

Access Charges /Subscriber Line Charges: (Federal)

- **Access Charge** A fee for the use of local exchange facilities, especially for access to these facilities to provide long-distance service.
- **Subscriber Line Charge** The physical connection from a company's central office to a customer's telephone. (The Local Loop).
- **ARC (Access Recovery Charge)** Allows incumbent local exchange carriers to recover part of the revenues lost through FCC required reductions to access rates.

Federal Excise Tax:

- This three percent tax is now applied only to local service billed separately from long distance service.

State & Local Taxes:

- These taxes are imposed by state, local, and municipal governments on goods and services.

Universal Service Charges: (Federal FUSC & KUSF)

- The Universal Service Fund (USF) provides support to promote access to telecommunications services at reasonable rates for those living in rural and high-cost areas, income-eligible consumers (**lifeline**), **rural health care facilities**, and **schools** and **libraries**.
- All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their interstate and international end-user telecommunications revenues. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers.
- Some consumers may notice a "Universal Service" line item on their telephone bills. This line item appears when a company chooses to recover its USF contributions directly from its customers by billing them this charge. The FCC does not require this charge to be passed on to customers. Each company makes a business decision about whether and how to assess charges to recover its Universal Service costs.

911 and TRS Charges:

- **911** - Charge imposed by local governments to help pay for emergency services such as fire and rescue.
- **Telecommunications Relay Service** - Charge to help pay for the relay center that transmits and translates calls for people with hearing or speech disabilities

Other Charges:

- **Directory Assistance** - Any charges for placing 411 or (area code) 555-1212 directory assistance calls.
- **Monthly Calling Plan Charge** - Charge applicable to any monthly calling plan such as unlimited long distance calling on your wireline bill.
- **Operator Assisted Calls** - Charges for any calls connected by an operator. Rates for these calls generally are higher than rates for unassisted calls.
- **Features Charges** - Wireline telephone companies offer features such as call forwarding (transferring incoming calls to another telephone number); three-way calling (holding an incoming call, placing a call to a second number, and allowing three parties to participate); call waiting (providing a signal during an ongoing call to notify that another party is calling the subscriber); voice mail (message service much like an answering machine); and Caller Identification (Caller ID) (allowing the subscriber to view the telephone number of an incoming call on a display screen). With Caller ID, non-listed or non-published numbers may be displayed unless the non-listed or non-published subscriber requests that they not be.