

PSC NO. 5 TELEPHONE  
Broadwing Communications LLC  
Initial Effective Date: March 11, 2021

Section 12 Leaf 1  
Revision 1  
Superseding Revision: 0

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**SECTION 12 – MISCELLANEOUS SERVICES**

12.1 Reserved For Future Use

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NY2021-01

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Issued by: Chantel Bosworth, Director – Government Operations, Monroe, Louisiana 71203

PSC NO. 5 TELEPHONE  
Broadwing Communications LLC  
Initial Effective Date: March 11, 2021

Section 12 Leaf 2  
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**SECTION 12 – MISCELLANEOUS SERVICES**

12.1 Reserved For Future Use (cont'd.)

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PSC NO. 5 TELEPHONE  
Broadwing Communications LLC  
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**SECTION 12 – MISCELLANEOUS SERVICES**

12.2 Reserved For Future Use

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PSC NO. 5 TELEPHONE  
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**SECTION 12 – MISCELLANEOUS SERVICES**

12.2 Reserved For Future Use (cont'd.)

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12.3 Reserved For Future Use

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Issued by: Chantel Bosworth, Director – Government Operations, Monroe, Louisiana 71203

PSC NO. 5 TELEPHONE  
Broadwing Communications LLC  
Initial Effective Date: June 17, 2006

Section: 12 Leaf: 5  
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SECTION 12: MISCELLANEOUS SERVICES

12.4 Reserved For Future Use

PSC NO. 5 TELEPHONE  
Broadwing Communications LLC  
Effective Date: July 14, 2006

Section: 12 Leaf: 6  
Revision 1  
Superseding Revision 0

## SECTION 12: MISCELLANEOUS SERVICES

### 12.5 Service and Maintenance Charges

#### 12.5.1 Order Change Charge

An Order Change Charge will apply when the Company performs some alteration to a customer's existing telephone service including moves, adds, changes and disconnects, or for establishing new service.

Non-recurring charge: \$150.00 per change

#### 12.5.2 Expedited Order Charge

An Expedited Order Charge will apply when a customer requests a service date that is earlier than the standard interval service date for the service ordered. The request for an earlier service date may be received from the customer prior to the issuance of an order, or after the order has been issued but prior to the service date. Broadwing's acceptance of an expedited order is not a guarantee, implied or otherwise, that the service will be installed on or before the customer's requested date. If Broadwing accepts an expedite order and does not meet the customer's requested date, the expedite order fee will be refunded.

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Non-recurring charge: \$500.00 per request

#### 12.5.3 DID Number Translation Charge

The DID Number Translation Charge covers customer-initiated translation work that takes place within the Company's switching platforms or network in order to properly route calls to customer specifications.

Non-recurring charge: \$100.00

Monthly Recurring Charge: \$100.00

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Initial Effective Date: June 17, 2006

Section: 12 Leaf: 7  
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## SECTION 12: MISCELLANEOUS SERVICES

### 12.5 Service and Maintenance Charges (cont'd)

#### 12.5.4 Labor Charges

The following charges shall apply for labor performed by the Company per Customer request. Labor hours are billed in half-hour increments.

Normal business hours: \$150.00 first ½ hr, \$50.00 each additional ½ hr  
(Monday through Friday, 8:00 a.m. to 6:00 p.m., except holidays\*)

Off-hour business hours: \$300.00 first ½ hr, \$75.00 each additional ½ hr  
(Monday through Friday, 6:00 p.m. to 8:00 a.m., except holidays\*)

Saturdays, Sundays, & Holidays\*: \$500.00 first ½ hr, \$125.00 each additional ½ hr

\*Holidays include New Year's Day (Jan. 1), Memorial Day (the last Monday in May), Independence Day (July 4) Labor Day (the first Monday in Sept.), Thanksgiving Day (the fourth Thursday in Nov.) and Christmas Day (Dec. 25).

#### 12.5.5 Service Trip Charge

If an on-premise visit by the Company is required for trouble or service difficulties not resultant from the Company's provided equipment, a Service Trip Charge may assessed to the subscriber for the visit by the Company and reasonable hourly charges by the technician.

#### Non-Recurring Charge

Per Visit \$50.00

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**SECTION 12 – MISCELLANEOUS SERVICES**

12.6 Restoration of Service

A restoration charge applies to the re-establishment of service and facilities suspended because of nonpayment of bills and is payable at the time that the re-establishment of the service and facilities suspended is arranged for. The restoration charge does not apply when, after disconnection of service, service is later re-established. The following rates apply per occasion:

Non-Recurring Charge

Per Occasion	\$50.00
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**SECTION 12 – MISCELLANEOUS SERVICES**

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**SECTION 12 – MISCELLANEOUS SERVICES**

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**SECTION 12 – MISCELLANEOUS SERVICES**

12.9 Reserved For Future Use (cont'd)

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