

**INTERSTATE ACCESS SERVICE**

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**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.

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Karl Tucker - Director  
 22001 Loudoun County Pkwy  
 Ashburn, VA 20147

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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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