

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

**New York PSC No. 3 - Telephone**  
Leaf 25  
Revision: Original

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

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

#### 2.2.8. Advance Payments, Deposits and Guarantee of Payment

##### A. Advance Payments

Customers, who are unable to satisfy or unwilling to provide information to establish credit worthiness or who have an unsatisfactory credit rating may be required to make an Advance Payment. The Advance Payment will be equal to the applicable installation charge and one month of recurring charges, excluding taxes and surcharges. The Advance Payment will appear as a credit and be applied to the first month bill. The Telephone Company reserves the right to refuse service if the customer fails to fulfill standard requirements. After service has been established, the Customer will be responsible for the payment of all applicable charges to avoid discontinuance of service.

For Customers required to make an advance payment, the Telephone Company may require proof of positive identification. Failure to provide acceptable forms of identification may result in denial of telephone service. The Telephone Company will provide a notification and information letter to those customers required to make an advance payment. The notification letter shall contain the reason for the advance payment and/or the credit bureau used to obtain a copy of the credit report.

##### B. Deposits

1. The Telephone Company may require from any existing or new customer, unless the customer has not had service disconnected for nonpayment within the last twelve months, a deposit intended to guarantee payment of bills for service. The Company will explain in writing why a deposit is required, if any of the following conditions exist:
  - The customer's past payment record to a telecommunications company shows delinquent payment practice (i.e. customer has had two consecutive 30-day arrearages, or
  - A new customer cannot furnish either a letter of good credit from a reliable source or an acceptable co-signer or guarantor to guarantee payment, or
  - A customer has no deposit and presently is delinquent in payments (i.e., has had two consecutive 30-day arrears.), or
  - A customer has had his service terminated by any telecommunications company for non-payment or fraudulent use.
2. The Telephone Company shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a customer may establish his claim if this receipt is lost.

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Issued By:

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