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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.15 Cancellation of Service (Cont'd.)

2.15.5 Final Invoice

Upon termination, the Company shall forward a final invoice to the Customer, which such invoice will include, without limitation, all charges (including, without limitation, recurring charges) incurred up to the effective termination date and all applicable liquidated damages.

2.15.6 Company Contact Information for Cancellation

The Customer must use the following information/addresses for all cancellation and disconnect requests:

- A. US Mail (registered, certified or return receipt requested) – DeltaCom, Inc., Customer Care Center, Attn: Disconnect Processing Team, P. O. Box 1301, Arab, Alabama 35016
- B. Email, with confirmed receipt by DeltaCom – [disconnect@deltacom.com](mailto:disconnect@deltacom.com)
- C. Facsimile, with confirmed receipt by DeltaCom – 1-800-488-1386
- D. Such request shall include all of the following that apply:
  - 1. an itemized list of the Service(s) that Customer wishes to disconnect;
  - 2. the Customer's account number;
  - 3. affected circuit ID's;
  - 4. affected telephone numbers; and,
  - 5. the Customer contact information (i.e., name, address, telephone number, fax number, and email address).

If requested by Company, the Customer must be able to provide confirmation that one of the above methods was used in providing a disconnection/cancellation notice to the Company.

All notices of disconnect must be received by the Company thirty (30) days prior to the discontinuance becoming effective.