

RCN Telecom Services of New York, LP  
PSC No. 1 - Telephone  
Initial Effective Date: June 1, 2012

Leaf No. 14  
Revision No. 0  
Superseding Revision No. 0

## **SECTION 2 - RULES AND REGULATIONS, Continued**

### **2.8. PAYMENTS AND BILLING, Continued**

- 2.8.5. An additional charge will be assessed for any customer check returned as non-payable. Such charges shall not exceed the greater of \$5.00 or the amount of the handling charge assessed against RCN by the bank, and in no event shall exceed \$25.00.
- 2.8.6. Customer questions, complaints and disputes regarding billing or service provided by the company may be referred to RCN's customer service department.

### **2.9. CANCELLATION BY CUSTOMER**

- 2.9.1. Residential customers may cancel service by giving notice to RCN; however, the customer shall remain liable for charges incurred prior to such cancellation. Business customers may cancel service upon not less than 30 (thirty) days' written notice to RCN unless some other notice period is specified in an applicable service contract executed by the customer.
- 2.9.2. If the Customer orders service requiring special facilities dedicated to the customer's use and then cancels the order before such service begins, before completion of the minimum period, or before completion of some other period mutually agreed with the Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by Company and not fully reimbursed by installation, and monthly charges, and if based on such an order, and construction has either begun or has been completed, but no service provided, the non-recoverable cost of such expenditures shall be borne by the customer.

### **2.10. INTERCONNECTION**

- 2.10.1. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.

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