

## 5. Exchange Service

### 5.2 Application of Rates and Charges

#### 5.2.1a Basic Exchange Service - Business

- A. Business Exchange Rates are offered as follows.
1. Month-to-month.
  2. Term commitments of 12-months, 24-months and 36 months
- a. Early Termination Charges:
- (i). If a customer terminates services before the end of their term commitment, the customer will pay early termination charges as specified in (ii) following. The customer will not pay termination liability charges under the following circumstances:
- If the customer terminates the service before the end of their term commitment in order to subscribe to another FairPoint service of greater value.
  - If the customer terminates the service before the end of their term commitment in order to subscribe to another FairPoint service and commits to a term plan of a duration that is equal to or greater than the time remaining under their current term commitment.
  - If the customer terminates service at the end of the final month of the term commitment.
  - If the customer negotiates a new term commitment plan for the same service before the current term expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- (ii). Early termination charges will be calculated as follows:
- If a customer cancels service within the first year of a term agreement, whether in a 1, 2 or 3 year agreement, the early termination fee is 100% of the remaining balance.
  - If a customer cancels service within the second year of a term agreement, whether in a 2 or 3 year agreement, the early termination fee is 50% of the remaining balance.
  - If a customer cancels service within the third year of a term agreement, in a 3 year agreement, the early termination fee is 25% of the remaining balance
- (iii). End of Term: At the end of the Term or any subsequent renewal, the agreement will automatically be renewed for a successive one, two or three-year Term at the same terms and conditions unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Telephone Company has provided 30 days notice of any change. Customers can move from a shorter term to a longer term without incurring a penalty.

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