

## Section 1: Ancillary Fee Schedule

USOC Description	NRC	Details
Dispatch	\$350.00	altafiber has performed trouble isolation testing and provides test results to customer. If trouble is found in altafiber network, no charges will apply. If one or more techs are dispatched and no trouble is found in altafiber network, a dispatch charge will be applied. Dispatch charges will apply for each additional dispatch request when no trouble is found in the altafiber network.
Missed Dispatch / No Access	\$400.00	Scheduled dispatch to customer site and tech is denied access or turned away
Tag and Locate	\$350.00	Request and tag and locate, when no repair condition exists, dispatch fee is charged
Dispatch- Outside of Normal Business Hours	\$500.00	Core hours of operation for repair tech are 8Am to 6 pm EST local time. Hours outside of this will be charged an altafiber hour Dispatch Charge
After Hour Activation Fee without Field Dispatch	\$350.00	Outside of core operating hours, altafiber will be billed a flat fee and/or hourly fee Monday - Friday 6:00 pm-7:59 am local time , Saturdays, Sundays and/or altafiber Holidays.
After Hour Activation Fee with Field Dispatch	\$400.00	Outside of core operating hours, altafiber will be billed a flat fee and/or hourly fee Monday - Friday 6:00 pm-7:59 am local time , Saturdays, Sundays and/or altafiber Holidays. A tech is physically dispatched to Customer site or network location. The charges for Activation with Field Dispatch means billing will be applied using 15-minute increments based on the total time of activation with the Customer and tech travel time as necessary. Travel time ranges from one hour to four hours inclusive of travel time.
Post Activation Support	\$350.00	Post Activation support is when a customer requests additional support from altafiber altafiber service installation for something not identified as a "Trouble" scenario. ( I.e. no trouble found on the altafiber network)
Third Party Dispatch	\$500.00	If altafiber has to dispatch a Third-Party resource outside of standard operating areas.
Cancellation of Scheduled Activation - With Dispatch	\$500.00	An altafiber technician or vendor is dispatched to Customer site or remote network location, and customer cancels appointment with less than one (1) business day notice or Customer is not ready or able to assist during the scheduled activation appointment.
Cancellation of Scheduled Activation - Without Dispatch	\$250.00	An altafiber technician or vendor is scheduled to Customer site or remote network location, that does not require a dispatch and customer cancels appointment with less than one (1) business day notice or Customer is not ready or able to assist during the scheduled activation appointment.

<b>Emergency Reroutes</b>	<b>\$250.00</b>	<b>Emergency reroutes requested by the customer and are not associated with an outage on the altafiber network or underlying networks within our network. This work order type bills \$250.00 per request per phone number</b>
<b>Billable Repair- External Cause</b>	<b>\$350.00</b>	<b>Customer creates a new ticket and authorizes altafiber to further investigate or isolate the cause of a service issue altafiber initial diagnostics indicate no issues within the altafiber network, the charge will apply. Charges will be billed in 4-hour increments</b>