

ComNet (USA) LLC
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SECTION 8: MISCELLANEOUS SERVICES

8.4 Service and Maintenance Charges (cont'd.)

8.4.3 Maintenance Visit Charge

If an on-premise visit by the Company is required for trouble or service difficulties not resultant from the Company's provided equipment up to and including the demarcation point, a Maintenance Visit Charge may be assessed to the subscriber for the visit by the Company and reasonable hourly charges by the technician.

Non-Recurring Charge: \$50.00 per visit

8.4.4 Labor Charges

The following charges shall apply for labor performed by the Company per Customer request. Labor hours are billed in half-hour increments.

Normal business hours: \$150.00 first 1/2hr, \$50.00 each additional 1/2hr (Monday through Friday, 8:00 a.m. to 6:00 p.m., except ComNet holidays*)

Off-hour business hours: \$300.00 first 1/2hr, \$75.00 each additional 1/2hr (Monday through Friday, 6:00 p.m. to 8:00 a.m., except ComNet holidays*)

Saturdays, Sundays, and ComNet Holidays*: \$500.00 first 1/2hr, \$125.00 each additional 1/2hr

*Holidays include New Year's Day (January 1), Memorial Day (the last Monday in May), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

8.4.5 DID Number Translation Charge

The DID Number Translation Charge covers customer-initiated translation work that takes place within the Company's switching platforms or network in order to properly route calls to customer specifications.

Non-recurring charge: \$100.00 Monthly Recurring Charge: \$100.00

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Cancelled effective 10/15/2018.
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