

Guide to Surcharges, Taxes, and Fees

This guide is designed to help you understand the taxes, surcharges, and fees you may see on your Telecom One invoice.

Governmental Charges

Telecom One collects these charges on behalf of the governmental entities that impose them. These charges may not apply, or have the same name, in your locality.

Universal Service Fund (USF)

The USF assessment is a charge collected by telecommunications carriers for federal and state funds that support the provision of affordable communications services to rural, isolated, and high-cost regions of the country; low-income residential consumers; schools, libraries, and rural health care. All communications companies contribute to the Universal Service Fund.

Telecommunications Relay Service (TRS)

The TRS is the result of programs administered in accordance with state rules that provide for the distribution of communications devices to eligible communications-impaired persons. It is also used to create and maintain a message relay service. Local exchange carriers operating in most states apply this charge to all business customers' lines.

E911 Surcharge

The E911 surcharge funds the public agencies operating local emergency telephone services.

Taxes and Fees

Telecom One collects federal, state, and local taxes and other fees which are levied on communications providers for the sale of goods and services on behalf of the government entities that impose these charges. These include, but are not limited to, sales taxes and municipal franchise fees. These taxes and fees vary by state and local jurisdiction.

Public Utility Commission Fee (PUC)

The PUC fee is a charge imposed on telecommunications providers and their customers to support the operational costs for that particular regulatory entity.

Other Charges

Telecom One may also apply the following surcharges to support its provision of services.

Federal Access Charge (FAC)

The FAC is a monthly charge assessed on the local service network designed to recover portions of the costs for interconnection to the public switch telephone network (PSTN). The FAC is charged per line or circuit.

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Presubscribed Interexchange Carrier Charge (PICC)

The PICC is a monthly charge assessed on long distance service lines, so that customers can access the interstate telecommunications network to place and receive interstate long distance calls. The PICC is assessed at separate flat rates for single and multi-line customers.

Federal Cost Recovery Charge (CRC)

The CRC is assessed as a percentage of interstate and international charges. The CRC is intended to recover Telecom One's increased operating cost due to local, state, and federal regulatory compliance.