

**thinQ, Inc.**  
New York PSC No. 1 - Telephone  
Effective Date: May 26, 2016

Section 4  
Original Leaf 1

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## SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)

### 4.1 Service Order and Change Charges

#### 4.1.1 General

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**Primary Line Connection Charge:** Applies to requests for initial connection or establishment of telephone service with the Company.

**Secondary Line Connection Charge:** Applies to installation of a second or additional access line.

**Conversion Charge:** Applies when converting service "as-is" from the incumbent LEC.

**Service Order Charge:** Applies to connection of new lines and to services orders associated with Customer requests for changes in service, moves, and the addition of services, including the additional of calling features.

#### 4.1.2 Minimum / Maximum Rates

|                        | <u>Business</u> |            |
|------------------------|-----------------|------------|
|                        | <u>Min</u>      | <u>Max</u> |
| Line Connection Charge |                 |            |
| Primary Line           | \$39.99         | \$160.00   |
| Secondary Line         | \$9.99          | \$40.00    |
| Conversion Charge      |                 |            |
| Primary Line           | \$4.99          | \$20.00    |
| Secondary Line         | \$2.49          | \$10.00    |
| Service Order Charge   |                 |            |
| Moves/Adds/Changes     | \$10.00         | \$40.00    |

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Aaron Leon, CEO  
thinQ, Inc.  
5420 Wade Park Blvd Suite 100  
Raleigh, North Carolina 27607