

4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.1. GENERAL

Insight Local 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 Tariff.

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.

4.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

4.2.1. DESCRIPTION OF CHARGES

A Service Connection Charge and/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 will apply to the installation of certain facilities and equipment, and if any change of location is required for such facilities and equipment.
- B. A Line Activation Charge will apply per line if certain facilities and equipment are suitably installed and located to facilitate the establishment of the customer's service. This charge applies to the primary line as well as to any additional lines on the customer's premises. Where existing facilities are not available, the Service Connection Charge will apply in lieu of the Line Activation Charge.
- C. A Line Restoration Charge will apply on each line to be restored after suspension for non-payment of charges.
- D. A Service Dispatch Charge will apply for any subsequent request to add or modify facilities after initial installation.
- E. A Porting Charge will apply to port a phone number from another company to Insight.

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4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.3. SERVICE CHANGE CHARGES

4.3.1. 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 Insight Local Service 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 Insight Local Service customers who request a change in their PIC designation for pre-subscription of interLATA or intraLATA services. If the Customer simultaneously changes both the intraLATA PIC and the interLATA PIC on the same line or trunk to the same Carrier, only the interLATA PIC Change Charge will apply. If the Customer simultaneously changes both the intraLATA PIC and the interLATA PIC on the same line or trunk to separate Carriers, both the IntraLATA and InterLATA PIC Change Charges will apply.
- D. Change of Billing Responsibility - This charge applies when a customer requests that the billing responsibility for an existing Business Local Service account be changed to reflect a new name.
- E. Directory Listing Change Charge - A charge will apply to each customer-requested change in directory listing.
- F. Move Change Charge - The customer will be assessed a Move Change Charge for the disconnection of existing equipment at one location and reconnection of the same equipment at a new location within the same local exchange area. Service Dispatch charges may also apply.

4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.4. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES

4.4.1. 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. An initial visit charge applies for the first hour of work or fraction thereof, and an additional charge will apply per each additional half hour increment or fraction thereof.

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4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.5. RATES AND CHARGES

4.5.1. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

	<u>NONRECURRING CHARGE</u>
A. Service Connection Charge (initial installation of new facilities or relocation of existing facilities)	\$30.00
B. Primary Line Activation Charge (initial activation without installation or relocation)	25.00
C. Line Activation Charge (initial activation of additional lines without installation or relocation)	30.00
D. Line Restoration Charge after disconnection for non-payment, per line	45.00 (I)
E. Service Dispatch Charge (subsequent to initial installation)	45.00
E. Porting Charge	10.00

4.5.2. SERVICE CHANGE CHARGES

A. Telephone Number Change	20.00
B. Feature Change Charge	5.00
C. PIC Change Charge (OutPICs only)	5.00
D. Customer Change to Lifeline Service	0.00
E. Directory Listing Change Charge	5.00
F. Move Change Charge	
a. Henderson, Lexington, & Louisville Exchanges	25.00
b. Shepherdsville Exchange	15.00

4.5.3. REPAIR AND MAINTENANCE CHARGES

A. Initial Hour, or fraction thereof	44.95
B. Each Additional ½ Hour, or fraction thereof	20.00