

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

New York PSC No. 3 - Telephone
Leaf 26
Revision: Original

Section 2 - Rules and Regulations (cont'd)

2.2. Practices and Procedures (cont'd)

2.2.8 Advance Payments, Deposits and Guarantee of Payment (cont'd)

B. Deposits (cont'd)

3. Customers Exempt from Deposits

- A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay deposit in installments over a period not to exceed 12 months.
- The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

Deposits shall be returned, with accrued interest, after twelve (12) consecutive months of prompt payment. The rate of interest paid by the Telephone Company on any security deposit received from a customer for each calendar year shall be at a rate in accordance with the Public Service Commission. The deposit shall cease to draw interest on the date it is returned, on the date that service is terminated, or on the date that notice is sent to the customer's last known address that the deposit is no longer required. Upon termination of service, the deposit with accrued interest shall be credited to the final bill and the balance shall be returned within 45 days to the Customer.

A maximum deposit may be required up to an amount equal to an estimated two months (60 days) total bill (including toll and taxes) for a new customer. For an existing customer, a maximum deposit may be required up to an amount equal to the total actual bills of the highest consecutive months within the preceding six months.

Where a customer has been required to make a guaranteed deposit, that deposit shall not relieve the customer of the obligation to pay the service bill when due. If the Telephone Company discontinues the account, the utility shall apply the deposit of such customer toward the discharge of such account and shall refund to the customer any excess.

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Issued By:

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