

**Choice One Communications of New York Inc.**  
**d/b/a EarthLink Business**  
PSC No. 1 - Telephone  
Effective Date: September 8, 2012

Leaf: 40  
Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES

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### SECTION 2 - GENERAL RULES AND REGULATIONS, (Cont'd.)

#### 2.10 Additional Provisions Applicable To Residential Customers, (Cont'd.)

##### 2.10.5 Adjusted Payment Schedule

Customers on fixed incomes (e.g., pension and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

##### 2.10.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
- B. After issuing the written notification in accordance with the terms of this Tariff, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
- C. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

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Issued By: Vice President - Tax, Atlanta, Georgia 30309