
CHECK SHEET

Pages 1 to 63 of this tariff are effective as of the date shown. Original and revised pages listed below contain all changes from the original tariff that are in effect on the date shown.

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Transmittal No. 4

Issued: July 16, 2015

Effective: July 31, 2015

By:

Michael Quinn, Group Vice President & General Counsel Regulatory
Time Warner Cable Information Services (Michigan), LLC
60 Columbus Circle
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MIFCa1504

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.10 Billing and Payment For Service (Cont'd.)

2.10.4 Disputed Charges

- A. Any objections to billed charges should be reported to the Company or its billing agent within sixty (60) days of the invoice date of the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. (C)
- B. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within sixty (60) days of the invoice date of the bill for the disputed Services. (D)
|
(D)
- C. If the dispute is resolved in favor of the Customer, and the Customer has withheld the disputed amount, no interest credits or penalties will apply.
- D. If the dispute is resolved in favor of the Company and the Customer has withheld the disputed amount, any payments withheld pending settlement of the disputed amount shall be subject to the late payment penalty as set forth in Section 2.10.5.
- E. If the dispute is resolved in favor of the Customer and the Customer has paid the disputed amount, the Customer will receive an interest credit from the Company for the disputed amount times a late factor as set forth in Section 2.10.5.
- F. If the dispute is resolved in favor of the Company and the Customer has paid the disputed amount on or before the payment due date, no interest credit or penalties will apply.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.13 Cancellation by Customer

2.13.1 General

- A. Customers of the Company's Service may cancel Service by providing the Company with written notification thirty (30) days prior to the requested cancellation date. The Company shall hold the Customer responsible for payment of all bills for Service furnished until the cancellation date specified by the Customer or until thirty (30) days after the date that the cancellation notice is received, whichever is later.
- B. Customers seeking to cancel Service have an affirmative obligation to provide for alternate routing of traffic originating from or terminating to the Company's network. By originating traffic from or terminating traffic to the Company's network, the Customer will have constructively ordered the Company's Switched Access Service. (C)
(C)

2.13.2 Cancellation of Contract Services

- A. If a Customer cancels a Service Order or terminates Services before the completion of the term or where the Customer breaches the terms in the Service contract, the Customer may be requested by the Company to pay to Company termination liability charges. These charges shall become due and owing as of the effective date of the cancellation or termination. Unless otherwise specified in this tariff, the termination liability shall be equal to:
 - (a) all unpaid Non-Recurring Charges reasonably expended by the Company to establish Service to Customer, plus;
 - (b) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of Customer, plus;
 - (c) all Recurring Charges specified in the applicable Service Order for the balance of the then current term.

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SECTION 4 - RATES (CONT'D.)

4.1 Access Service Rates and Charges – AT&T Territory (Cont'd.)

	<u>Per access minute</u>	
	<u>Originating</u>	<u>Terminating</u>
4.1.11 Common Trunk Port:	\$0.0003710	\$0.0000000
4.1.12 Local Switching:	\$0.0031160	\$0.0018270 (R)
4.1.13 Carrier Common Line	\$0.0000000	\$0.0000000
4.1.14 Database Charges		
		<u>Per query</u>
800 Query		
Basic		\$0.0023040
Optional Features		
800 Routing Options:		\$0.0001990

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