

3. SERVICE CONNECTION AND MAINTENANCE CHARGES

3.1. GENERAL

The Company's service is subject to nonrecurring service charges that apply to customer requests for connecting, moving or changing service. These charges are in addition to any other scheduled rates and charges that would normally apply under this Service Guide.

Charges for the connection, move, or change of service will apply for work being performed during the Company's normal business hours. If the customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once has it begun, an additional charge may apply based upon the additional cost involved. All changes in location of the customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying.

3.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

3.2.1. DESCRIPTION OF CHARGES

A Service Connection Charge or Line Activation Charge applies when a customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

- A. The Service Connection Charge applies per occurrence for the initial or subsequent installation of broadband facilities and equipment, and to any change of location of such facilities and equipment.
- B. The Primary Line Activation Charge applies per occurrence where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies in lieu of the Primary Line Activation Charge.
- C. The Additional Line Activation Charge applies per occurrence for additional lines where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies. The Additional Line Activation Charge will be waived if the Service Connection Charge or Primary Line Activation Charge applies.
- D. The Line Restoration Charge will apply on each line to be restored after disconnection for non-payment of charges.
- E. The Service Dispatch Charge will apply for any subsequent request to add or modify facilities after initial installation.

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3.3. SERVICE CHANGE CHARGES

3.3.1. DESCRIPTION OF CHARGES

Service Change Charges apply per line when a customer requests a change in existing service.

- A. Telephone Number Change - A charge applies to each customer-requested change in telephone number.
- B. Feature Change Charge - Applies to an existing line when the customer requests to add or change a standard feature. This charge is assessed per access line for each occurrence.
- C. Primary Interexchange Carrier (PIC) Change Charge - A PIC Change Charge will apply to existing Comcast Local Service customers who request a change in their PIC designation for pre-subscription of InterLATA or IntraLATA services. If a subscriber changes both the InterLATA and IntraLATA Presubscribed Interexchange Carrier at the same time, no more than 50% of the otherwise applicable IntraLATA Presubscription Change Charge will apply.

3.4. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES

A repair trip charge may apply when a customer refuses to use the Network Interface Device (NID) and the trouble is found to be with the customer's inside wire or equipment. The trip charge will not apply if the customer does not have a NID, the Company does not explain the use of the NID, or the trouble is found to be with the Company's service.

3.4.1. DESCRIPTION OF CHARGES

Repair and Maintenance Premises Visit Charges apply per customer order for all work or services ordered to be provided at one time on the same premises, for the same customer. This charge will vary depending upon the day of the week and the time of day service is requested by the customer as follows:

- Basic Time - Work performed Monday through Saturday between 8:00 AM and 8:00 PM.
- Overtime - Work performed Monday through Saturday between 8:00 PM and 8:00 AM.
- Premium Time - Work performed on Sundays and on national holidays.

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3.5. RATES AND CHARGES

**NONRECURRING
CHARGE
BUSINESS**

3.5.1. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

A. Service Connection Charge	\$60.00
B. Primary Line Activation Charge	60.00
C. Additional Line Activation Charge	60.00
D. Line Restoration Charge after disconnection for non-payment, per line	60.00
E. Service Dispatch Charge (subsequent to initial installation)	90.00

3.5.2. SERVICE CHANGE CHARGES

A. Telephone Number Change	20.00
B. Feature Change Charge	5.00
C. PIC Change Charge (OutPICs only)	5.00
D. Electronic PIC Change Charge	1.25

3.5.3. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES

A. Basic Time (per visit)	115.00
B. Overtime (per visit)	175.00
C. Premium Time (per visit)	230.00