

XAND CLEC, LLC
NY P.S.C. Tariff No. 1 - Telephone
Initial Effective Date: October 31, 2012

Leaf No. 47
Revision: 0
Superseding Revision:

3. RULES AND REGULATION (CONT'D)

3.11 Cancellation or Delay of Service Orders. (Cont'd)

3.11.2. Delay of a Service Order. (Cont'd)

C. Critical Dates for Cancellation of Private Line Service Orders. (Cont'd)

If a Service Order for Private Line Service is cancelled by the Customer prior to the SID, no cancellation charge applies. For cancellations by the Customer on or after the SID, a cancellation charge will apply. The amount of the cancellation charge will vary according to the category of Service ordered and the date reached in the critical date schedule. If the Customer or the Company delays the due date of a Service Order in accordance with 3.11.2.A or B above, the critical date schedule for the Service Order will be revised for those critical dates not yet passed. Subsequent cancellation of the delayed Service Order by the Customer will cause a cancellation charge based on the revised schedule to be incurred.

3.12 Customer Service. Customer Service may be contacted in writing at Xand CLEC, LLC, 11 Skyline Drive, Hawthorne, New York, 10532. The Customer can reach Customer Service via telephone by calling (914) 592-8282. Customer Service representatives are available to assist with complaints during Company's regular business hours.

3.13 Rendering and Payment of Bills. The Customer is ultimately responsible for payment of all charges for the Services provided by the Company to the Customer and its End Users, including, but not limited to, charges associated with Calls originated at the Customer's number(s), accepted at the Customer's number(s) or billed to the Customer's number(s) via Calling Cards, and the Services requested by the Customer.

3.13.1. Billing Period. The billing period is generally one calendar month; provided, however, that for purposes of billing Monthly Recurring Charges, each month is considered to have 30 days. Usage Charges for the Services will be billed monthly in arrears; Monthly Recurring Charges will be billed monthly in advance; one-time fees will be billed upon completion of the associated Service. Monthly Charges start on the day after the Services are installed, but not before the due date of the order unless the Customer agrees to an earlier installation. Monthly Recurring Charges accrue through and include the day that the Services are discontinued.

Issued By: President, 11 Skyline Drive, Hawthorne, NY 10532