
INTERSTATE ACCESS SERVICE

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
Title	Original		26	Original		51	Original
1	4th Rev.	*	27	Original		52	Original
2	2nd Rev.		28	Original		53	1st Rev.
3	Original		29	Original		54	Original
4	Original		30	Original		55	Original
5	Original		31	Original		56	Original
6	Original		32	Original		57	Original
7	Original		33	Original		58	Original
8	Original		34	Original		59	Original
9	Original		34.1	Original		60	Original
10	Original		34.2	Original		61	Original
11	Original		34.3	Original		62	Original
12	Original		34.4	Original		63	Original
13	Original		34.5	Original		64	Original
14	Original		34.6	Original		65	Original
15	Original		34.7	Original		66	Original
16	Original		35	Original		67	Original
17	Original		36	Original		68	Original
18	Original		37	Original		69	Original
19	Original		38	Original		70	Original
20	Original		39	Original		71	Original
21	Original		40	Original		72	Original
22	Original		41	1st Revised	*	73	Original
23	Original		41.1	Original		74	Original
24	Original		42	Original		75	Original
25	Original		43	Original			
			44	Original			
			45	Original			
			46	Original			
			47	Original			
			48	Original			
			49	Original			
			50	Original			

* - indicates those pages included with this filing

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Karl Tucker - Director
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SECTION 2 - REGULATIONS, (CONT'D.)2.5 Payment Arrangements (Cont'd)2.5.2 Billing and Collection of Charges (Cont'd)G. Billing or Payment Disputes

In the event Customer disputes any billing or rates, Customer shall notify Company in writing, providing the billing identification, trouble ticket number and an explanation for the dispute, and shall nevertheless pay all undisputed charges within the thirty (30) day period specified above.

H. Dispute Procedures

The date of the dispute shall be the date on which the Customer furnishes the Company the account information required above. Company will investigate the dispute and attempt to resolve the billing or rate issues within forty five (45) days. Payment shall not prejudice Customer's right to dispute charges, so long as they are disputed in the manner and within the thirty (30) days specified in this Section.

The Date of Resolution is the date the Company completes its investigation, provides written notice to the Customer regarding the disposition of the claim, i.e., resolved in favor of the Customer or resolved in favor of the Company, and credits the Customer's account, if applicable.

Upon resolution of dispute, Customer must make payment to Company within 15 days from the Date of Resolution.

In the event that a billing dispute concerning any charges billed to the Customer by the Company is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to the late payment penalty set forth in 2.5.2.E. If the Customer pays the bill in full by the payment due date, and later initiates a billing dispute within 90 days of the payment due date, penalty interest may be applicable.

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