Wide Voice, LLC Effective: December 10, 2011

## SERVICE DESCRIPTIONS (cont'd)

## 3.1 Access Services (cont'd)

- 3.1.1 Access Service Order (cont'd)
  - D) <u>Cancellation of an Access Service Order (cont'd)</u>
    - 2) When a Customer cancels a Standard Interval or Negotiated Interval Access Service Order for the installation of service, a cancellation charge will apply as follows:
      - (a) When the Customer cancels an Access Service Order, a charge equal to the estimated provisioning costs incurred at a particular date for the service ordered by the Company shall apply.
      - (b) If the Company misses a service date for a Standard or Negotiated Interval Access Service Order by more than thirty (30) days, due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the Customer may cancel the Access Service Order without incurring cancellation charges.

## E) <u>Minimum Period</u>

- 1) The minimum period for which Access Service is provided and for which charges are applicable is one month.
- 2) The following changes will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service.