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**SERVICE CHARGES**

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By: Hopi Telecommunications, Inc.

**SERVICE CHARGES**

**I. GENERAL**

- A. Service Charges are in addition to all other rates and charges that may be applicable for services provided by the Company. Service Charges apply in addition to installation and construction charges incurred because of unusual costs encountered in the provision of service.
- B. Service charges are intended to cover the expense incurred by the Company in conjunction with the following:
1. Establishment of service;
  2. Change in location of a service to other premises;
  3. Transfer of service from one customer to another;
  4. Change of telephone number at customer's request;
  5. Installation of auxiliary equipment; and
  6. Restoration of service disconnected for nonpayment or failure to establish credit.
- C. The Company offers to perform repair and maintenance work only during normal working hours. All repair and maintenance work performed during other than normal hours at the customer's request shall be provided at the sole discretion of the Company at rates based on costs.

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## SERVICE CHARGES

### II. APPLICATION OF CHARGES

#### A. General

1. Service Charges are applicable for all services furnished to the customer as indicated throughout this Tariff except the service charges are not applicable for:
  - a. Normal maintenance and repair of the Company's equipment and service; and
  - b. Service to which no monthly rates apply.

#### B. Service Order Charges

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the establishment of service. It is also applicable for customer's request for additions, moves or changes to existing service.

#### C. Line Connection Charge

1. Applicable for work done in the central office or work involving central office equipment necessary to provide a network access line or make changes to an existing network access line.
2. One line connection charge applies for each line connected.
3. If service requires work in more than one central office area, this charge applies for each office.

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**SERVICE CHARGES**

**II. APPLICATION OF CHARGES (Continued)**

**D. Restoration of Service Charge**

In the event service is temporarily suspended due to non-payment of charges or for any other violations of the regulation of the Company, and the equipment is not removed from the customer's premises, service will be restored upon payment of a Restoration of Service charge.

In cases where the equipment has been removed from a customer's premises because of discontinuance of service for non-payment of charges or for any other violation of the regulations of the Company, such service will be reestablished upon payment of service charges that would normally apply for a new installation.

Restoration of Service charge is in addition to any other charges due for current service and facilities furnished up to the date of suspension of service.

**E. Maintenance of Service Charge**

In those instances where service difficulty or trouble results in a company dispatch and the trouble is found to be caused from the customer-provided or maintained inside wire, jacks and/or equipment, whether or not in accordance with the technical standards for such inside wire and jacks, the customer is responsible for the payment of a hourly Maintenance of Service Charge.

**F. Extension of Inside Wiring**

In those instances where a customer request that the Company provide extension(s) of inside wiring, a charge will apply per termination.

**G. Returned Check Charge**

A charge will be made for each returned check or moneys not honored by a bank or depository. If two (2) returned checks are received from a subscriber within a twelve (12) month period, the Company may require that all subsequent payments be made by cash, money order, or certified check.

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**SERVICE CHARGES**

**III. SCHEDULE OF CHARGES<sup>(1)</sup>**

	<u>Rate</u>	
	<u>Residential</u>	<u>Business</u>
A. Service Order Charges	\$10.00	\$12.50
B. Line Connection Charge, per access line	\$10.00	\$12.50
C. Restoration of Service Charge	\$10.00	\$12.50
D. Maintenance of Service Charge, per hour <sup>(2)</sup>	\$19.00	\$19.00
E. Extension of Inside Wiring, per termination	\$4.00	\$5.00
F. Returned Check Charge	\$25.00	\$25.00

<sup>(1)</sup> Where the service requested requires more than one of the multi-element charges described in this Tariff, the total charge is the sum of the separate charges required for each function except as otherwise provided.

<sup>(2)</sup> An additional charge of \$4.00 per hour is applicable after normal working hours.

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**SERVICE CHARGES**

**IV. LINK-UP AMERICA PROGRAM**

**A. General**

1. The Link-Up America Program is a federally sponsored telephone assistance program designed to make basic telephone service accessible to qualifying low-income customers who are currently not on the public switched network.
2. The Company shall provide Link-Up America Program assistance to all qualifying low-income customers within its service area.
3. A customer eligible for the Lifeline Program is automatically eligible for the Link-Up America Program. However, a customer may qualify and receive assistance under the Link-Up America Program independently of the Lifeline Program.
4. Assistance is provided to the qualifying low-income customer by one or both of the following programs:
  - a. A fifty percent (50%) reduction of the service connection charges, or \$30, whichever is less, for connection of telephone service at the qualifying low-income customer's principal place of residence.
  - b. A Tribal Lands customer eligible for the Link-Up America Program will receive in addition to a 50% reduction (or \$30, whichever is less) on applicable service connection charges, an additional reduction of up to \$70 to cover 100% of the charges between \$60 & \$130, for a maximum federal Link-Up support amount of \$100 per eligible Tribal Lands customer.
  - c. A one-year, non-interest assessed, deferred payment plan for payment, up to \$200, of service connection charges associated with the establishment of telephone service for the qualifying low-income customer. Service connection charges include those charges customarily assessed for the establishment of telephone service.

