Fees and Other Charges

Regulated Fees	Product	Rate	Notes
End User Common Line Charge (EUCL)	POTS (Per Line)	$6.50	FCC approved charge for network access, charged on access lines.
End User Common Line Charge (EUCL)	T-1s, PRI (Per Circuit)	$59.43	FCC approved charge for network access, charged on circuit level.
Prescribed Interexchange Carrier Charge (PICC)	POTS (Per Line)	$1.99	Charge on business lines to facilitate interconnection with Local Exchange Companies. This is an interstate charge that applies when EnTelegent Solutions is the long distance provider.
Prescribed Interexchange Carrier Charge (PICC)	T-1s, PRI (Per Channel)	$1.19	Charge on business lines to facilitate interconnection with Local Exchange Companies. This is an interstate charge that applies when EnTelegent Solutions is the long distance provider.
LNP	POTS (Per Line)	$2.99	FCC approved charge to cover the costs of implementing and maintaining long-term number portability
LNP	T-1s, PRI (Per Channel)	$0.35	FCC approved charge to cover the costs of implementing and maintaining long-term number portability
Network Access Recovery Fee	POTS (Per Line)	$2.99	Charge to recover various costs of network development and maintenance, fraud monitoring, account provisioning and maintenance and other costs incurred by EnTelegent Solutions
Network Access Fee	T-1s, PRI, IP-PRI (Per Circuit)	$25.07	Charge to recover various costs of network development and maintenance, fraud monitoring, account provisioning and maintenance and other costs incurred by EnTelegent Solutions
Carrier Recovery Admin Fee	Switched Interstate and International usage on POTS, T-1 and PRI. MRC and usage on all SIP services - IP PRI, POTS in a Box, IP Business Line and Hosted VoIP	4.95%	Charge on interstate traffic to recover various charges and administrative costs associate with originating and completing interstate and international calls.
E911 Charge	POTS, T-1 (voice), PRI (voice)	varies	Passed on to local Emergency Management System to manage 911 system. Price set by the municipality.
Universal Service Fund (USF)	POTS, T-1 (voice), PRI (voice)	varies	Fee paid to Federal Government to help make phone service affordable and available to all Americans.
Telecommunications Relay Service (TRS)	POTS, T-1 (voice), PRI (voice)	varies	This charge goes to the state run relay center for providing telecommunications services for the deaf
Federal Excise Tax	POTS, T-1 (voice), PRI (voice)	3%	This federal tax is applied to local service
State and local Taxes	Most Telecommunications Services	varies	These charges are imposed by state, local and municipal governments on goods and services.

Other Recurring Charges	Product	Rate	Notes
Regulatory Recovery Fee	POTS, T-1 , PRI, DIA, MPLS, Private Line, EoC, Cable Internet, Broadband, Cable Internet, & DSL	$2.99	Fee to cover costs associated with regulatory compliance. Charged per circuit.
Paper Billing Fee	All	$4.99	Account level fee if customer request to be mailed paper copy of bill (there is no charge for electronic billing). Not applicable in Minnesota or Kansas

Non-Recurring Charges	Product	Rate	Notes
Install Charges	All Services	varies	See Price Guide for location specific charges
NRC New Line - 1st Line	POTS	$84.99	Order for new service or for a line porting from carrier other than the ILEC or ILEC reseller
NRC New Line - Additional Line	POTS	$24.99	Order for new service or for a line porting from carrier other than the ILEC or ILEC reseller
NRC Conversion - 1st Line	POTS	varies	See Price Guide for location specific charges
NRC Conversion - Additional Line	POTS	varies	See Price Guide for location specific charges
Change Fee/Order	All Services	$20.00	Cost for making changes to an order that is already in progress
Service Order Fee	All Services	$20.00	Processing fee for changes to existing service
Additional PIC Changes	Voice Services	$5.00	Applies to separately to InterLATA and IntraLATA PIC changes. First two (2) lines included in $20 Service Order Fee
Premise Work - Field Services Tier 1 Technician First Two Hours - Normal Business Hours	All	$275.00	Tier 1 Technician - Field Services - Work types such as, but not limited to: Demarcation extension, modem install or move, site survey for telecom services, repair install or move wiring, install conduit, tagging or testing of telecom services, VoIP ATA installation and testing.
Premise Work - Field Services Tier 1 Technician Additional Half Hour - Normal Business Hours	All	$60.00	
Premise Work - Field Services Tier 1 Technician First Two Hours - After Business Hours	All	$375.00	
Premise Work - Field Services Tier 1 Technician Additional Half Hour - After Business Hours	All	$90.00	
Premise Work - Field Services Tier 2 Technician First Two Hours - Normal Business Hours	All	$370.00	Tier 2 Technician - Field Services "Smart Hands" - Work types such as, but not limited to: Support install maintenance for Managed Network Services (MNS), Router, Firewall, Switch, Wireless Access Point, Phone system support. Site survey for such services.
Premise Work - Field Services Tier 2 Technician Additional Half Hour - Normal Business Hours	All	$85.00	
Premise Work - Field Services Tier 2 Technician Two Hours - After Business Hours	All	$525.00	
Premise Work - Field Services Tier 2 Technician Additional Half Hour - After Business Hours	All	$120.00	
Non-Local Technician Travel	All	ICB	Travel time not included in hourly rate if local technician is not available. Travel time for non-local technicians will be quoted in advance for client approval.
Customer Missed Appointment - Broadband	All	$275.00	Customer Missed, rescheduled, or cancelled broadband install appointment.

