

**365 Wireless, LLC**  
**PSC No. 1 Telephone**  
**Initial Effective Date: February 20, 2012**

**Leaf: 14**  
**Revision: 1**  
**Superseding Revision: 0**

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- A. Non-payment of any sum due to Carrier for service for more than thirty days beyond the date of rendition of the bill for such service;
- B. Violation of any regulation governing the service under this tariff;
- C. Violation of any law, rule, or regulation of an government authority having jurisdiction over the service; or
- D. Carrier is prohibited from furnishing services by order of a court or other government authority having jurisdiction.
- F. Customer uses equipment in such a manner as to adversely affect Carrier's equipment or service to others.

## 2.8.4 Fractional Charges

Charges for a fractional part of a month are calculated by counting the number of days remaining in the billing period before service was discontinued. That number of days is divided by thirty days and the resultant fraction is then multiplied by the monthly charge to arrive at the fractional monthly charge

## 2.8.5 Returned Checks

Customers will be charged a fee, as set forth in the rate section of this tariff, for all checks issued to the Company which are dishonored by the issuing institution.

## 2.8.6 Customer Complaint Procedure

The Company's Customer Service Representatives are available 24 hours per day via a toll free number listed on customer bills. The Company will resolve any disputes properly brought to its attention in an expeditious and reasonable manner. Unresolved disputes may be directed to the attention of the New York Public Service Commission.

# SECTION 3 - DESCRIPTION OF SERVICE

## 3.1 Timing of Calls

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the customer uses and the service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when the either party disconnects.  
There are no charges incurred if a call is not completed.