

ComNet (USA) LLC
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Section: 8
Leaf No: 5
Revision: 0
Superseding revision:

SECTION 8: MISCELLANEOUS SERVICES

8.3 Directory Assistance (cont'd.)

8.3.2 Rates (cont'd.)

	<u>Local</u>
Per Number Requested	\$0.29

B) A credit will be given for calls to Directory Assistance when:

- 1) the Customer experiences poor transmission or is cut-off during the call.
- 2) the Customer is given an incorrect telephone number or
- 3) the Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive credit, the customer must notify the Company operator or Business Office of the problem experienced...

8.4 Service and Maintenance Charges

8.4.1 Order Change Charge

The Order Change Charge will apply when the Company performs some alteration to a customer's existing telephone service including:

Establish Account	\$37.50
Moves, Changes	\$18.50
Record Order	\$17.00
Line Connect	\$26.80
Line Change	\$17.80

8.4.2 Expedited Order Charge

An Expedited Order Charge will apply when a customer requests a service date that is earlier than the standard interval service date for the service ordered. The request for an earlier service date may be received from the customer prior to the issuance of an order, or after the order has been issued but prior to the service date. ComNet's acceptance of an expedited order is not a guarantee, implied or otherwise, that the service will be installed on or before the customer's requested date. If ComNet accepts an expedite order and does not meet the customer's requested date, the expedite order fee will be refunded.

Non-recurring charge: \$175.00 per request

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Cancelled effective 10/15/2018.
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