Voice · Data · Cloud · Wireless

BILLING LINE ITEM DESCRIPTIONS

Contained in the Taxes and Surcharges Section:

FCC Regulatory Fee (Wireline) is 0.31% of all Interstate related usage and International usage.

Federal Universal Service Fund is a percentage of any type of telecommunications services for any method , but only on the interstate portion of that charge. The percentage is established and updated quarterly at the direction of the Federal Communications Commission ("FCC"). During 2023, the Average Percentage was 31.325%

See http://fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf- management-support

Federal Excise Tax is a 3.0% tax on local telecommunications service billed separately from long distance telecommunications service.

State and Local Taxes are taxes imposed by state, local and municipal governments on goods and services. Charges are based on prevailing tax rates and generally applied as a percentage of the taxable telecommunications services.

E-911 Tax or Fee – Provides funds for public agencies that operate and maintain emergency telephone systems. The 911 charge can appear on your bill in either the Surcharges or Taxes section and is based on the number of subscriber lines you have.

Miscellaneous Surcharges and Fees – States and other political jurisdictions impose other fees to fund specific services such as police and fire protection services, transportation, service public debt or other enumerated services. These amounts vary by state.

USF Related Charge is an allowable discretionary charge related to the cost of administering, reporting and complying with the Federal Universal Service Fund program. The amount charged is 7.95% on all revenue subject to Federal Universal Service Fund assessment.

Regulatory Compliance Fee is up to $20.00 per account. This discretionary charge helps BCN to recover the expenses and other charges directly and indirectly related to establishing all required regulatory certifications, licenses, and approvals to provide the BCN service offering. The charge also addresses the required reporting and administrative costs associated with maintaining regulatory compliance with the various federal, state and local regulatory commissions and agencies.

Account Management System and Billing Fee shall be up to $11.95 per account. This fee helps BCN to recover the various expenses associated with maintaining account service inventories, storing historical account service activities, securing customer proprietary network information, providing a customer account portal, and producing monthly account invoices.

Network Recovery Assessment is a 7.45% surcharge on all services. This cost helps BCN to recover the underlying costs associated with establishing and maintaining network service access across all coverage areas and service territories established by BCN.

Call Detail Service Fee is $6.95 per account. This service is a data record which contains attributes that are specific to a single phone call or other communication transaction handled by that device.

Property Tax Surcharge is a monthly surcharge applied to recover property tax assessments and other fees imposed by various taxing jurisdictions upon local exchange carriers and service providers. The Property Tax Surcharge of 6.45% is applied to the Customer's total charges for all services.

Municipal Franchise Fees/Right of Way Fees are fees collected by BCN and remitted to the state or local jurisdiction that has charged for the use of the municipal public right of way to provide telecommunications services.

Toll Free Storage Fee is $20.00 per toll free number.

State Carrier Access Fee is $9.45 per Business Line.

Contained in the Customer Level Charges Section:

Credit Card Manual Processing Convenience Fee is $6.95. BCN charges an additional Manual Processing Fee to customers who choose to make credit card payments over the telephone utilizing a BCN Customer Service Representative. This fee is in addition to other fees, if any, that may apply for on-line credit card payments.

Check Forwarding Convenience Fee is $6.95. BCN Imposes a Check Forwarding Convenience Fee on Customers for remitting payment to addresses other than to PO Boxes included on the invoice remittance slip. The Check Forwarding Convenience Fee provides reimbursement for costs incurred by BCN in sorting and forwarding payments incorrectly delivered to non-payment designated addresses.

Returned Check Fee may be up to the highest amount permitted in the pertinent jurisdiction.

Contained in the Product Charges Section:

Account Code Maintenance Fee is $5.95.

Directory Assistance Fee is $5.99 per call.

FCC Line Charge or End User Common Line ("EUCL") charge shall be $12.35 per local service line. EUCL is a monthly service charge applied to certain local voice service offerings. It is used to recover some of BCN's costs associated with use of facilities that link each telephone line to the telephone network.

Minimum Monthly Charge – BCN offers service plans which include a Minimum Monthly Charge of $10.00. Applicable charges contributing toward meeting the Minimum Monthly Charge include domestic and international switched outbound and inbound call usage, and Monthly Recurring Charges. State and federal taxes, credits, Universal Service Fees, charges billed by other carriers, and other surcharges, governmental fees and taxes do not contribute in satisfying the Minimum Monthly Charge. Each billing month, in which the customer charges equal or exceed the Minimum Monthly Charge, no Minimum Monthly Charge shortfall charge is imposed. In the event applicable monthly charges fail to meet or exceed the Minimum Monthly Charge, BCN shall impose a Minimum Monthly Charge shortfall charge equal to the difference between the Minimum Monthly Charge and applicable charges as a separate line item on the customer invoice.

Contained in the Transactions Report Section:

Credit Card Processing Fees BCN charges a Credit Card Processing fee of 3.5% on all credit card purchases on payments equal to or greater than $250.00 in the aggregate during any 21-day period, or a Credit Card Processing fee of $3.50 per payment on amounts less than $250.00 during said timeframe. Notwithstanding, BCN will not accept any credit card payments in excess of $249.99 for purchases in CT, MA, ME, OK, and PR. In completing a payment, the customer agrees and certifies that the credit card is not issued to a person or entity residing in CT, MA, ME, OK, and PR, and accepts the Credit Card Processing Fees.

November 2026