

VOXBEAM TELECOMMUNICATIONS, INC.

New York P.S.C. Tariff No. 2

Initial Effective Date: August 25, 2011Original Sheet No. 18**SECTION 2 - RULES AND REGULATIONS, Continued****2.8. PAYMENTS AND BILLING, Continued**

- 2.8.4. A charge of \$10.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written.
- 2.8.5. Billing disputes should be addressed to Company's customer service organization via telephone. Customer service representatives are available from 8:00 AM to 5:00 P.M. Central Time. Messages may be left for Customer Services from 5:01 PM to 7:59 AM Central Time, which will be answered on the next business day. In the event of an emergency that threatens customer service, Customer Service Staff may be paged.
- 2.8.6. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:
- A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
 - B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the New York Public Service Commission for its investigation and decision.

The address and telephone number of the Commission are:

Consumer Services Division
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223
Telephone: 800.342.3377

Issued By:

Joseph Isaacs
Chief Regulatory Officer
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Cancelled by supplement No. 1 effective 09/02/2023