

**365 Wireless, LLC**  
**PSC No: 4 Telephone**  
**Initial Effective Date: Jan 6, 2012**

**Leaf: 11**  
**Revision: 1**  
**Superseding Revision: 0**

## 2.7 Customer Responsibility

2.7.1 All customers assume general responsibilities in connection with the provisions and use of Carrier's service. When facilities, equipment, and/or communication systems provided by others are connected to Carrier's facilities, the customer assumes additional responsibilities. All customers are responsible for the following:

- A. The customer is responsible for placing orders for service, paying all charges for service rendered by Carrier and complying with all of Carrier's regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B. When placing an order for service, the customer must provide:
  - 1. The name(s) and address(es) of the person(s) responsible for the payment of service charges.
  - 2. The name(s), telephone number(s), and address(es) of the customer contact person(s).
- C. The customer must pay Carrier for the replacement or repair of Carrier's equipment when the damage results from:
  - 1. The negligence or willful act of the customer or user.
  - 2. Improper use of service.
  - 3. Any use of equipment or service provided by others.
- D. After receipt of payment for the damages, Carrier will cooperate with the customer in prosecuting a claim against any third party causing damage.

## 2.7.2 Maintenance, Testing, and Adjustment

Upon reasonable notice, the equipment provided by Carrier shall be made available for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

## 2.7.3 Deposits

Applicants or customers whose financial condition is not acceptable to Carrier or is not a matter of general knowledge, may be required to make, at any time, a cash deposit up to an amount equaling two and one-half times (2.5x) one (1) month's actual or estimated charges for the purpose of guaranteeing final payment for service, in accordance with the rules of the New York Public Service Commission (but not to exceed \$50.). Simple interest at the rate specified by the Commission will be paid on all deposits held by the Company. Upon discontinuance of service, the Company will deduct the amount of any unpaid bills for service furnished by the Company, and will refund the balance of the customer's deposit and accrued interest. In any event, the Company will comply with the provisions of §515-12-1-.05 of the Commission's Rules.

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