

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

New York PSC No. 3 - Telephone
Leaf 56
Revision: Original

Section 6 - Business Services (cont'd)

6.3. Rights of Customer (cont'd)

Money Back Guarantee

Upon the business customer's dissatisfaction and disconnection of service, and at the customer's request, the Telephone Company will provide a refund/credit for any initial standard installation charge and one monthly recurring charge, applicable to Charter Business telephone services, under the following conditions:

1. New Charter Business telephone customers qualify to have all levels of telephone services refunded for one month's charges.
2. Current Charter Business telephone customers adding a new level/upgrade of service qualify to receive a credit for one month's charges on the newly added services only.
3. Voice Trunk, Bulk Accounts, Multi-Dwelling Unit Accounts and National Accounts are not eligible for this offer.
4. The maximum refund allowable is \$500 per account.

This refund/credit is valid for customers who pay the first month's charges for the new or upgraded service and is limited to one refund/credit per customer account. The customer must disconnect the service and request a refund/credit within 45 days of service installation.

Taxes, surcharges, and any other fees or charges that may apply will not be credited or refunded. This guarantee does not apply to per unit long distance charges (domestic or international) incurred beyond that provided for in the monthly recurring charge. Services purchased on a pay per use basis (i.e. Directory Assistance, Operator Services, etc.) are not eligible for this program.

6.4. Local Exchange Service

Telephone Company will provide local exchange service via Telephone Company's facilities to business customers within its local service areas. Local exchange service includes the following:

- A. Basic Local Touchtone Service
- B. One white page and/or blue** page directory listing, per account
- C. One yellow page directory listing, per account*
- D. Access to E911 Emergency Service
- E. Access to Operator Services
- F. Access to Directory Assistance
- G. Access to Customer Service and Repair Services
- H. Access to Line Intercept Services
- I. Access to services for the physically impaired
- J. Free unlimited local calling within the local exchange area of the end user
- K. Free standard intercept service for sixty (60) days

*Yellow Page listing will be provided where technically feasible

**Blue page directory listings are available for government entities, schools, and libraries

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