

365 Wireless, LLC
P.S.C. No. 2 Telephone
Initial Effective Date: January 24, 2012

Leaf: 30
Revision:
Superceding Revision:

SECTION 2 - RULES AND REGULATIONS, Continued

2.9. PAYMENTS AND BILLING, Continued

2.9.10. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

- A. First, the customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
- B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the New York Public Service Commission for its investigation and decision.
- C. The address and telephone numbers of the Commission are:

Three Empire State Plaza
Albany, NY 12223-1350
Tel: 518-474-7080
Tel: 518-473-2838.

Issued by: 365 Wireless, LLC, 1500 Trotters Cove , Atlanta, GA 30338