

Charter Fiberlink NY-CCO, LLC
Within the State of New York**New York PSC No. 3 - Telephone**
Leaf 76
Revision: Original

Section 7 - Long Distance Services (cont'd)

7.1. Terms of Service (cont'd)

7.1.7. Billing Disputes

Any disputed charge may be brought to the Telephone Company's attention by verbal or written notification. In the case of a billing dispute between the Customer and the Telephone Company that cannot be settled to their mutual satisfaction, the undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection.

The Customer may request investigation into the disputed amount by the Telephone Company. During the period that the disputed amount is under investigation, the Telephone Company shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, the Telephone Company may discontinue service. In the event the dispute is not resolved, the Telephone Company shall inform the customer that the customer has the option to pursue the matter with the Commission.

7.1.8. Disconnection of Service by Customer

By giving notice, Customer may disconnect service at any time following its minimum service requirement(s). The monthly service charge, plus associated taxes, shall be pro-rated for the actual number of days in which service has been provided, with non-used portion being refunded to the Customer.

7.1.9. Cancellation for Cause

The Telephone Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the reasons as listed under 2.2.11. Suspension or Termination of Service – Involuntary Termination.

Service shall not be discontinued on a day when the offices of the Telephone Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

Service shall not be disconnected unless written notice shall be sent or delivered to the Customer at least twenty (20) days prior to the date of the proposed discontinuance. Notices will be sent via First Class U.S. Mail.

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Issued By:

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