

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

New York PSC No. 3 - Telephone
Leaf 30
Revision: Original

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)

The Telephone Company may disconnect, without additional notice, any service when the Customer has made payment of past due amounts with insufficient funds via check or credit card. The Customer may prevent disconnection by making payment of all amounts owed in guaranteed funds prior to the expiration of the insufficient funds notice.

Service may be refused or discontinued for any of the reasons listed below. Unless noted, service will be refused or discontinued with written notice provided prior to the date of the proposed discontinuance. Suspension or termination of basic local service involving medical emergencies, the elderly, blind or disabled will be in accordance with New York Comp. Codes R. and Regs. title 16 §609.5.

1. Without notice, in the event of a condition determined by the Telephone Company to be hazardous or dangerous;
2. Without notice, in the event of customer use of equipment in such a manner as to adversely affect the Telephone Company's service to other customers;
3. Without notice, in the event the customer tampers with equipment furnished and owned by the Telephone Company;
4. In the event of unauthorized use of telephone service; or unauthorized use of abandoned facilities.
5. Failure of the customer to permit the Telephone Company reasonable access to its equipment;
6. Failure of the customer to furnish permits, certificates, and/or right-of-ways, as necessary to obtain service, or in the event such permissions are withdrawn or terminated.
7. Failure to comply with municipal ordinances and other laws;
8. Failure of the customer to provide a deposit/advance payment to the Telephone Company, if required;
9. In cases of extreme risk involving abnormal and excessive use of toll service, service may be denied two days after written notice is given to the customer, unless satisfactory arrangements for payments are made;
10. Where there is probable cause to believe that there is illegal or willful misuse of the Telephone Company's service including but not limited to; the subscriber use or allowance of use of abusive, obscene, profane, lewd, lascivious or suggestive language or material otherwise not protected by law; subscriber use with intent to terrify, intimidate, threaten, harass, annoy, or offend another telephone user or Company personnel; or subscriber use to impersonate or permit others to impersonate any other individual.
11. The Telephone Company is not required to furnish its service or to continue its service; to any applicant who, at the time of application, is indebted under an undisputed bill to the Telephone Company for telephone service or service from its affiliates previously furnished to such applicant or any other member of the applicant's household.

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Issued By:

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