

ComNet (USA) LLC
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SECTION 2: REGULATIONS

2.6 Payment Arrangements (cont'd.)

2.6.7 Backbilling Procedure (cont'd.)

- B) Subscriber's bill may include charges for service furnished up to five months prior to the date of the bill for:
- 1) collect calls
 - 2) credit card calls
 - 3) third party calls
 - 4) "error file" calls (calls which cannot be billed due to the unavailability of complete billing information to the Company.)
- C) Subscriber's bill may include charges for service furnished up to three (3) years prior to the date of the bill in circumstances involving toll fraud.

2.6.8 Establishment and Re-establishment of Credit

The Company reserves the right to examine the credit record of all applicants and subscribers. A subscriber whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due to the Company and to re-establish credit.

2.6.9 Billing Disputes

- A) All bills are presumed accurate and shall be binding on the Customer unless oral or written notice of the disputed charge(s) is provided to the Company within 90 days (commencing 5 days after remittance of the bill).
- B) The undisputed portions of the bill must be paid by the payment due date in order to avoid assessment of a late payment charge on the undisputed amount under Section 2.6.2E, preceding. Any charges that are disputed by a Customer shall not be subject to late payment charges regardless of the outcome of the dispute.
- C) Billing disputes that are not satisfactorily resolved may be presented by the Customer to:

New York Public Service Commission
Consumer Services
Empire State Plaza
Agency Building 5
Albany, NY 12223-1350
Toll free 1-800-342-3377 (In-state calls only)

Issued By: Linda Peng, Secretary, 700 South Flower Street, Suite 750, Los Angeles, CA 90017

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