

Time Warner Cable Information Services (New York), LLC
d/b/a Time Warner Cable
P.S.C. No. 3 – Telephone
Effective Date: February 23, 2013

Leaf: 27
Revision: 0
Superseding Revision:

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

2.8 PAYMENT ARRANGEMENTS (CONT'D.)

2.8.3 Disputed Bills

- A. If the Customer has a complaint, has a question about, or seeks to dispute charges on the bill, the Customer should contact the Company at the address, telephone number, or e-mail address provided on the bill.
- B. Unless disputed, the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223, 1-800-342-3377 (8:30 am - 4:00 pm)

2.8.4 Late Payment Charges

- A. Customer bills are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the Customer's next billing date, a 1.5% Late Payment Charge may be applied to all amounts previously billed under this Tariff, excluding one month's Service charge, but including arrears and unpaid late payment charges.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

Issued By: Julie P. Laine, Secretary
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