

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

New York PSC No. 3 - Telephone
Leaf 29
Revision: Original

Section 2 - Rules and Regulations (cont'd)

2.2. Practices and Procedures (cont'd)

2.2.11. Suspension or Termination of Service

A. Voluntary Suspension

Service may be terminated upon notice being given to the Telephone Company. Upon customer dissatisfaction and disconnection of service, and at the customer's request, the Telephone Company will provide a refund/credit for any initial installation charge, presubscribed carrier change charge and one monthly recurring charge, applicable to all residential services, under the following conditions:

Customers who have not had Charter telephone services for 90 days qualify to have all levels of telephone services refunded for one month's charges;

Current customers adding a new level of service qualify to receive a credit for one month's charges on the newly added services only.

This refund/credit is valid for the customers who pay the first month's charges for the new or upgraded service and is limited to one refund/credit per household. The customer must disconnect the service and request a refund/credit within 45 days of service installation.

Taxes, surcharges, and any other fees or charges that may apply will not be credited or refunded. This guarantee does not apply to per unit long distance charges (domestic or international) incurred beyond that provided for in the monthly recurring charge. Services purchased on a pay per use basis (i.e. Directory Assistance, Operator Services, etc.) are not eligible for this program.

Service may be suspended at the Customer's request to accommodate vacation or other extended absence needs. Please refer to Customer Initiated Temporary Suspension of Service (Seasonal Suspension).

B. Involuntary Termination

Service may be suspended or terminated for non-payment of a bill, provided that the Telephone Company has made a reasonable attempt to effect collection and has given written notice for the customer to make settlement on their account or have service disconnected. The Telephone Company will also provide the customer the opportunity to eliminate portions of the service before terminating service in its entirety. Suspension/termination notices may be issued 25 days after the date of the bill. A mailed written notice will be provided, with reasons specified, to the customer at least eight (8) days prior to suspension, or twenty (20) days prior to termination, excluding Sundays and legal holidays, prior to the date of the proposed discontinuance. Notice will be sent to the customer via first class US Mail. Basic telecommunications service may not be suspended on any Friday, Saturday, Sunday, legal holiday or day before any legal holiday. Service also may not be suspended when the offices of the Telephone Company are not open to the public.

Issued: December 17, 2010
Issued By:

Effective Date: January 17, 2011
Betty Sanders, Director Regulatory Affairs
Charter Fiberlink NY – CCO, LLC
12405 Powerscourt Drive
St. Louis, MO 63131-3674