

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

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Revision 0
Supersedes Revision 0

INTRASTATE ACCESS SERVICE

5. Access Ordering (cont'd)

5.5 Minimum Periods and Cancellations (cont'd)

5.5.3 Cancellation of an Access Order

- A. A Customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Company receives written or verbal notice from the Customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a Customer or Customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the Customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in (B) following will apply, or
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the Customer, shall be the 31st day beyond the original service date of the Access Order.

- B. When a Customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:
1. Installation of Switched Access Service facilities is considered to have started when the company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
 2. Where the Customer cancels an Access Order prior to the start of an installation of access facilities, no charges shall apply.

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