Fees and Other Charges

Features and Other Usage Charges	Product	Rate	Notes
Voicemail Basic	POTS	$13.00	
Voicemail Sub Mailbox	POTS	$1.00	
Voicemail on IP Business Line	IP Business Line	$3.00	
Stand alone features	POTS	$3.50	
Pay Per Use (* Features)	POTS	$1.00	Per occurrence
Directory Assistance	Voice Services	$1.50	Per call
Operator Assisted Call - Automated	POTS, PRI	$0.25	Operator Services - Fully Automated Call Processing (per completed call)
Operator Assisted Call	POTS, PRI	$0.05	Operator Services - Operator Assisted Call Processing (per work second)
Non-Published/Unlisted Number	Voice Services	$9.50	
Wire Maintenance Plan	POTS	$5.99	Per line
CNAM	PRI	$25.00	Per Circuit
DID First Block of 20	PRI	$0.00	First Block of 20 included
Additional Block of 20 DID	PRI	$5.00	Per Block of 20
Non-Verified Account Codes	Voice Services	$5.00	
Verified Account Codes	Voice Services	$10.00	
8XX Numbers	Voice Services	$3.50	MRC Per Number

** See Page two for Additional Information **

Managed Network Services - MNS	Product	Rate	Notes
Stage and Configure - Per Hour - Normal Business Hours	WAN Managed with Tech Support, MNS Services, Network Monitoring and Management, Security Monitoring Services	$90.00	Unpack, assemble, burn-in, install software, configure, repack, and ship
Stage and Configure - Per Hour - After Business Hours		$135.00	
Engineering Support - Per Hour - Normal Business Hours		$90.00	Installation Oversight, test & turnup, circuit cutover, equipment changes, remote CPE Configuration
Device MACD Changes		$90.00	Device MACD Changes as described in the Section "WAN - Managed with Technical Support".
Miscellaneous Charges		$315.00	Site Not Ready, Site Cancellation with less than 1 business day notice, Site revisit
Expedite Charge		$160.00	When the Customer requests service(s) outlined in this SOW, Customer will permit five (5) full business days lead time to facilitate Project planning and resource scheduling. An Expedite Charge will be applied to any service activity requested WITH LESS THAN FIVE FULL BUSINESS DAYS NOTICE. NOTE: This Charge is in addition to a Site Installation Charge and/or Revisit Charge if the request requires an on-site visit.
Project Management and Remote Engineering - Per Hour - Normal Business Hours		$90.00	Single point of contact, project plan development, scheduling and reporting, escalations, collect and document customer information, coordinate on-site services, coordinate invoicing
Project Management and Remote Engineering - Per Hour - After Business Hours		$135.00	
On-Site Field Technician		(see above)	See "Field Services Tier 2 Technician" above
Site revisit, Site not ready		$306.00	Site revisit, Site not ready, Site cancellation with less than one (1) business day notice, expedite less than five (5) business day notice. (In addition to any hourly charges)

Normal Business Hours (NBH): 8:00 AM - 5:00 PM Local Site Time / After Business Hours: 5:01 PM - 7:59 AM Local Site Time