

POTS Service	Description	Non-Recurring
New Line Install	Installation of new POTS service. Installation is to Demarc only, a separate charge applies for inside wiring beyond the minimum point of entry (MPOE). This charge applies to the first telephone line of service ordered. Each additional telephone line will be billed at \$75.00 each.	\$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 to inside wiring beyond the minimum point of entry.	\$20.00
Change Fee (post-FOC)	Applies to customer requests to modify an order that is in process after a FOC has been delivered. This fee will also be applied for cancellation of an order after a FOC has been assigned.	\$100.00
Busy Line Verification	The charge applies when end users request customer service to verify if a line called is busy.	\$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 the 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	\$24.00
Data/Internet Circuits	Description	Non-Recurring
Circuit Installation	Installation of a new data/internet circuit. This charge includes a smart jack at the minimum point of entry (MPOE). A separate charge applies to inside wiring beyond the minimum point of entry, to include a Demarc extension from the MPOE to the customer suite, and can be quoted prior to work being done. (Refer to Access Point Quote or Service Authorization)	Refer to rate plan
Access Point Pro-Install	If customer needs assistance in connecting equipment provided by Access Point, or customer owned equipment, Access Point will send out one of their technicians to physically be at a customer location to assist with equipment installation and/or configuration, includes testing, activation, and turn-up when applicable. This charge is for 2 hours of on-site technical assistance, any additional time will be charged at \$99 per hour.	\$275.00
Circuit Change Fee	Changes to existing Data/Internet service. Includes reconfiguration and adding new service to existing Data/Internet solution. This fee applies per service order request, but does not include any associated fee's tied to upgrade or downgrade of circuit, fee's tied to a physical move of a circuit, changes in monthly recurring fee's or any non-recurring installation fees.	\$150.00
Circuit Feature Change Fee	Applies to customer request to modify features. It does not include charges for additional service being ordered. Rate applies per service order request, but may not include changes to the monthly recurring charges associated with the change.	\$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.)	\$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.)	\$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. Once the Firm order commitment (FOC) date has passed, the circuit has been delivered, and full early termination fees apply.	\$495.00
Weekend Testing	Applies when Data/Internet circuit has been activated previously with the carrier and Access Point, Inc. tech support is requested for testing with customer provided Equipment. This must be approved by Access Point Inc., Service Delivery Team prior to scheduling. If approved, the customer shall pay weekend off hour rate of \$500 one-time and \$99 per hour.	\$500.00
After Hours Activation	Applies when a customer requests to activate a Data/Internet circuit outside of normal business hours (8:00 am to 4:00 pm M-F, EST). This service charge applies per circuit and is available during the following windows: 6:30 am to 8 am, and 5:00 pm to 10 pm EST. Confirmation with service delivery team is required before scheduling activation during these windows. Customer will pay \$250 one-time fee, and \$99 per hour to complete the activation.	\$250.00
Service Charges – IP Telephony	Description	Non-Recurring
Customer Premise Site Assessment	Applies when a premise site visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution. Site assessment includes the first two hours, additional hours will be billed at \$99/per.	\$250.00
Weekend Testing	Applies when Data/Internet circuit has been activated previously with the carrier and Access Point, Inc. tech support is requested for testing with customer provided Equipment. This must be approved by Access Point Inc., Service Delivery Team prior to scheduling. If approved, the customer shall pay weekend off hour rate of \$500 one-time fee and \$90 for each additional hour. Primary fee one-time fee is inclusive of up to 2 hours of activation time.	\$500.00

Common Charges	Description	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	\$200.00
Professional Service Fee	Applies when engineering support is requested from our Network Operations Center that is outside of scope for devices Access Point has provided a customer. Also can apply to devices that are customer owned, but customer needs configuration assistance to connect to Access Point network. Hourly rate of \$150.00, but needs to be scheduled 48 hours in advance. If less than 48 hours, "emergency" rate applies at \$250 per hour.	
Inside Wire/DEMARC Extensions	If a customer needs any wiring/structured cable work outside of minimum point of entry, the "Pro Install" fee will apply as listed above, \$275 for first two hours, each additional hour charged at \$99. This includes any inside wiring for voice/data connectivity (smart jacks, Cat3,5,5e, 6). This charge will also include any DEMARC extensions beyond the Minimum point of entry for the circuit(s). This fee only includes the labor aspect of the physical site work, additional material costs will be added if needed.	\$275.00
Emergency Dispatch Rates	If customer requests for an Access Point technician to be dispatched to a customer location on an emergency basis, the following fees apply. Emergency rates do not include material costs, which will be added to customer bill once work is completed: <ul style="list-style-type: none"> • Sunday or U.S. Observed Holiday: \$750 minimum fee (first two hours), additional \$350 per hour beyond the two. • Monday thru Saturday anytime, tech onsite within 4 hours: \$500 minimum fee (first two hours), additional \$250 for each additional hour beyond two. 	
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.	\$300.00
Customer Premise Site Assessment	Applies when a premise site visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution. Site assessment includes the first two hours, additional hours will be billed at \$99/per.	\$250.00
Tag & Locate Fee	Applies when a customer requests Access Point to re-dispatch a technician to identify where a circuit resides in the customers MPOE. This fee is associated with any service to include Data and Voice applications, equipment, or customer premise assignment.	\$200.00
Customer Account Restoral Fee	In the event a customer's service is temporarily suspended due to non-payment or billing delinquency, an account restoral fee will be applied to bring the services back online and operational. This fee applies to each specific account the service resides on.	\$25.00