

Onvoy, Inc. d/b/a Onvoy Voice Services
Effective: April 23, 2012

New York PSC No. 1 – Access Service
Leaf: 28
Revision: 0
Superseding Revision:

SECTION 2. GENERAL REGULATIONS

IV. Payment Arrangements and Credit Allowances (Continued)

A. Payment of Rates, Charges and Deposits (Continued)

(2) (Continued)

- (f) The penalty interest period shall end on the date that the Company actually refunds the overpayment to the Customer. The penalty interest factor is one and one-half percent (1.5%) per month.
- (g) In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer has up to 90 days (commencing 5 days after such bills have been mailed or otherwise rendered per the Company's normal course of business) to take the following action: For billing disputes the Company shall undertake a prompt investigation appropriate to the case and report the results to the Customer. In the event of the dispute is not reconciled, the Company shall advise the Customer that an informal complaint may be registered with the Commission Staff or that a formal complaint may be filed with the Commission. The Customer can contact the Commission at:

New York State Public Service Commission
Public Affairs Office,
3 Empire State Plaza
Albany, NY 12223-1350
Toll Free: 800-342-3377
Local: 518-474-7080
Fax: 518-474-0421
Email: web.questions@dps.ny.gov

By:

Onvoy Regulatory Manager
300 South Highway 169, Suite 700
Minneapolis, Minnesota 55426