

TOTAL ACCESS TELECOM INC.  
PSC No. 1 - Telephone

Section 3

Leaf: 3

Revision: 0

Init. Effe. Date: March 29, 2012

Superseding Rev.:

If a Customer accumulates more than One Dollar of undisputed delinquent Company 800 Service charges, the Company Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such undisputed charges are paid in full.

### **3.3 Level of Service**

A Customer can expect end to end network availability of not less than 99% at all times for all services.

### **3.4 Billing Entity Conditions**

When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

**Issued By:**

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