

PSC No.2: Telephone
Telco Experts, LLC
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SECTION 3 - CONNECTION CHARGES

3.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

3.1.1 Service Call and Premises Visit Charges

- A. A Service Call charge applies per customer order for any/all requested work or services ordered to be provided at one time, on the same premises, for the same customer. This charge recovers the cost of receiving, recording and processing a customer's request for service
- B. A Premises Visit charge applies to a customer's order when the Company must dispatch an employee or subcontractor to complete customer-requested installation or service changes. Customer is charged only once per Service Order.
- C. When a customer initiates a trouble ticket and the Company finds no cause for initiating the trouble ticket, the Customer may be responsible for payment of a charge for the Company dispatching personnel without cause.
- D. Expedite fees vary depending on the type of order being submitted. Payment of an expedite fee does not guarantee that Company will be able to comply with requested timing. All expedite requests are handled on a "best efforts" basis and rely on the cooperation of and accommodation by external service providers. Expedite fees are incurred as a result of initiating the request and are therefore not refundable even if the expedite is unsuccessful.

3.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.

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SECTION 3 - CONNECTION CHARGES (cont'd)

- B. The Company may from time to time waive or reduce the charge as part of a promotion.

3.1.3 Special Construction Charge

Should there be a basis for Special Construction for a customer, charges for special construction

will be based on the costs incurred by the Company and may include nonrecurring charges, recurring charges, termination liabilities or a combination thereof. Costs may also include the installed cost of the facilities to be provided including estimated costs for rearrangement of existing facilities. Installed cost includes cost of:

- A. Equipment and materials provided or used;
- B. Engineering, labor and supervision;
- C. Transportation;
- D. Right-of-way charge;
- E. Maintenance;
- F. Depreciation on the estimated costs of the installed facilities provided, based on the anticipated useful service life of the facility with an allowance for the estimated net salvage value;
- G. Administration, taxes and uncollectible revenue on the basis of reasonable average costs for associated items.

3.2 Reconnection Fee

A reconnection charge applies each time a service is restored after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Tariff.

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	Business
Minimum:	\$79.00
Maximum:	\$150.00

3.3 Moves, Adds and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Any issue arising from a Move, Add or Change of Company's equipment or facilities performed by customer, including, but not limited to, interruption of service, will be the sole responsibility of the customer. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of services and/or products to existing equipment and/or service at one location.

Change: Change - including rearrangement or reclassification - of existing service at the same location.

Business Charge per:	Move	Add	Change
Minimum:	\$499.00	\$499.00	\$500.00
Maximum:	\$1,500.00	\$1,500.00	N/A

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3.4 Cutover Fees

Cutovers can be schedule to commence Monday through Friday (excluding company observed and national holidays) between 7 AM and 6 PM in the time zone of the end user. Cutovers are planned with the objective of being concluded by 7 PM in the time zone of the end user.

3.4.1 Cutovers that are aborted because end user personnel are unavailable and less than 24 hours of that unavailability is given will be charged to customer in an amount up to \$500.00 depending on the type of service cut over and regardless of third party responsibility for failure to execute the cut-over.

3.4.2 Failure to join the conference bridge for a scheduled cut-over without prior notice will result in a charge to customer of up to \$750.00 depending on the type of service.

3.5 Cancellation Fee

A cancellation charge applies each time a service is canceled by the customer and is also referred to as an early termination charge. Upon cancellation or early termination of a service, customer will owe the monthly recurring charge for the service multiplied by the number of months remaining in the contract term.

3.6 Disconnection of Service

Following submission of a disconnection order to the Company, billing will stop 30 days thereafter. If disconnection occurs prior to completion of the contract term, Customer is liable for an early termination fee as noted in Section 3.5.

3.7 Record Order Charge

A Record Order Charge applies to any work performed by the Company in connection with receiving, recording and processing customer requests. A Record Order Charge does not apply when a Service Order Charge also applies. Such charge include, but are not limited, to any of the following:

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- a. Addition of directory listings.
- b. Change in listed name.
- c. Change of address.
- d. Change of billing party.
- e. Change of listed service to non-published service not involving a change in telephone number.

Minimum: Business
\$30.00

Maximum: \$50.00

3.8 Trouble Isolation Charge

When a visit to Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician or a technician acting on behalf of the Company, and the problem is attributable to Customer's equipment or inside wiring, a separate charge of \$150/hour of technician time will be assessed in addition to any/all other charges for the visit.

3.9 Primary Interexchange Carrier Change Charge

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. This service is offered on a non-discriminatory basis and is at the sole discretion of the Customer. The Customer's request for this service must be clearly set forth on a Letter of Authorization. If request is ordered or charged via the Company's toll-free number, Customer must also follow up with a Letter of Authorization sent via email or fax to the Company and signed by a party authorized to make changes to Customer's account. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

Minimum: \$3.00

Maximum: \$6.00

3.10 Non-recurring Installation and Activation Charges

Issued By: Peter Goldberg, President, 38 Park Avenue, Rutherford, N.J. 07470

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The following charges attach upon service installation and activation:

Non-recurring Charge	Minimum	Maximum
General Activation Fee	\$125.00	\$3,000.00
Metro Ethernet	\$1,000.00	\$3,500.00
Ethernet over copper	\$300.00	\$1,500.00
ADSL	\$199.00	\$299.00
SDSL	\$225.00	\$500.00
VDSL	\$299.95	---
Channel T1	\$250.00	\$500.00
T1 (PRI and Standard)	\$300.00	\$999.00
Dynamic Integrated T1	\$300.00	\$999.00
Equipment Installation	\$125.00	\$300.00
Toll-Free Service	\$50.00	\$75.00

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