumers interested in LUA Service may apply through the LIDA under the same procedures applicable to applications for Lifeline Service, as described in Section 4 of this tariff.

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LOCAL EXCHANGE SERVICE

III. LUA AMERICA PROGRAM (Continued)

(C) Provision of Service

1. Customers who qualify for the LUA program must sign a form, executed under penalty of perjury, identifying public assistance programs listed in Section III B. 3. of this tariff from which they receive benefits. The customer must also agree to notify the Cooperative if the customer ceases to participate in the program(s).

(D) Credit and Billing

1. Credit Reference

The credit verification procedures used for all applicants who apply for service with the Cooperative will also be used for applicants applying for service under the LUA Program.

2. Deposits

The deposit standards used for all applicants who apply for service with the Cooperative will also be used for applicants applying for service under the LUA Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to Toll Restriction Service.

3. Billing Standards

Once service has been established for a LUA applicant, the customer will be expected to adhere to the same bill payment policies expected of any other customer.

(E) Local Exchange Service

The Cooperative will inform the LUA customer of its lowest priced options for basic local service. However, if the LUA customer chooses a higher grade of service, the service order will be issued for that service .

MEMBER SERVICES TARIFF

SERVICE CHARGES

IV. SCHEDULE OF CHARGES

A.	Business or Residence Service Order ^{(1) {2}}	
	1. Primary	\$ 7.25
	2. Secondary	4.25
B.	Premise Visit Charge ⁽¹⁾	22.75
C.	Line Connection, each C.O. Access Line ⁽¹⁾	9.00

V. INITIAL NONRECURRING CHARGES

A. Initial nonrecurring charges for auxiliary terminal equipment are identified and presented throughout this tariff if applicable as a part of the offering of individual items of equipment or of service features.

B. These charges apply in addition to the charges listed in Part III, items A through C in this Section.

⁽¹⁾ The Cooperative will waive the applicable service charges associated with the installation of a second residential access line for the promotional period from May 19, 2002 to July 19, 2002.

^{2} The Cooperative will waive the applicable service charges associated with the installation of a second residential access line for the promotional period from July 20, 2002 to August 19, 2002.

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MEMBER SERVICES TARIFF

SERVICE CHARGES

VI. INSIDE MOVE AND CHANGE CHARGES "Detariffed"

A. Inside move and change charges apply to each class of service or unit of equipment separately, except in those cases where the charge is based on the estimated cost of making the move or change required. In the latter case, the charge is based on the total estimated cost of moving or changing all of the equipment and not on each separate unit.

B. Charges for each telephone set moved or changed shall not exceed the service charges applicable to the service furnished.

VII. 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 equipment installed last shall be considered as the equipment 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 by 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.

MEMBER SERVICES TARIFF

SERVICE CHARGES

VIII. RESTORATION CHARGE

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A. In the event service is temporarily suspended for nonpayment 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
(Nonpayment of Charges)
 - a. Service Order, Primary
 - b. Line Connection
2. For customers whose service has been suspended and who subscribe to Prepaid Local Telephone Service, the Cooperative will defer the customer's service restoration 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, Secondary
 - b. Line Connection

IX. MAINTENANCE SERVICE CHARGES

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See Section 13, Restoration or Maintenance of Service Charges.

X. RETURNED CHECK CHARGE

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

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MEMBER SERVICES TARIFF
SERVICE CHARGES

DELETED

"DETARIFFED"