

TVC Albany, Inc. dba FirstLight Fiber  
P.S.C. Tariff No. 3 – Access  
Date Effective: November 30, 2016

Original Leaf 67  
Revision 0  
Supersedes Revision 0

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## INTRASTATE ACCESS SERVICE

### 5. Access Ordering (cont'd)

#### 5.1 General (cont'd)

##### 5.1.1 Service Installation (cont'd)

The Company shall make available to all Customers, upon request, a schedule of applicable service intervals for Switched Access Services. The schedule shall specify the applicable service intervals for services and the quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

The Company will not accept orders for service dates which exceed the applicable service date by more than six months.

Access Services will be installed during Company business days. If a Customer requests that installation be done outside of scheduled work hours, and the Company agrees to this request, the Customer will be subject to applicable Additional Labor Charges as set forth in the Company's rate schedule.

##### 5.1.2 Expedited Orders

When placing an Access Order, a Customer may request a service date that is prior to the applicable service date. Additionally, a Customer may also request an earlier service date on a pending Access Order. In this case, an access order modification as set forth in Section 5.4 following would be required. If the Company determines that the service can be provided on the requested rate and that additional labor cost or extraordinary costs are required to meet the requested service date, the Customer will be notified and will be provided with an estimate of the additional charges involved. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges. Such additional charges will be determined and billed to the Customer as explained following.

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ISSUED BY: Jill Sandford, Vice President and General Counsel  
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