

**Choice One Communications of New York Inc.**  
**d/b/a EarthLink Business**  
PSC No. 3 - Telephone  
Effective Date: September 9, 2012

Leaf: 38  
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SWITCHED ACCESS SERVICES TARIFF

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SECTION 2 - GENERAL REGULATIONS, (CONT'D.)

2.6 Payment For Service Rendered, (Cont'd.)

2.6.7 Disputed Bills

A. General

All bills are presumed accurate, and shall be binding on the Customer unless notice of the disputed charge(s) is received by the Company within 90 days (commencing 5 days after such bills have been mailed or otherwise rendered per the Company's normal course of business). For the purposes of this section, "notice" is defined as written notice to the Company as set forth in Section 12, containing sufficient documentation to investigate the dispute, including the account number under which the bill has been rendered, the specific invoice disputed, the date of the bill, the specific items on the bill being disputed, and the justification for the dispute.

In order to withhold payment for disputed amounts, the Customer must 1) pay all undisputed amounts by the due date and 2) provide written documentation of the dispute as described in this Section 2.5 by the due date for the billing period in question.