

Choice One Communications of New York Inc.
d/b/a EarthLink Business
PSC No. 1 - Telephone
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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (Cont'd.)

5.13 ChoiceInvoice

5.13.1 Basic Description

ChoiceInvoice gives the customer the option to receive an electronic invoice and the ability to pay online by a credit or debit card via Internet access.

5.13.2 Restrictions

- A. The customer is responsible for obtaining and maintaining computer hardware and software at their premises that is required for the use of ChoiceInvoice service. It is the responsibility of the Customer to ensure that such hardware and software will be properly configured to support ChoiceInvoice service.
- B. The customer is also responsible for obtaining Internet-based access that will be used in conjunction with this service.
- C. The Company shall not be held accountable for any failures on the part of the Customer related to either Condition A or B.

5.13.3 Rates and Charges

Customer who select the ChoiceInvoice service will receive both electronic bills sent via the Internet and paper bills sent to their designated address via U.S. Mail service for the first three billing cycles at no additional charge. At the end of the three billing cycles, the customer will no longer receive paper bills and will only receive electronic bills. The customer will have 30 days after the switch to the "electronic only" option to change bill delivery to either the "electronic and paper" or "paper only" option without being billed a nonrecurring charge. A nonrecurring charge will be applied to any such changes that are made beyond the initial 30 day period. If a customer chooses the "electronic and paper" option, a monthly recurring charge will be applied to their account. No monthly recurring charge will apply if the customer chooses either the "paper only" or "electronic only" option.

Rates and charges for ChoiceInvoice are set forth in Sections 12.10 and 13.9.

Customers that receive the electronic version of the bill will be able to pay using the traditional mail method by printing a remittance slip that will be included with their payment.

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