

POTS Service	Description	Recurring	Non-Recurring
New Line Install	Installation of new POTS service. Installation is to D-marc only, a separate charge applies for jacks/wiring. This charge applies to the first telephone line of service ordered. Each additional telephone line will be billed at \$75.00 each.	\$0.00	\$95.00
Change Fee	Changes to existing POTS service. Includes class of service changes, feature changes, listing changes, disconnects, etc. This fee applies per service order request and when changes are made to pending new service requests. A separate charge applies for jacks/wiring.	\$0.00	\$20.00
Change Fee (post-FOC)	Applies to customer requests to modify an order that is in process after a FOC has been delivered.	\$0.00	\$100.00
Busy Line Verification	This charge applies when end users request customer service to verify if a line called is busy.	\$0.00	\$7.50
Dual Service	Applies when local phone service is being transferred to a new location and the customer requests that service be operating at both locations for a temporary period. Service capability is limited by geographic area. This charge is per line and is in addition to the monthly charges for the service.	\$0.00	\$24.00
Circuits	Description	Recurring	Non-Recurring
Installation	Installation of new T-1 service. This charge includes a smart jack at the minimum point of entry. DMARC extension is available for a fee.	\$0.00	Refer to rate plan
Customer Premise-Site Visit	Installation of API supplied equipment at customer premise, includes testing, activation, and turn-up when applicable. Up to 2 hours on site, additional time will be billed at \$99.00 per hour.	\$0.00	\$275.00
Circuit Change Fee	Changes to existing T-1 service. Includes reconfiguration and adding new service to existing T-1. This fee applies per service order request.	\$0.00	\$150.00
Circuit Feature Change Fee	Applies to adding, removing or modifying features. It does not include charges for additional service being ordered. Rate applies per service order request.	\$0.00	\$25.00
Order Modification Fee (pre-FOC)	Applies to customer requests to modify an order that is in process prior to an FOC being delivered. (Due date change, configuration change, etc.)	\$0.00	\$100.00
Order Modification Fee (post-FOC)	Applies to customer requests to modify an order that is in process after an FOC has been delivered. (Due date change, configuration change, etc.)	\$0.00	\$250.00
Order Cancellation Fee (post-FOC)	Applies to customer requests to cancel an order that is in process after an FOC has been delivered.	\$0.00	\$495.00
After Hours Activation	Applies when customer requests to activate or turn-up a T-1 outside of normal business hours of 8:00 a.m. to 5:00 p.m. This service charge applies per T-1 circuit and is available during the following windows - 6:30 a.m. to 8:00 a.m. and 5:00 p.m. to 7:00 p.m. Local time.	\$0.00	\$750.00
Common Charges	Description	Recurring	Non-Recurring
Maintenance Work Charge	Applies when customer premise site visit is required for maintenance of service. This fee applies to the first hour, each additional hour will be billed at \$99.00	\$0.00	\$200.00
Inside Wiring Voice/Data Service Option 1	Applies when installation of inside wiring for a voice/data solution requires CAT 5e PVC cable. This fee includes a site visit charge and a jack termination with cable up to 300 ft.	\$0.00	\$200.00
Inside Wiring Voice/Data Service Option 2	Applies when installation of inside wiring for a voice/data solution requires CAT 5e Plenum cable. This fee includes a site visit charge and a jack termination with cable up to 300 ft.	\$0.00	\$245.00
DMARC Extension Voice/Data Service	Includes up to 300 ft. d-marc extension using Cat 5e Plenum cable with jack termination. This charge includes two hours of work by one technician. Additional time will be billed at \$99 per hour.	\$0.00	\$375.00
Missed Appointment Fee	Applies when customer is not present to receive installation or other work related to a service order that resulted in a premise visit.	\$0.00	\$300.00
Customer Premise Site Survey (per location)	Applies when a premise visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution.	\$0.00	\$225.00