

TVC Albany Inc. dba FirstLight Fiber
PSC Tariff No. 2 – Telephone
Date Effective: November 30, 2016

Original Leaf 51
Revision 0
Superseding Revision .

Section 3 – CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.1 Terms and Conditions

The customer may request that the Company install, maintain, or service Inside Wire (as defined by the Federal Communications Commission). Any such work will be provided on a non-regulated basis, except that the limitations of liability provisions of this tariff shell nonetheless be incorporated by reference and shall apply to any facilities, wire, or equipment installed by the Company, or any service related thereto or otherwise provided by the Company..

3.4.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but not identified by the Company's technician as attributable to the Company's network, equipment, or service, a separate charge applies in addition to all other charges for the visit.

	Min	Max
Per Hour Premises Visit, Residence:	\$ 10.00	\$ 200.00
Per Hour Premises Visit, Business:	\$ 10.00	\$ 200.00

3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

Charge: \$ 5.00

3.6 RECORD ORDER CHARGE

The Record Order Charge (ROC) will be applied when a Customer requests an administrative change to their account, such as change in billing name or billing address. The ROC will also apply in other situations where the Customer requests an administrative change, as specified in this tariff.

	Min	Max
Charge:	\$ 10.00	\$ 75.00

Issued by: Jill Sandford, Vice President and General Counsel
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