

Miscellaneous Charges



New Circuit / Service Installation:

CHARGE TYPE	DESCRIPTION	CHARGE
Cancellation of Service Order	Customer's cancellation of Service Order prior to the Service Date	<ul style="list-style-type: none"> \$100.00 per circuit plus, for Off-net circuits, an additional Off Net cancellation charge will apply as set forth in the chart below.
Modification of Service Order	Customer's request to modify a Service Order prior to installation (as an example, requesting to delay an installation date)	<ul style="list-style-type: none"> \$100.00 per Service Order being modified. An Off-net cancellation charge will also apply if Customer requests to delay installation of an Off-Net circuit by more than 30 days.
Expedited Installation of Service	Customer requests that TWTC install Service sooner than the installation date quoted by TWTC to Customer	<p>All voice, data, Internet, and transport Services provisioned at a service location utilizing DS1 circuit(s) or below:</p> <ul style="list-style-type: none"> \$500 per On-net circuit \$1000 per Off-net circuit <p>All voice, data, Internet, and transport Services that are provisioned at a service location utilizing DS3 circuits(s) or utilizing Ethernet circuits:</p> <ul style="list-style-type: none"> \$1,250 per On-net circuit \$2,500 per Off-net circuit <p>All voice, data, Internet, and transport Services that are provisioned at a service location utilizing OC-n circuits, and Off-net Ethernet Services for bandwidth capacity greater than 45Mb, will be evaluated on an individual case basis.</p>

In addition to the above, TWTC may charge Customer for the reasonable time and materials incurred and documented by TWTC in engineering and installing the Service that Customer has cancelled or modified, and also for any third-party charges assessed against TWTC as a result of the cancellation or modification.

Off-Net Cancellation Charges*:

**Applied per Off-net circuit in addition to the cancellation charges listed above. The Off-Net Cancellation charge is assessed per circuit according to the chart below based on: (1) circuit type; (2) location where the circuit is provisioned; and (3) whether the cancellation occurs before or after TWTC has confirmed its acceptance of the Service Order to Customer ("FOC") to Customer.*

STATE	DS1 CIRCUIT OR BELOW; CANCELLED PRE-FOC	DS1 CIRCUIT OR BELOW; CANCELLED POST-FOC	DS3 CIRCUIT OR ABOVE; CANCELLED PRE-FOC	DS3 CIRCUIT OR ABOVE; CANCELLED POST-FOC
Alabama	\$ 110	\$ 960	\$ 160	\$ 1,400
Arizona	\$ 150	\$ 300	\$ 220	\$ 440
Arkansas	\$ 130	\$ 300	\$ 190	\$ 440
California	\$ 130	\$ 1,070	\$ 190	\$ 1,560

STATE	DS1 CIRCUIT OR BELOW; CANCELLED PRE-FOC	DS1 CIRCUIT OR BELOW; CANCELLED POST-FOC	DS3 CIRCUIT OR ABOVE; CANCELLED PRE-FOC	DS3 CIRCUIT OR ABOVE; CANCELLED POST-FOC
Colorado	\$ 130	\$ 570	\$ 190	\$ 830
Connecticut	\$ 110	\$ 960	\$ 160	\$ 1,400
District of Columbia	\$ 110	\$ 1,500	\$ 160	\$ 2,190
Florida	\$ 130	\$ 420	\$ 190	\$ 610
Georgia	\$ 150	\$ 500	\$ 220	\$ 730
Hawaii	\$ 110	\$ 960	\$ 160	\$ 1,400
Idaho	\$ 150	\$ 280	\$ 220	\$ 410
Illinois	\$ 110	\$ 690	\$ 160	\$ 1,010
Indiana	\$ 110	\$ 660	\$ 160	\$ 960
Iowa	\$ 110	\$ 960	\$ 160	\$ 1,400
Kansas	\$ 110	\$ 960	\$ 160	\$ 1,400
Kentucky	\$ 120	\$ 470	\$ 180	\$ 690
Louisiana	\$ 140	\$ 560	\$ 200	\$ 820
Maryland	\$ 75	\$ 1,280	\$ 110	\$ 1,870
Massachusetts	\$ 110	\$ 960	\$ 160	\$ 1,400
Michigan	\$ 110	\$ 960	\$ 160	\$ 1,400
Minnesota	\$ 140	\$ 250	\$ 200	\$ 370
Mississippi	\$ 100	\$ 960	\$ 150	\$ 1,400
Missouri	\$ 110	\$ 960	\$ 160	\$ 1,400
Nebraska	\$ 110	\$ 960	\$ 160	\$ 1,400
Nevada	\$ 110	\$ 610	\$ 160	\$ 890
New Jersey	\$ 110	\$ 960	\$ 160	\$ 1,400
New Mexico	\$ 140	\$ 680	\$ 200	\$ 990
New York	\$ 110	\$ 960	\$ 160	\$ 1,400
North Carolina	\$ 120	\$ 430	\$ 180	\$ 630
Ohio	\$ 60	\$ 1,050	\$ 90	\$ 1,530
Oklahoma	\$ 110	\$ 960	\$ 160	\$ 1,400
Oregon	\$ 170	\$ 690	\$ 250	\$ 1,010
Pennsylvania	\$ 110	\$ 960	\$ 160	\$ 1,400
South Carolina	\$ 160	\$ 290	\$ 230	\$ 420
Tennessee	\$ 150	\$ 480	\$ 220	\$ 700
Texas	\$ 110	\$ 1,030	\$ 160	\$ 1,500
Utah	\$ 110	\$ 960	\$ 160	\$ 1,400
Virginia	\$ 110	\$ 1,500	\$ 160	\$ 2,190
Washington	\$ 110	\$ 680	\$ 160	\$ 990
Wisconsin	\$ 110	\$ 810	\$ 160	\$ 1,180

Existing Circuits / Services:

CHARGE TYPE	DESCRIPTION	CHARGE
Feature/Facility Change Charge	Request for a feature to an existing Service to be added, changed, or deleted. Note: Changes to 911 addressing, calling name, and/or directory listing records are subject to Feature/Facility Change Charges, and are not Records Order Changes.	\$50.00 per order. *Some limitations may exist as to how many changes and what type of changes may be made per Service Order type.
Records Order Change	Request for a change that impacts only the records of a Customer's Service and not any physical change to the Services	\$20 per order
Long Distance Changes	800 numbers and Account Codes	See FCC Interstate Price List #4 for all Miscellaneous LD Change Charges
PIC Change	Request to change or freeze an Interexchange carrier	\$5 per order
Expedited Change to an existing Service	Change requested sooner than the interval quoted by TWTC to Customer	Feature/Facility, Records Order, or PIC Change \$100 per order, if available

For Off-net Services, TWTC also may charge Customer for any third-party charges assessed against TWTC as a result of the above changes requested by Customer.

Customer's request may be subject to time and material charges in accordance with TWTC's Time and Materials Charges policy set forth at www.twtelecom.com.

If Customer requests a change that requires installation of a new circuit / Service, then the New Circuit / Service Installation section above will apply.