

TC Systems, Inc.
P.S.C. No. 7 -- Telephone
Access Services
Effective Date: December 23, 2011

Section 2
Leaf No. 34
Revision: 0

SECTION 2 - REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.2 Payment of Rates, Charges and Deposits (Cont'd)

D. Disputed Bill Procedures

The Customer agrees to review each invoice promptly and to notify the Company of any discrepancies within 45 days of each invoice date.

1. In the event of a billing dispute, the Customer may dispute a bill only by written notice delivered to the Company within 45 days after the invoice date and must include sufficient documentation consistent with the requirements as specified in this Section. The billing dispute date is the date the Customer presents sufficient written documentation to the Company to support its claim for incorrect billing. Unless such notice and documentation are received in the timely fashion indicated above, the bill statement shall be deemed to be correct and payable in full by Customer.
2. In the event that the Customer disputes all or part of the billed amount and if the Company sustains the disputed charges after investigating the dispute, the applicable Late Payment Charge will apply to any unpaid charges and shall be deemed correct and binding on the Customer. If, alternatively, the Company credits the charges after investigating the dispute, the Late Payment Charge will not apply.
3. In the event that the Customer disputes all or part of the billed amounts, and the Customer pays the total billed amount and the dispute is resolved in favor of the Customer, the Company will refund any overpayment. When a claim is filed within ninety (90) days of the due date, the penalty interest period shall begin on the payment date. When a claim is filed more than ninety (90) days after the due date, the penalty interest period shall begin on the date of the claim or the date of overpayment, whichever is later. The penalty interest period shall end on the date that the Company actually renders the overpayment to the Customer. The penalty interest rate shall be the rate set forth in 2.4.2.C.
4. Sufficient written documentation consists of the following information, where such information is relevant to the dispute:
 - a. Dedicated Access
 - 1) A clear explanation of the basis of the dispute, including what the Customer believes is incorrect (*e.g.*, nonrecurring charge; mileage; circuit identification) and the reason why the Customer believes the bill is incorrect (*e.g.*, monthly rate billed not same as in tariff; facility not ordered; service not received).
 - 2) The account number under which the bill was rendered.

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