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BILLING AND COLLECTION SERVICES (cont'd)

4.1 Billing Name and Address Service (cont'd)

4.1.1 Undertaking of The Company

- A) The Company will respond within ten (10) business days of receipt of a Customer's manual request for End User BNA information. The Company will respond to all mechanized BNA requests within five (5) business days of receipt.
- B) Due to normal End User account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- C) The Company shall use reasonable efforts to provide accurate and complete BNA information. The Company makes no warranties, expressed or implied, as to the accuracy or completeness of this BNA information.

4.1.2 Obligations of the Customer

- A) With each order for BNA Service, the Customer shall identify the authorized individual and address to receive the BNA information.
- B) The Customer shall institute adequate internal procedures to insure that BNA information, including that related to "confidential" non-published and non-listed telephone numbers, is used only for the purpose set forth in this Tariff and that BNA information is available only to those Customer personnel or agents with a need to know the information.