

USAD Ancillary Charges: Dedicated Internet

*Applies to Dedicated Internet Service Agreement and Service Order



Order Charges (per circuit or port)	NRC	MRC	Change Fee	Description
Installation Charges	Per Service Order	Per Service Order	N/A	Installation charges apply when USAD provides new or additional services.
Administrative Order Change	N/A	N/A	\$0	Changes to customer files such as billing address, billing contact, etc.
Physical Location Change	ICB	ICB	ICB	The modification of a service order, at the request of the customer, requiring physical change or re-termination of the circuit. In addition, USAD will pass-through additional circuit charges and charges imposed by the LEC, when applicable.
Configuration Change Request	N/A	N/A	\$250	Change of service charges apply to customer orders for changes. The charge of service charge will be applied per circuit. Any third party service provider charges incurred by USAD because of customer requested change will be passed on to customer.
Order Cancellation Charge	\$1,000	N/A	N/A	Any third party service provider charges incurred by USAD because of customer requested change will be passed on to customer.
After Hours Installation (Outside 8am to 5pm cst)	\$500	N/A	N/A	After hours installation requests apply when customer requests installation outside of USAD standard hours of 8am to 5pm CST or national holidays.
Expedite Request	\$1,000	N/A	N/A	Expedite charges apply when a customer requests installation of service in less time than otherwise established by USAD's published delivery intervals listed at http://usad.com/provisioningintervals . Request for expedite does not guarantee a service delivery date.
Missed Appointment Fee	\$200	\$0.00	N/A	Fee assessed if customer request a scheduled installation and misses such scheduled appointment.
Additional Wiring Charges	NRC	MRC	Change Fee	Description
Extended DMARK Wiring	Per Service Order	Per Service Order	\$250	Demarcation charges are applicable in instances where additional connections are required past USAD's minimum point of entry into USAD's facility or a third-party USAD facility. Extended Demark re-arrangement changes apply when a customer requests to be connected to higher level circuits(s) that are already being paid for by the customer (i.e. slotted end POP to end POP on a customer's service).
Cross-Connection Wiring	Per Service Order	Per Service Order	\$250	Cross-connect charges are applicable in instances where connections are required in a USAD On-net facility or a third-party USAD On-net facility.
Additional Support Charges	NRC	MRC	Change Fee	Description
No Fault Dispatch Charge	\$400	N/A	N/A	No fault found dispatch charges apply when a customer requests maintenance personnel visit the customer's premises to asses trouble on a USAD circuit and no root cause is found on that USAD circuit.
Additional IP Charges	NRC	MRC	Change Fee	Description
/29 IP Block	\$0	\$25	N/A	Provides 8 additional IP addresses.
/28 IP Block	\$0	\$35	N/A	Provides 16 additional IP addresses.
/27 IP Block	\$0	\$75	N/A	Provides 32 additional IP addresses.
/26 IP Block	\$0	\$155	N/A	Provides 64 additional IP addresses.
/25 IP Block	\$0	\$255	N/A	Provides 128 additional IP addresses.
/27 IP Block - 1 Class C	ICB	ICB	ICB	Provides 256 additional IP addresses. /27 and larger will require an IP Justification form with carrier approval before allocated. All other IP services subject to carrier terms.