

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

Leaf: 41
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

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

2.10.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. Existing residential customers with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period of no less than (10) months unless otherwise agreed to by the customer and for amounts of up to \$450 unless greater amounts are agreed to by the company. Down payments shall be not exceed the lesser of one-fifth of the amount deferred or three (3) months of a customer's average billing, plus the difference between the total amount of arrears and the amount deferred.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

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