

SERVICE CHARGES

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SERVICE CHARGES

I. GENERAL

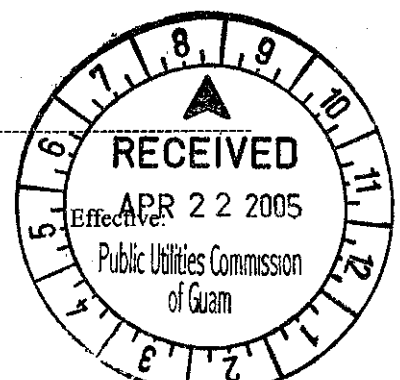
A. Categories of Service Charges

Service charges are in addition to all other rates and charges that may be applicable for services provided by GTA. They apply in addition to installation and/or construction charges.

The work functions required to establish, add to, move or change telephone service for a business or residence class of service customer or for private line services are classified by type of service charge as follows:

1. Service Ordering Charge – work performed in connection with receiving, recording and processing a customer request for service or other record order activity to be performed or provided at the same time, on the same account and on the same premises. One Service Ordering Charge is applicable per access line or channel.
2. Restoration of Service Charge – Work associated with reinstatement of service during the suspension period.

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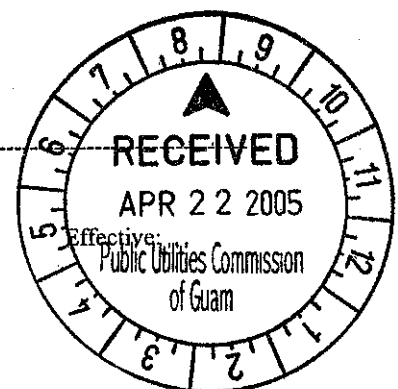


I. GENERAL (cont'd)

B. Rules

1. All registered equipment and systems and inside wire may be directly connected to the telecommunications network as specified in or authorized by the Registration Program in Part 68 of the Federal Communications Commission's (FCC's) Regulations.
2. Customer Premises Inside Wire
 - a. The customer has the option of self-providing and/or maintaining the inside wire and standard jacks (see Part C of this section for a definition of inside wire), or contracting with a vendor licensed to provide the service.
 - b. Customer Premises Inside Wire, standard jacks and equipment provided by the customer or agent must be in accordance with the standards of the National Electric Code, the National Electric Safety Codes, Part 68 of the FCC Regulations, equipment manufacturers and other applicable codes. The customer will save GTA harmless from any and all liability, claims or damage suits arising out of the customer's provision or maintenance of inside wire.
3. Changes in the locations of existing services to different premises, additional points of termination or new points outside the customer's premises are considered new installations for purposes of this tariff.
4. Customer Premises Inside Wire – all wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises Inside Wire is located on the customer's side of GTA's premises protector or Interface Point.

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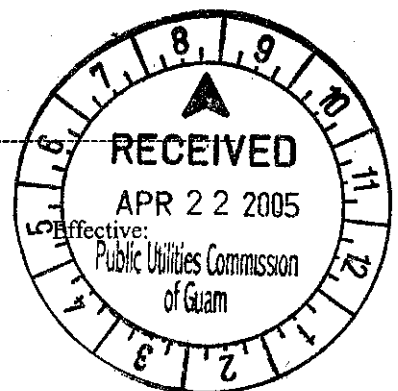
I. GENERAL (cont'd)

B. Rules (cont'd)

5. **Interface Point** – the point of interconnection between GTA communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Interface Point is located on the customer's side of GTA's protector or 1 foot inside the customer's premise where a protector is not used, and may consist of a standard jack or equivalent.

6. **House Riser Cable** – In a multi-dwelling unit, customer premise inside wire is all wiring beyond the point where house rises cable enters the apartment. It includes all wiring from the network interface point at the entrance to the multi-unit dwelling to the interface point at the entrance to the customer's apartment.

