

CTC Communications Corp.
d/b/a EarthLink Business
PSC No. 3 - Telephone
Effective Date: September 10, 2012

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Revision: 0
Superseding Revision:

ACCESS SERVICES TARIFF

SECTION 2 - GENERAL REGULATIONS (CONT'D.)

2.9 Payment Arrangements (Cont'd.)

2.9.2 Billing and Collection of Charges (Cont'd.)

- F. The Customer will be assessed a charge of up to twenty dollars (\$20.00) for each check submitted by the Customer to the Company which a financial institution refuses to honor for insufficient funds or a non-existent account.
- G. Customers have up to thirty (30) days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits.
- H. If service is disconnected by the Company in accordance with Section 2.9.4, following and later restored, restoration of service will be subject to all applicable installation charges.

2.9.3 Billing Disputes

In the case of a billing dispute between a Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer may, within thirty (30) days of the date of the invoice containing the disputed amount, request, and the Company will comply with the request, an in-depth investigation and review of the disputed amount. The Company shall communicate to the Customer the results of such investigation and review as soon as reasonably possible. The undisputed portion of the bill and any subsequent bills must be paid on timely basis or service shall be subject to cancellation.