
SECTION 2 - REGULATIONS

2.5 Payment Arrangements (Cont'd)

2.5.4 Billing and Collection of Charges (Cont'd)

B. Switched Access

1. A clear explanation of the basis of the dispute, including what the Customer believes is incorrect (*e.g.*, nonrecurring charge; mileage; circuit identification) and the reason why the Customer believes the bill is incorrect (*e.g.*, monthly rate billed not same as in tariff; facility not ordered; service not received).
2. The account number under which the bill was rendered.
3. The date of the bill.
4. The invoice number.
5. The exact dollar amount in dispute.
6. Call Detail Records (CDRs)
7. The universal service order code(s) (USOCs) and/or rate element associated with the service.
8. Details sufficient to identify the specific amount(s) and item(s) in dispute.
9. The name of the person responsible for the Customer's dispute.
10. Additional data as the Company reasonably requests from the Customer to resolve the dispute. The request for such additional information shall not affect the Customer's dispute date as set forth preceding.

In the event that the Company's computerized usage recording system fails or is otherwise unavailable for all or part of any billing period, the Company shall be entitled to make a reasonable estimate of the Customer's usage of Services in the period in question for billing purposes.