
SECTION 3 - CONNECTION CHARGES

3.4 Charges Associated with Premises Visit

3.4.1 Terms and Conditions

The customer may ask for an estimate or a firm bid before requesting a Company technician to visit the customers' premises. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested. Special Construction charges are identified in Section 9.1.

	<u>Minimum</u>	<u>Maximum</u>	
Per Premises Visit, Residence:	\$10.00	\$50.00	(Per 1/2 Hour)
Per Premises Visit, Business:	\$10.00	\$50.00	(Per 1/2 Hour)

The Company will provide an on-site service technician(s) dedicated to specific Customer locations when requested by the Customer. The charges for an on-site service technician will be determined on an Individual Case Basis, and will be based on factors including, but not limited to: time-of-day, day-of-week and holiday coverage periods; equipment and inventory requirements; travel; hazardous conditions; and level of service support required. The Company may require the Customer to sign a term commitment for the Customer's network services as a condition for providing an on-site service technician.

3.4.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

	<u>Minimum</u>	<u>Maximum</u>	
Per Premises Visit, Residence:	\$10.00	\$50.00	(Per 1/2 Hour)
Per Premises Visit, Business:	\$10.00	\$80.00	(Per 1/2 Hour)