

PAETEC Communications, LLC
NY PSC Tariff No. 2 - Telephone
Effective Date: October 29, 2017

Leaf: 67
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES TARIFF

SECTION 3 - CONNECTION CHARGES (Cont'd)

3.1 CONNECTION CHARGE (Cont'd)

3.1.1 General (Cont'd)

- c. Service Calls: When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time is billed in 15 minute increments

Per hour rate per technician	Minimum	Maximum
	\$42.50	\$127.50

d. Central Office Line charge:	Minimum	Maximum
Up to 99 lines	\$21.50	\$64.50
100+ lines	\$15.00	\$45.00
Centrex line	\$30.00	\$90.00

3.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.4.