

**Choice One Communications of New York, Inc.**  
**d/b/a EarthLink Business**  
PSC No. 4 - Telephone  
Effective Date: September 10, 2012

Leaf 59  
Revision: 0  
Superseding Revision:

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NETWORK INTERCONNECTION SERVICES TARIFF

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SECTION 4 - ISSUANCE, PAYMENT AND CREDITING OF CUSTOMER BILLS (CONT'D.)

4.1 Responsibility of the Telephone Company (Cont'd.)

4.1.7 Billing Dispute

In the event that a billing dispute occurs concerning any charges billed to the LEC by the Telephone Company the following

- A. The first day of the dispute shall be the date on which the LEC furnishes the Telephone Company the account number under which the bill has been rendered, the date of the bill and the specific items on the bill being disputed.
- B. The date of resolution shall be the date on which the Telephone Company completes its investigation of the dispute, notifies the LEC of the disposition and, if the billing dispute is resolved in favor of the LEC, applies the credit for the amount of the dispute resolved in the LEC's favor to the LEC's bill, including the disputed amount penalty credit and/or late payment penalty credit, as appropriate.
- C. If a billing dispute is resolved in favor of the Telephone Company, any payments withheld pending resolution of the dispute shall be subject to the late payment penalty as set forth in Section 4.1.3. Further, the LEC will not receive a disputed amount penalty credit and/or a late payment penalty credit.
- D. If a LEC disputes a bill within three months of the payment date and pays the total billed amount on or before the payment date, and the billing dispute is resolved in favor of the LEC, the LEC will receive a credit for a disputed amount penalty from the Telephone Company for the period starting with the date of payment and ending on the date of resolution. The credit for a disputed amount penalty shall be as set forth in Section 4.1.3.