

RCN Telecom Services of New York, LP

PSC No. 4 - Telephone
Effective Date: July 1, 2012Section 2
Leaf No. 29
Revision No. 0
Superseding Revision No. 0REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.3 Billing DisputesA. 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). After the Customer's notice of disputed charges is received by the Company, the Customer is limited to two (2) years to resolve the dispute. For the purposes of this section, "notice" is defined as written notice to the Company, containing sufficient documentation to investigate the dispute, including 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. Late Payment Charge

1. The undisputed portions of the bill must be paid by the payment due date to avoid assessment of a late payment charge on the undisputed amount under Section 2.6.2(E), preceding.
2. In the event that a billing dispute is resolved by the Company in favor of the Customer, any disputed amount withheld pending resolution of the billing dispute shall not be subject to the late payment charge.
3. In the event that a billing dispute is resolved in favor of the Company, the Customer shall pay the late payment charge.

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Cancelled effective 06/30/2022.