

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

**New York PSC No. 3 - Telephone**  
Leaf 65  
Revision: Original

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## **Section 6 - Business Services (cont'd)**

### 6.9. Other Services and Charges

#### 6.9.1 Customer Initiated Temporary Suspension of Service (Seasonal Suspension)

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in three (3), four (4), five (5) or six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service is available only to customers with a minimum of a twelve (12) month term agreement and provides for a suspension of telephone Service(s) for a prescribed period on an annual basis. Seasonal suspension of services will result in availability of dial tone with access only to 911 or Charter customer care service. No other services or features will be active or operational during a seasonal suspension period. Seasonal suspension shall apply to any or all lines (any or all telephone numbers) of an account and is billed on a per line basis. The period of suspension will be the same for and applied to each year of the agreement term.

The term of the original agreement shall be extended by a period equal to the annual period of the suspended service requested by the customer. Such extension shall apply on an annual basis. All renewal service periods shall also include a seasonal suspension period with the extension of such renewal period to be equal to the length of the seasonal suspend for the annual renewal period. For example, if the suspension period is three months, the term agreement shall be extended by three months times each year of the term agreement. Accordingly, a two year term agreement with a three month suspension shall be extended in term by six months. Any subsequent renewal period shall be extended by that same period (six months).

In the event Customer desires to terminate seasonal suspension of service(s) prior to the end of an annual seasonal suspension period, customer's service will be restored fully and all partial months charges will be prorated. Early termination of any annual seasonal suspension shall not reduce the amendment term regardless of whether future seasonal suspensions are fully utilized by the Customer.

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested. All other monthly recurring charges are waived during the suspended period.

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Issued By:

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