

## SECTION 2 - REGULATIONS

### 2.8 Customer Overpayments Due To Erroneous Billing

Where a customer overpayment occurs as a result of erroneous billing by the Company, the Company shall refund the overpaid amount to the customer. Unless such refund is made within 30 days of the occurrence of the customer overpayment, the Company shall pay interest on the overpaid amount, according to the terms set forth below:

Interest shall be paid at the greater of the unadjusted customer deposit interest rate, or the late factor rate, as specified preceding.

Interest shall be compounded monthly and paid from the date when the customer overpayment was received by the Company, adjusting for changes in the deposit rate, until the date when the overpayment is refunded.

### 2.9 Automatic Number Identification Terms and Conditions

TC Systems, Inc. may provide Automatic Number Identification (ANI) associated with an Intrastate service, by tariff, to any customer (ANI recipient), only under the following terms and conditions:

- (1) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- (2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.