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**SERVICE CHARGES**

**IV. LINK-UP AMERICA PROGRAM (Continued)**

**A. General (Continued)**

5. Nothing in this section shall prohibit a customer who is otherwise eligible for the Link-Up America Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

**B. Eligibility Requirements**

1. Qualifying Low-income (Eligible) Customer Criteria

The Link-Up America Program will be provided for one (1) telephone line per household, at the qualifying customer's principal place of residence. Assistance is targeted to those individuals who participate in at least one of the following programs or whose annual household income is at or below 135% of the Federal Poverty Guidelines:

- a. Medicaid
- b. Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (Section 8)
- e. Low-Income Home Energy Assistance Program (LIHEAP)
- f. Temporary Assistance to Needy Families (TANF)
- g. National School Lunch – Free Lunch Program (NSL)

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**SERVICE CHARGES**

**IV. LINK-UP AMERICA PROGRAM (Continued)**

**B. Eligibility Requirements (Continued)**

2. Additional Tribal Lands Customers' Link-Up Qualifying Criteria

A customer residing in or near Tribal Lands as defined in FCC rules 47 C.F.R. Section 54.410(e) must participate in at least one of the following programs, or programs or income threshold described in subsection B.1 to be considered eligible for the additional discounts described in Subsection A.4.b:

- a. Bureau of Indian Affairs general assistance
- b. Tribally administered Temporary Assistance for Needy Families (TANF)
- c. Head Start (must meet program's income qualifying standard)

3. Obligations of the Customer

- a. A customer who is eligible for the Link-Up America Program shall be responsible for initiating a request for the Link-Up America Program from the Company.
- b. Prior to implementation of the Link-Up America Program, the Company shall require the eligible customer to sign a document certifying, under penalty of perjury, that:
  - (1) The customer receives benefits from one of the programs previously identified in this subsection and the identity of the specific program(s), and the customer agrees to notify the Company if the customer ceases to participate in the identified program(s); or

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**SERVICE CHARGES**

**IV. LINK-UP AMERICA PROGRAM (Continued)**

**B. Eligibility Requirements (Continued)**

**3. Obligations of the Customer (Continued)**

- b. Prior to implementation of the Link-Up America Program, the Company shall require the eligible customer to sign a document certifying, under penalty of perjury, that: (Continued)
  - (2) The customer's income is at or below 135% of the federal poverty guidelines. The number of individuals in their household must also be given.
  - (3) The customer resides on or near a reservation, as defined in 47 C.F.R. Section 54.400(e), if the customer is claiming additional Tribal Lands discounts.
- c. Customers whose annual household income is at or below 135% of the federal poverty guidelines but do not receive benefits under any of the programs listed in this subsection B. 1. or 2., shall self-certify with the Company for Lifeline Program benefits. The self-certification form must be accompanied by supporting documentation at enrollment time. Supporting documentation includes, but is not limited to, prior year's federal, state, or tribal tax returns, current income statements from employer, paycheck stub, social security statement of benefits, federal or tribal notice letter of participation in General Assistance, and retirement/pension statement of benefits. If the documentation does not cover a full year, such as paycheck stubs, three consecutive months of the same documentation from within the same calendar year is required. The customer must certify under penalty of perjury the number of individuals in the household and that the information supplied at the time of application for Lifeline Service is accurate.

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**IV. LINK-UP AMERICA PROGRAM (Continued)**

**B. Eligibility Requirements (Continued)**

4. A qualifying customer is eligible to receive the benefit of the Link-Up America Program a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link-Up America Program assistance was previously provided.

**C. Credit and Billing**

1. Credit Reference

The credit verification procedures used for all applicants who apply for service with the Company will also be used for eligible customers applying for service under the Link-Up America Program.

2. Deposits

The deposit standards used for all applicants who apply for service with the Company will also be used for eligible customers applying for service under the Link-Up America Program; however, deposit requirements will be waived for eligible customers of the Link-Up America Program who voluntarily elect to receive toll blocking.

3. Billing Standards

Once service has been established for a Link-Up America Program applicant, the customer will be expected to adhere to the same bill payment policies expected of any other Company customer.