

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

**Leaf: 13**  
**Revision: 1**  
**Superseding Revision: 0**

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- F. Customer is responsible for payment of any state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) which will be listed as separate line items and which are not included in the quoted rates.
- G. Customers will be charged a late payment penalty in for past-due amounts.
- H. Customers will be charged a fee for all checks returned to the Company by the issuing institution.

## 2.7.7 Application of Charges

The charges for service are those in effect for the period that service is furnished.

## 2.8 Carrier Responsibility

### 2.8.1 Calculation of Credit Allowance

Pursuant to limitations set forth in section 2.7.4, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than two hours.
- B. The customer shall be credited for an interruption of two hours or major fraction thereof that the interruption continues.
- C. When a minimum usage charge is applicable and the customer fails to meet a usage minimum credit, the outage shall be applied against that minimum equal to 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues.
- D. Customers have up to 30 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits, unless appealed to the GA P.S.C., or the invoice shall be deemed correct.

### 2.8.2 Cancellation of Credit

Where Carrier cancels a service or the provision of equipment and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day the service was rendered or the equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

### 2.8.3 Disconnection of Service by Carrier

Upon 5 days written notice, Carrier may discontinue service or cancel an application for service without incurring any liability for any of the following reasons: