

ACCESS SERVICE
CHECK SHEET

The Title Page and Pages 1 through 35-6 inclusive of this tariff are effective as of the date shown. The Original and revised pages named below contain all changes from the original tariff that are in effect on the date shown.

<u>Page</u>	Number Revisions Except as <u>Indicated</u>		<u>Page</u>	Number Revisions Except as <u>Indicated</u>
1	30 th Revised	*	20-18	1 st Revised
1.1	2 nd Revised		20-19	1 st Revised
6	1 st Revised		30-97	3 rd Revised
7	1 st Revised		30-105	3 rd Revised
8	1 st Revised		30-158	3 rd Revised
9	1 st Revised		31-3	5 th Revised
13	1 st Revised		31-4	5 th Revised
49	2 nd Revised		31-8	14 th Revised
51	2 nd Revised		31-9	14 th Revised
53	1 st Revised		31-120	3 rd Revised
2-36	1 st Revised	*	31-133	1 st Revised
2-64	1 st Revised		31-136	1 st Revised
2-65	1 st Revised		31-167	3 rd Revised
2-69	1 st Revised		31-241	2 nd Revised
2-76	1 st Revised		32-63	2 nd Revised
2-77	1 st Revised		32-64	2 nd Revised
2-83	1 st Revised		32-65	1 st Revised
2-87	1 st Revised		32-66	1 st Revised
2-94	1 st Revised		32-67	1 st Revised
2-107	1 st Revised		32-68	1 st Revised
2-110	1 st Revised		32-69	2 nd Revised
4-9	1 st Revised		32-70	1 st Revised
5-32	1 st Revised		32-71	2 nd Revised
5-33	1 st Revised		32-72	2 nd Revised
5-34	1 st Revised		32-73	2 nd Revised
5-35	1 st Revised		32-74	2 nd Revised
5-36	1 st Revised		32-75	1 st Revised
5-37	1 st Revised		32-76	2 nd Revised
5-38	1 st Revised		32-77	2 nd Revised
5-39	1 st Revised		32-78	2 nd Revised
5-40	1 st Revised		32-79	2 nd Revised
5-41	1 st Revised		32-80	1 st Revised
5-42	1 st Revised		32-81	1 st Revised
5-43	1 st Revised		32-82	1 st Revised
5-44	1 st Revised		32-83	2 nd Revised
5-45	1 st Revised		32-84	2 nd Revised
5-48	1 st Revised		32-85	2 nd Revised
6-4	1 st Revised		32-86	2 nd Revised
6-34	1 st Revised		32-87	2 nd Revised
6-51	1 st Revised		32-184	1 st Revised
6-202	1 st Revised		32-185	1 st Revised
6-230	1 st Revised			
6-251	1 st Revised			
7-256	3 rd Revised			
7-257	3 rd Revised			
20-14	1 st Revised			
20-15	1 st Revised			
20-15.1	1 st Revised			
20-15.2	1 st Revised			
20-16	1 st Revised			
20-17	1 st Revised			

* New or revised page.

(TR 29)

Issued: February 7, 2012

Effective: February 22, 2012

Vice President, Regulatory
521 East Morehead St., Suite 250, Charlotte, NC 28202

ACCESS SERVICE

2. General Regulations (Cont'd)2.4 Payment Arrangements (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

(3) (Cont'd)

(c) In event that a billing dispute occurs concerning any charges billed to the customer by the Telephone Company the following regulations will apply.

1. A good faith dispute requires the customer to provide a written claim to the Telephone Company. Instructions for submitting a dispute can be obtained by calling the billing inquiry number shown on the customer's bill, or, by accessing the Telephone Company website also shown on the customer's bill. Such claim must identify in detail the basis for the dispute, and if the customer withholds disputed amounts, it must identify the account number under which the bill has been rendered, the date of the bill and the specific items on the bill being disputed, to permit the Telephone Company to investigate the merits of the dispute. (T)
2. The day of the good faith dispute shall be the date on which the customer furnishes the Telephone Company the account information required by Section 2.4.1(B)(3)(c)(1) above. (T)(C)
3. The date of resolution of the good faith dispute shall be the date on which the Telephone Company completes its investigation of the dispute, notifies the customer of the disposition and, if the billing dispute is resolved in favor of the customer, applies the credit for the amount of the dispute resolved in the customer's favor to the customer's bill, including the disputed amount penalty credit and/or the late payment penalty credit, as appropriate. (T)(C) (T)
4. If a billing dispute is resolved in favor of the Telephone Company, any payments withheld pending resolution of the good faith dispute shall be subject to the late payment penalty as set forth in (b) preceding. Further, the customer will not receive a disputed amount penalty credit and/or a late payment penalty credit. (T) (C)

(TR 29)

Issued: February 7, 2012

Effective: February 22, 2012

Vice President, Regulatory
521 East Morehead St., Suite 250, Charlotte, NC 28202