

RCN Telecom Services of New York, LP
PSC No. 6 - Telephone
Initial Effective Date: June 7, 2012

Leaf No. 47
Revision No. 0
Superseding Revision No. 0

SPECIAL ACCESS SERVICES

4. RATE INFORMATION (cont'd.)

4.3 Service Calls

When a Customer reports trouble to the Company for clearance and no trouble is found in the RCN facilities, the Customer may be responsible for payment of a charge calculated from the time RCN personnel are dispatched to the Customer Premise until the work is completed.

4.3.1 Service Call Charge Rates

1) Service Calls

Normal RCN Business Hours

First half hour	\$100.00
Each Add'l half hour	50.00

Off-Hour RCN Business Hours

First half hour	\$300.00
Each Add'l half hour	75.00

Sunday and Holiday RCN Business Hours

First half hour	\$500.00
Each Add'l half hour	125.00

* RCN Holidays are: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day