

SECTION 3 – MISCELLANEOUS CHARGES AND INFORMATION

3.1 Return Check Charge

When another telecommunications carrier provides the billing function on behalf of the Company, the other carrier's bad check charge applies. Otherwise, the Company will assess the Customer a return check charge of \$25.00 for any check that is returned for any reason by the financial institution on which it is drawn.

3.2 Reserved for Future Use

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3.3 Reserved for Future Use

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3.4 Telecommunications Service Priority System

The provisioning and restoration of Services will be in accordance with the priority system specified in Part 64, Appendix A of the rules and regulations of the Federal Communications Commission.

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP system applies only to NSEP services that can be discreetly identified and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

The Executive Office of the President is empowered with the authority to receive, evaluate, and process requests for NSEP TSP services. The Executive Office of the President, through the Office of Priority Telecommunications (OPT) as its administrative branch, makes the priority level assignments and issues the TSP authorization code reflecting the priority assignments associated with the Customer's request. The Customer initiates the request for TSP service from the OPT. The Customer then provides the TSP authorization code, in addition to all other details necessary to complete the order, and submits it to the Company for appropriate action.

3.5 PremierSERVSM Frame Relay Miscellaneous Service Charges

AVAILABILITY

Effective January 14, 2011, PremierSERVSM Frame Relay Service (NFR) and PremierSERVSM ATM Service (NATM) defined in Section 2.2, Section 2.6, Section 2.7, and Section 3.5 through Section 3.7 of this Guidebook will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. The Company will support one extension of an existing contract past its current term for twelve (12) months, provided the extension is signed on or before December 31, 2012. Existing customers who do not extend an existing contract will continue with this service on a month-to-month basis until December 31, 2014. (C)

Product/Service	NRC
Order Expedite per Port-Only and Associated PVCs	\$250
Order Expedite for PVCs only (all PVCs associated with one order)	\$250
Service Order Change Charge (applies to Configuration Change, PVC Change, Port Change)	\$50
Service Order Cancellation PremierSERV SM Frame Relay	\$250
PremierSERV SM ATM Service	\$250
Labor Regular Hours	\$100/hour, billed by 1/4 hour, 1/2 hour minimum
Labor After Hours	\$125/hour, billed by 1/4 hour, 1/2 hour minimum
Construction	ICB
Move Charges	
Moves within a building	Moves within the same building will incur a charge equal to one-half (1/2) of the nonrecurring charges, that are associated with the shortest term available, and all associated special construction and material charges for the service.
Moves to a different building	Moves to a different building will incur a charge equal to the nonrecurring charges, that are associated with the shortest term available, and all associated special construction and material charges for the service.

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3.6 PremierSERVSM Frame Relay Service Order Cancellation Charge

AVAILABILITY

Effective January 14, 2011, PremierSERVSM Frame Relay Service (NFR) and PremierSERVSM ATM Service (NATM) defined in Section 2.2, Section 2.6, Section 2.7, and Section 3.5 through Section 3.7 of this Guidebook will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. The Company will support one extension of an existing contract past its current term for twelve (12) months, provided the extension is signed on or before December 31, 2012. Existing customers who do not extend an existing contract will continue with this service on a month-to-month basis until December 31, 2014. (C)

If Customer cancels an order for Service more than three (3) business days after due date has been communicated and before Service is available for use, a Service Order Cancellation Charge (ACancellation Charge@) applies. The Cancellation Charge is listed in the Chart in Section 3.5 of this Guidebook. This Cancellation Charge will apply per Service Order. For Service Orders cancelled three (3) or fewer business days before the Service due date, the request will be treated as a disconnect, and will include applicable termination charges. (C)

3.7 PremierSERVSM Frame Relay Service Order Change Charge (SOCC)

3.7.1 General

The SOCC may apply to Service that has been ordered but not installed and accepted by Customer and to Service that has been ordered and installed and accepted by Customer. Customer will be notified whether the SOCC will apply. The SOCC is listed in the chart in Section 7.5 of this Guidebook. (C)

3.7.2 Change in Service Before Installation and Acceptance by Customer

- (A) If made at least three (3) business days before Service due date, no charge applies for a Customer's request to change Service, if re-engineering is not required. For example, no charge applies in a Service Order made to change the length of a term plan or for administrative purposes such as a change of name or change in billing address, contact name, or contact telephone number.
- (B) Unless otherwise indicated in this Guidebook, the SOCC applies when Services are re-engineered. Examples of changes which require re-engineering include but are not limited to:
 - .1 Changes in serving Wire Center, Port speed, Port type, transmission speed.
 - .2 Customer requests a change of location or address in one or both of the original endpoints before installation and acceptance of Service.

3.7.3 Service Due Date Extensions

Requests to extend a Service due date will not incur a SOCC, but must be placed at least three (3) business days before the scheduled Service due date. Requests to extend a due date will be limited to a maximum of thirty (30) calendar days. If a due date more than thirty (30) calendar days beyond the originally scheduled Service due date is required, the Service Order will be cancelled and a new order for Service must be placed.

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3.8 Reserved for Future Use

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