

**SD-1.4.4 Cancellation Charges**

A Customer may cancel an order for the installation of service at any time prior to notification by AT&T that service is available for the Customer's use. The Cancellation Date is the date AT&T receives written notice from the Customer that the order is to be cancelled.

When a Customer cancels an order for a new AT&T Switched Ethernet Service Customer Port Connection, cancellation charges will apply, even when nonrecurring installation charges would otherwise be waived. Applicable cancellation charges will be calculated based on the number of calendar days between AT&T's receipt of the order and the Cancellation Date. A cancellation charge will apply on a per Port Connection basis as shown in the table below: (C)

<b>Cancellation Charge For AT&amp;T Switched Ethernet Service</b>	
<b>Cancellation Date – Calendar Days after Receipt of Order</b>	<b>Cancellation Charge (Per Port Connection)</b>
0-10	\$0.00
11-30	\$0.00
31-61	\$2,000.00
61+	\$3,000.00

**SD-1.4.4.1 When Cancellation Charges Do Not Apply**

Cancellation charges do not apply under the following circumstances: (N)

- (1) If AT&T misses a service due date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., Force Majeure conditions); (T)  
(C)
- (2) If an order is cancelled because the Customer does not agree to pay applicable Special Construction charges as described in Section SD-4.11. (T)
- (3) If AT&T requests that the Customer cancel and re-submit an order; or (N)
- (4) If the Customer cancels an order and, within 90 days after the cancellation date of that order, submits a new order for service to the same service address with bandwidth equal to or greater than the bandwidth requested in the cancelled order. Customer may be required to submit a claim for a credit for, or reversal of, the cancellation charge in order to establish that the new order is related to the cancelled order and meets the criteria specified above. (N)