

RCLEC, Inc.
P.SC. No. 3 – Local Wholesale Access Tariff

Section 2
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Superseding Rev. No.:

Effective Date: February 5, 2013

REGULATIONS (CONT'D)

2.6 Payment Arrangements (Cont'd)

2.6.3 Billing Disputes

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 is required 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 State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350
Phone: 518/474-7080
Fax: 518/474-0421
Complaints (Toll Free) 800/342-3377

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