

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

**New York PSC No. 4 - Telephone**  
Leaf 38  
Revision: Original

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## **Section 6. Application of Charges, Payments and Credits (Cont'd)**

### **6.5. Minimum Period**

The minimum period Access Service is provided and charges are applicable for is one month. For discontinuances of Service, all applicable charges for the one-month period will apply. All applicable Non-Recurring Charges for the Service will be billed in addition to the Minimum Period Charge.

### **6.6. Disputes**

If a Customer does not give the Telephone Company written notice of a dispute with respect to the Telephone Company's charges within 60 days of the payment due date, such invoiced shall be deemed to be correct and binding on the Customer.

If a Customer provides Telephone Company with a written notice of a dispute within 60 days of the payment due date, Customer must also provide sufficient documentation to support the claim within 10-working days from the Telephone Company is notified of the dispute.

This documentation must include:

1. A clear and full explanation of the basis of the dispute,
2. The account number under which the bill has been rendered,
3. The date of the bill, and details sufficient to identify the specific amounts and items in dispute.

The Telephone Company will assess or credit late payment charges on disputed amounts to the Customer as follows:

1. If resolved in favor of the Telephone Company and the Customer has paid the disputed amount on or before the payment due date, no late payment charges will apply.
2. If resolved in favor of the Telephone Company and the Customer has withheld the disputed amount, any payments withheld pending settlement of the dispute shall be subject to the late payment charge as specified in this Tariff.
3. If resolved in favor of the Customer and the Customer has withheld the disputed amount, the Customer shall be credited for each month or portion thereof that the late payment charge may have been applied. In the event the Customer has paid the late payment charge, a credit will be granted to the Customer for the late payment charge paid on disputed amount.

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**Issued By: Betty Sanders, Director Regulatory Affairs**  
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