

Voxbeam Telecommunications, Inc.
Effective: February 10, 2012

New York PSC No. 3 – Access Service
Leaf No. 24
Revision: 1
Superseding Revision: 0

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.10 Billing and Payment for Service (Continued)

2.10.4 Disputed Charges

- A.** In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim, including but not limited to the specific invoices and amounts disputed, and all reasons therefore. All claims must be submitted to the Company within ninety (90) days of the invoice date of the bill for the disputed services. The Company shall review Customer disputes in a reasonably timely fashion, and the Company shall resolve each dispute based on the terms of this tariff.
- B.** Customer shall pay any undisputed charges in full by the due date of the invoice(s) and in any event, prior to or at the time of submitting a good faith dispute. Failure to tender payment for undisputed invoices or portions thereof is a sufficient evidence for the Company to deny a dispute due to the Customer's failure to demonstrate that the dispute was made in good faith.
- C.** If the dispute is resolved in favor of the Company and the Customer has paid the disputed amount on or before the payment due date, no interest credit or penalties will apply.
- D.** In an action in a court to collect or attempt to collect any charges or other amounts due to Company under this tariff, if the Company asks the Court to award attorneys' fees, the Court may award the party which substantially prevails in the action (Company or Customer) any attorneys' fees and expenses reasonably incurred in that action, provided however, that attorneys' fees and expenses may not be awarded against a party under this provision if the court finds that the position taken by that party had an objectively reasonable, good faith basis and was not inconsistent with established principles of law.

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Issued By: Paul Cusack, CEO
7450 Dr. Phillips Blvd, Suite 314
Orlando, Florida 32819

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