

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

New York PSC No. 3 - Telephone
Leaf 28
Revision: Original

Section 2 - Rules and Regulations (cont'd)

2.2. Practices and Procedures (cont'd)

2.2.10. Billing and Charges

- A. The Telephone The customer is held responsible for all charges for Services rendered and furnished to the Customer including any FCC-approved end user charge, billed monthly in advance. The Customer shall also pay for long distance service charges that may be billed by the Telephone Company, including charges for toll messages in which charges have been reversed and also nonrecurring service charges when billed. The Customer is also responsible for any charges transferred to the Customer's account from terminated accounts billed to the same Customer.
- B. The Telephone Company will not charge for previously unbilled services when the period for the unbilled services is more than 24 months prior to the mailing of the bill unless the culpable conduct of the customer caused or contributed to the failure of the Corporation to render timely or accurate billing.
- C. The Telephone The Telephone Company reserves the right to assess late payment charges for Customers whose accounts(s) have an unpaid balance from the prior billing period. Any charges not paid in full by the due date indicated on the billing statement may be subject to a late fee (Refer to Section 5.2.).
- Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
 - Late payment charges do not apply to final accounts.
 - Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance law (Chapter 153 of Laws of 1984).
- D. A deferred payment agreement may be arranged for a residential customer if the customer owes the Telephone Company for past due service and the service has not been disconnected. A deferred payment agreement must be in writing.

A residential customer may be required to pay no more than one third of the amount past due owed at the time of entering the agreement. The Telephone Company shall prorate the charges for connection, installation, restoration, or reconnection of service for three (3) equal portions over three monthly billing periods, upon the request of the Customer.

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Issued By:

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