

Clear Rate Communications, Inc.  
Effective Date: September 17, 2018

PSC NY No. 1 - Communications  
Section: 3  
Leaf: 2  
1<sup>st</sup> Revised Cancels Original

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Change - including rearrangement or reclassification - of existing service at the same location.

	<u>Move</u>	<u>Add</u>	<u>Change</u>	
Charge :	\$ 59.00	\$ 59.00	\$ 11.95	(T)

### 3.4 MAINTENANCE VISIT CHARGE

An MVC, a/k/a Trouble Location Charge, describes that process where the Company determines whether the trouble reported by the Customer is due to the Company or to the Customer. A Network Interface Device (NID) is one form of a Company Service demarcation point that provides a customer with a test point where he/she can pretest service conditions before initiating a trouble report to the Company. Where a NID exists, if the Company is able to test for Dial Tone at the NID and the problem proves to be beyond the NID (within Customer premises) a charge for trouble location is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no trouble location charge will be assessed. In those cases where the customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company no trouble location charge will be applicable regardless of the dialtone test results or whether a NID exists or not.

Maintenance Visit Charge, per visit:

Per Hour	\$119.00
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All wire and equipment charges are in addition to any maintenance visit charges.

Maintenance False Dispatch Charge, per visit:	\$99.00
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