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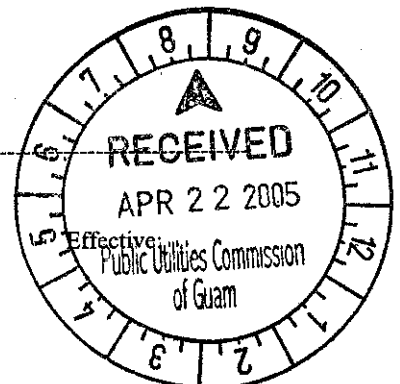


II. APPLICATION OF CHARGES

A. Service Ordering Charges

1. The primary service ordering charge is applicable:
 - a. For requests to establish an account for initial connection of service.
 - b. For connection of additional local exchange access lines, private lines or detached access 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.
 - d. For restoration of service disconnected for nonpayment after the suspension period. Such service will be restored upon payment of charges due.
2. Service charges are not applicable for:
 - a. Normal maintenance and repair of GTA's equipment and service.
 - b. Change or correction in name or billing address when there is not a change in billing responsibility.
3. The secondary service order charge is applicable:
 - a. For subsequent requests for service, number change or change in class of service.
 - b. For moves and changes of lines in the same building or in different buildings on the same premises.
 - c. To request supplemental services and other activities requiring a change in customer records or service configuration. The secondary service charge shall not apply when requesting additional vertical calling services.

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II. APPLICATION OF CHARGES (cont'd)

A. Service Ordering Charges (cont'd)

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.
5. Service order changes shall not be applied to discontinue any services.

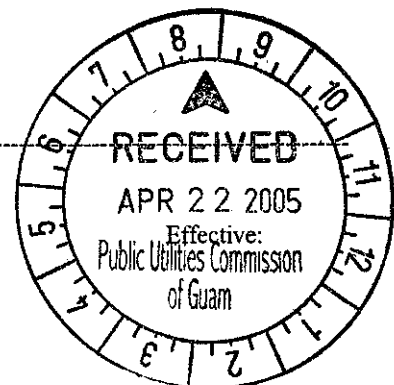
B. Inside Wire Installation Charge

Inside wire installation repair, and maintenance are non-regulated services provided by GTA. Prices, terms and conditions are not subject to regulation by the Guam Public Utilities Commission, but are available from GTA.

C. Restoration of Service Charge

Restoration of service is applicable to reinstatement of service within the 10 day suspension period. GTA may suspend service to subscriber who has not paid his/her bill on or before the 30th day after issuance of the bill. If the bill is not paid within the 10 day suspension period, GTA may then terminate the service. Reconnection of service, once terminated, will be considered a new installation.

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III. SCHEDULE OF CHARGES⁽¹⁾(²) (³)(⁴)

A. Monthly Non-recurring Charges

	Residence Rate	Business Rate
1. Service Ordering		
a. Primary (per line)	\$35.00	\$60.00
b. Secondary (per line)	\$20.00	\$35.00
2. Restoration of Service	\$25.00	\$35.00

NOTES:

(1) 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 required for each function except as otherwise provided.

(2) Service charges may be required to be paid at the time of application for service.

(3) Residential customers may request that payment for service connections be spread in equal installments over a three month period.

(4) GTA offers to perform repair and maintenance work only during normal working hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays. All repair and maintenance work performed at other than during normal hours at the customer's request shall be provided at premium rates.

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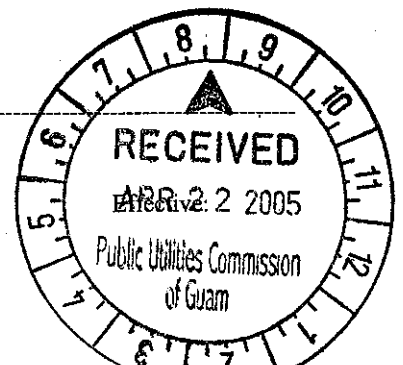
IV. RETURNED CHECK CHARGE

A. General

A charge will be made for each returned check or other payment instrument not honored by any bank or other financial institution. If the customer fails to make good a returned check and, in addition, fails to pay the returned check charge within 30 days after GTA sends a written demand for payment, the provisions of Guam Public Law 17-060 (Sections 3443 and 3444 of the Civil Code of Guam) will apply. Under this law, a person who fails to make good a returned check is liable for treble damages for the face amount of the check, up to \$750.00.

The Returned Check Charge shall initially be set at \$25.00 but may be adjusted from time to time at the discretion of GTA, to reflect the prevailing charges imposed by banks on Guam.

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V. ADDITIONAL ENGINEERING, LABOR AND MISCELLANEOUS SERVICES

This section addresses Additional Engineering and Additional Labor (which is comprised of Overtime Installation, Overtime Repair, Standby, Testing and Maintenance with Other Telephone companies, and Other Labor).

