# SECTION 5 – <u>RATES AND CHARGES</u>, (Cont'd.)

# 5.1 Services, (Cont'd.)

## 5.1.5 Volume & Term Discounts

The base monthly recurring charges as set forth in this section five (5) may be discounted based on the volume and term of the Service Order.

# **5.2** Special Construction

# 5.2.1 Basis for Charges

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include:

- A. nonrecurring type charges;
- B. recurring type charges;
- C. termination liabilities; or
- D. combinations thereof.

# 5.3 Site Visit and Repair

If Company must make visits to furnish maintenance or repair on equipment that ultimately is not the responsibility of Company, a charge may apply.

#### 5.4 Service and Promotional Trials

## 5.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential Customer to a service not previously subscribed to by the Customer.

Issued: March 16, 2010 Effective: April 15, 2010

Issued By: Frances McComb, General Counsel; Exec. VP - Law & Public Policy

1450 East Parham Road Richmond, Virginia 23280