

CornerStone Telephone Company, LLC

P.S.C. No. 1 – Telephone
Original Page 32

SECTION 2 – GENERAL RULES AND REGULATIONS

2.10 Additional Provisions Applicable to Residential Customers (cont'd)

2.10.3 Deposits (cont'd)

2. Customers Exempt from Deposits

- a. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
- b. The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

3. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with the Company is entitled to service without payment of a deposit unless his or her records indicate a delinquency in payment or a termination of service for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements 2.10.7)

New deposits from a residential customer are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

Issued: March 30, 2009

Effective: April 30, 2009

Issued by:

Scott Gilbert
Chief Information Officer
CornerStone Telephone Company, LLC
2 Third Street, Suite 303
Troy, NY 12180