

**Charter Fiberlink NY-CCO, LLC**  
Within the State of New York

**New York PSC No. 3 - Telephone**  
Leaf 31  
Revision: Original

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## **Section 2 - Rules and Regulations (cont'd)**

### 2.2. Practices and Procedures (cont'd)

#### 2.2.11. Suspension or Termination of Service (cont'd)

##### **B. Involuntary Termination (cont'd)**

12. The Telephone Company may refuse to furnish Service and may also disconnect existing Service for a Customer who demonstrates fraudulent means of obtaining, or attempting, to obtain, or assisting another to obtain, service by any trick, scheme, false representation, false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the charge for such service.
13. For violation and/or non-compliance with the New York Public Service Commission's Orders or regulations governing service supplied by the Telephone Company;
14. Failure of a Customer to cooperate with the Telephone Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the Customer's right to continuance of service;
15. Failure of the Customer to fulfill his contractual obligations for service and/or facilities subject to regulation by the New York Public Service Commission.

##### **C. Exceptions to Suspension and Termination**

Telephone service shall not be suspended or terminated for:

- Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- Nonpayment for service for which a bill has not been rendered;
- Nonpayment for service which have not been rendered;
- Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's compliant handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 609 of 16 NYCRR.
- Nonpayment of backbilled amounts as outlined in 2.2.10.

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Issued By:

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