

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

New York PSC No. 1 – Access Service  
Leaf: 27  
Revision: 0  
Superseding Revision:

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**SECTION 2. GENERAL REGULATIONS**

**IV. Payment Arrangements and Credit Allowances (Continued)**

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

**(2) (Continued)**

- (c) In the event that a billing dispute concerning any charges billed to the Customer by the Company is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to the late payment penalty set forth in (b) preceding. If the Customer disputes the bill on or before the payment date, and pays the undisputed amount on or before the payment date, any late payment charge for the disputed amount will not start until ten (10) days after the payment date.
- (d) If the Customer pays the total billed amount and disputes all or part of the amount, the Company will refund any overpayment. In addition, the Company will pay to the Customer penalty interest on the overpayment.
- (e) When a claim is filed within 90 days of the due date, the penalty interest period shall begin on the payment date. When a claim is filed more than 90 days after the due date, the penalty interest period shall begin from the date of the claim or the date of overpayment, whichever is later.

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By:

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