

ACCESS SERVICE

Issued: September 6, 2019

Transmittal No. 2

Effective: September 21, 2019

CHECK SHEET

The pages listed below of this tariff are effective as of the date shown. Revised pages contain all changes from the original tariff that are in effect as of the date indicated.

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2. General Regulations, (Cont'd.)

2.1 Undertaking of the Telephone Company, (Cont'd.)

2.1.8 Refusal and Discontinuance of Service, (Cont'd.)

- (D) The Telephone Company will not initiate the actions described herein as to disputed bill amounts where the Customer does not pay disputed bill amounts by the bill due date as specified in Section 2.4.1(C), and the Telephone Company has not rendered a decision on the dispute. The dispute process is outlined in 2.4.1(D). (C)
|
|
|
(C)
- (E) If a customer fails to comply with 2.2.2, following (Unlawful and Abusive Use), the Telephone Company may, upon written request from a customer, or another exchange carrier, terminate service to any subscriber or customer identified as having utilized service provided under this tariff in the completion of abusive or unlawful telephone calls. Service shall be terminated by the Telephone Company as provided for in its general and/or local exchange service tariffs.

In such instances when termination occurs the Telephone Company shall be indemnified, defended and held harmless by any customer or Exchange Carrier requesting termination of service against any claim, loss or damage arising from the Telephone Company's actions in terminating such service, unless caused by the Telephone Company's negligence.

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2. General Regulations, (Cont'd.)

2.4 Payment Arrangements and Credit Allowances, (Cont'd.)

2.4.1 Payment of Rates, Charges and Deposits, (Cont'd.)

(D) Billing Disputes

- | | | |
|-----|---|---|
| (1) | A good faith dispute requires the Customer to provide a written claim to the Telephone Company. For the purposes of this Section, a “good faith dispute” is defined as written notice to the Telephone Company’s contact within a reasonable period of time after the invoice has been issued. Instructions for submitting a dispute can be obtained by calling the billing inquiry number shown on the Customer’s bill, or, when available, by accessing such information on the Telephone Company’s website also shown on the Customer’s bill. Such claim must identify in detail the basis for the dispute, and if the Customer withholds the 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. A separate letter of dispute must be submitted for each and every individual bill that the Customer wishes to dispute. | (T)
(C)

(C)
(T)
(T)
(T)

(C)

(C) |
| (2) | The date of the dispute shall be the date on which the Customer furnishes the Telephone Company the account information required in (D)(1), above. | (T) |
| (3) | The date of resolution shall be the date on which the Telephone Company completes its investigation of the dispute, notifies the Customer in writing 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. | (C)

(C) |
| (4) | If the dispute is decided to be in favor of the Telephone Company, then the resolution date will be the date upon which a written decision on this dispute is sent to the Customer. | (N)

(N)
(D)

(D)

(N) |
| (5) | <p>Collections Fees</p> <p>In the event that the Telephone Company pursues and prevails on a claim in Court, before any regulatory body, in arbitration, or in any proceeding arising out of a Customer’s refusal to make payment pursuant to this Tariff, Customer shall be liable for the payment of the Telephone Company’s reasonable costs, fees and expenses, including without limitation attorneys’ fees, incurred before and during such actions that were expended in collecting those unpaid amounts.</p> | (N)

(N) |