In this section, normally scheduled working hours are an employee's scheduled work period in any given calendar day (i.e., 8:00 a.m. to 5:00 p.m.) for the application of rates based on working hours.

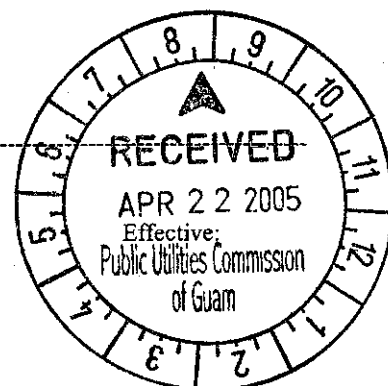
A. Additional Engineering

Additional Engineering will be undertaken only after GTA has notified the customer that additional engineering charges apply and the customer agrees to such charges.

Additional Engineering will be provided by GTA at the request of the customer only when:

1. A customer requests additional technical information after GTA has already provided the technical information normally included on the Job order Request (JOR).
2. Additional Engineering time is incurred by GTA to engineer a customer's request for a customized service.
3. A customer requested Design Change requires the expenditure of Additional Engineering time. Such Additional Engineering time is incurred by GTA for engineering review. The charge for additional engineering time relating to the engineering review, which is undertaken to determine if a design change is indeed required, will apply whether or not the customer authorizes GTA to proceed with the Design Change.

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**V. ADDITIONAL ENGINEERING, LABOR AND MISCELLANEOUS SERVICES
(cont'd)**

B. Additional Labor

Additional Labor is that labor requested by the customer on a given service and agreed to by GTA as set forth below. GTA will notify the customer that Additional Labor charges will apply before any additional labor is undertaken. A call-out of an GTA employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

1. Overtime Installation

Overtime installation is that GTA installation effort outside of normally scheduled working hours.

2. Overtime Repair

Overtime repair is that GTA effort performed outside of normally scheduled working hours.

3. Standby

Standby includes all time in excess of one-half (1/2) hour during which GTA's personnel standby to make installation acceptance tests or cooperative tests with a customer to verify facility repair on a given service.

4. Testing and Maintenance with Other Telecommunications Companies

Additional testing, maintenance or repair of facilities which connect other telecommunication companies is that which is in addition to the normal effort required to test, maintain or repair facilities provided solely by GTA.

5. Other Labor

Other labor is that additional labor not included above and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

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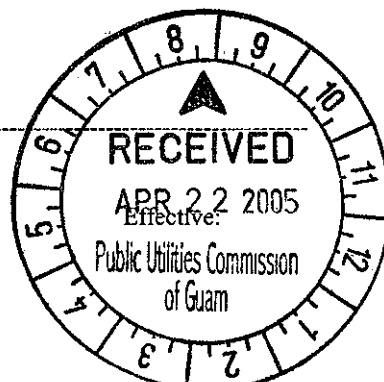


V. ADDITIONAL ENGINEERING, LABOR AND MISCELLANEOUS SERVICES
(cont'd)

C. Rate and Charges

	Non Recurring Charge
Additional Engineering, each ½ hour or fraction	
1. Basic	\$19.67
2. Overtime	\$29.50
3. Premium	\$39.33
Additional Labor Periods, each ½ hour or fraction	
-- Install & Repair	
-- Cable Splicers	
1. Basic	\$20.76
2. Overtime	\$31.13
3. Premium	\$41.51
-- Standby	
1. Basic	\$19.28
2. Overtime	\$28.92
3. Premium	\$38.56

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**V. ADDITIONAL ENGINEERING, LABOR AND MISCELLANEOUS SERVICES
(cont'd)**

C. Rate and Charges (cont'd)

Testing and Maintenance, with Other Telco, each ½ hour or fraction

-- Install and Repair

-- Cable Splicers

1.	Basic	\$19.05
2.	Overtime	\$28.57
3.	Premium	\$38.09

1. The call-out of a telephone company employee for any Additional Labor, Testing and Maintenance with Other Telco at a time not consecutive with the employee's schedule work period is subject to a minimum charge of four hours. A Secondary Service Order Charge applies to these orders unless pending services order exists.

2. Basic (8:00 a.m. to 5:00 p.m., Monday thru Friday)

Overtime (after 5:00 p.m., weekends)

Premium (Holiday)

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