

RCN Telecom Services of New York, LP

PSC No. 4 - Telephone
Effective Date: July 1, 2012

Section 2
Leaf No. 31
Revision No. 0
Superseding Revision No. 0

REGULATIONS

2.6 Payment Arrangements (cont'd.)

2.6.3 Billing Disputes (cont'd.)

D. Unresolved Billing Disputes

In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer has up to 90 days (commencing 5 days after such bills have been mailed or otherwise rendered per the Company's normal course of business) to take the following course of action:

1. First, the Customer may request and the Company will provide an in-depth review of the disputed amount.
2. Second, if after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer may file an appropriate complaint with:

New York Public Service Commission
Department of Public Service
Three Empire State Plaza
Albany, New York 12223

Issued By: Joseph Kahl
Sr. Director of Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

Cancelled effective 06/30/2022.