

Metropolitan Telecommunications d/b/a MetTel
P.S.C. No. 4 – Telephone
Effective Date: January 15, 2022

Section: 2 Leaf: 1
Revision: 0
Superseding Revision:

SECTION 2 –SERVICE CHARGES

A. Service Order and Routine Provisioning

Change of Service Charge

A non-recurring charge that applies when a customer requests a change in the type or grade of service.

Change of Telephone Number Charge

A non-recurring per line charge that applies to each order to change a telephone number.

Connection Charge

A non-recurring per line charge which applies to (a) the installation of a new service; (b) the transfer of an existing service to a different location.

Feature Service Charge

A non-recurring charge to add, change or delete Feature Services on a line.

Inside Wire Installation Charge

If the customer chooses to have an independent contractor complete inside wiring, the Company will only be responsible for providing service up to the network interface, and the customer will only be charged a Connection Charge for the installation of new service or the move of existing service to a new location.

If the customer chooses to have the Company's technician complete the inside wiring, then an hourly rate will be charged for the time required to complete the installation

Inside Wire Maintenance Charge

A non-recurring per visit charge that applies when a customer requests noncomplex wire and jack maintenance and does not subscribe to the Monthly Inside Wire Maintenance Option.

Hunting Arrangement Charge

A non-recurring charge that applies to establish or rearrange the lines in a hunt group.

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SECTION 2 –SERVICE CHARGES, (CONT'D)

A. Service Order and Routine Provisioning, (Cont'd)

Late Payment Charge

Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% or \$5.00, whichever is greater, will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

Late payment charges do not apply to final accounts.

The late payment charge does not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article X1-A of the State of Finance Law (Chapter 153 of the Laws of 1984).

Maintenance of Service Charge

A Maintenance Service Charge will apply per visit when the Company is requested by the customer or authorized agent to locate trouble and the problem is determined not to be in facilities maintained by the Company.

Primary Interexchange Carrier Change Charge

A non-recurring per line charge that applies to each request to change the regional carrier and/or the long-distance carrier associated with the customer's line after the initial installation of service. Only one Primary Interexchange Carrier Change Charge applies to a request to change both the regional carrier and the long distance on the same line at the same time.

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SECTION 2 –SERVICE CHARGES, (CONT'D)

A. Service Order and Routine Provisioning, (Cont'd)

Record Order Charge

A Record Order Charge applies for work performed by the Company in connection with receiving, recording and processing of customer requests when only changes in Company records are involved.

Record Order Charges apply to the following:

- Addition of directory listing;
- Change in listed name, except changes resulting from death, change of marital status or court order
- Change of address
- Change of billing party
- Change from listed service to non-published service, not involving a change of telephone number

Remote Call Forwarding Charge

A non-recurring per line charge that applies to each order to establish Remote Call forwarding service.

Restoral Charge

A non-recurring per line charge that applies each time a service is reconnected after suspension at the customer's request or for non-payment but before termination of the service.

Returned Check Charge

The subscriber shall be responsible for the payment of a charge per incidence when a check which has been presented to the Telephone Company by the subscriber in payment for any charges is returned by a bank because of the subscriber's failure to maintain sufficient funds on deposit.

Rewire Charge

A non-recurring charge that applies for each request placed by the customer that requires the Company to physically rewire facilities.

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SECTION 2 –SERVICE CHARGES, (CONT'D)

B. Special Construction

1. Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Product Guide or Tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- nonrecurring charges;
- recurring charges;
- termination liabilities; or
- combinations of above.

2. Basis for Cost Computation

The above costs may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - equipment and materials provided or used;
 - engineering, labor, and supervision;
 - transportation; and
 - rights of way and/or any required easements.
- b. Cost of maintenance.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

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SECTION 2 –SERVICE CHARGES, (CONT'D)

B. Special Construction, (Cont'd)

3. Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - (1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - equipment and materials provided or used;
 - engineering, labor, and supervision;
 - transportation; and
 - rights of way and/or any required easements;
 - (2) license preparation, processing, and related fees;
 - (3) tariff preparation, processing and related fees;
 - (4) cost of removal and restoration, where appropriate; and
 - (5) any other identifiable costs related to the specially constructed or rearranged facilities.
- c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 4.A.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 4.A.2 preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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SECTION 2 –SERVICE CHARGES, (CONT'D)

C. Non-Routine Installation and/or Maintenance

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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