

MISCELLANEOUS SERVICES

7.3 Service Implementation

Absent a promotional offering, service implementation charges will apply to orders to change existing service.

7.4 Restoration of Service

A restoration charge applies to the re-establishment of service and facilities suspended because of nonpayment of bills and is payable at the time that the re-establishment of the service and facilities suspended is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-established. Customers who have been disconnected are subject to being assigned a new telephone number.

7.5 Access Recovery Charge

The Access Recovery Charge (ARC) is not a fixed monthly recurring charge. Rather, the ARC is a percentage of the customer bill based on the total amount spent on services, less any taxes, surcharges or other non-qualifying fees. This fee is used to offset increased Xspedius expenses. Specifically, the charge will recover the costs related to recent increases in our costs of gaining access to incumbent networks, decreases to the access rates we can collect from long distance carriers, and the ongoing cost of maintaining local number portability. Xspedius has eliminated the Local Number Portability charge as a separate line item. This fee is not a tax or charge imposed by a government entity. The ARC is calculated by application of a percentage to each customer's total monthly recurring charges for all services (MRC). The ARC percentage to be applied will be determined by the customer's total MRCs on its monthly invoice, based on the schedule outlined in Section 11.

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