

**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.1. 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 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 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.

Customers may select a deferred payment arrangement for the payment of local residential service installation charges. A deferred payment arrangement will allow such charges to be paid to the Company over a three-month period of time after installation.

- A. The Service Connection Charge applies per occurrence for the initial or subsequent installation of 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 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.

**INSIGHT LOCAL SERVICE TARIFF  
P.U.C.O. No. 1**

**INSIGHT PHONE  
OF OHIO, LLC**

**SECTION 4**  
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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES (CONT'D)**

**4.2.1. DESCRIPTION OF CHARGES (CONT'D)**

- C. The Additional Line Activation Charge applies per occurrence for additional lines where existing 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.

**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 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 - Information about PIC change charges is included in Insight's Telephone Service Requirements Form. The company will waive one-half of the intraLATA PIC Change Charge when such changes are performed simultaneously with an interLATA PIC change. (C)  
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By: Gregory Cameron, Director of Telecommunications Legal Affairs, New York, New York

**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.3. SERVICE CHANGE CHARGES (CONT'D)**

**4.3.1. DESCRIPTION OF CHARGES (CONT'D)**

- D. 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.

**4.4. 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.

**4.4.1. DESCRIPTION OF CHARGES**

Repair and Maintenance Premises Visit Charges will 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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**SECTION 4  
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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.5. RATES AND CHARGES**

See Price List for currently billed rates.

**NONRECURRING CHARGE  
MAXIMUM**

**4.5.1. 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

**4.5.2. SERVICE CHANGE CHARGES**

A. Telephone Number Change	\$40.00
B. Feature Change Charge	\$10.00
C. PIC Change Charge (OutPICs only)	\$5.00
D. Move Change Charge	\$22.50

**4.5.3. REPAIR AND MAINTENANCE CHARGES**

A. First Hour, or fraction thereof	\$60.00
B. Each Additional ½ Hour, or fraction thereof	\$40.00

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