

AT&T Communications of New York, Inc.
P.S.C. No. 23 -- Telephone
Message Telecommunications Service
Effective Date: August 2, 2010

Section 2
Leaf No. 36
Revision: 1
Superseding Revision: 0

SECTION 2-GENERAL REGULATIONS

2.8 PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

2.8.10 TERMINATION BY NOTICE

Subject to the rules and regulations from time to time in force and effect, facilities and service may be terminated by the Subscriber or the Company by giving ten days notice in writing.

2.8.11 CUSTOMER OVERPAYMENT

AT&T will provide interest on a Customer overpayment. A Customer overpayment is defined as a payment to AT&T in excess of the correct charges for service which was caused by erroneous AT&T billing. The rate of interest on such an overpayment shall be the greater of the unadjusted Customer deposit rate or the applicable late payment rate. Interest shall be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. No interest will be paid on Customer overpayments that are refunded within 30 days after such overpayment is received by AT&T.

2.8.12 BACKBILLING

Charges for previously unbilled service or upward adjustments of bills previously rendered may not be billed beyond 24 months after the error occurred unless the culpable conduct of the Customer caused or contributed to the untimely billing. When such charges are billed, the Company must provide an explanation and advise Customers that payment may be made under an installment plan which shall not be less than one month for each month represented by the late billed charges. In addition, the Company may not terminate service for charges rendered during the period in excess of six months unless due to the Customer's culpable conduct.

A. Overbilling

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In addition, a Switched Digital Service and its associated features and equipment shall be deemed to still be in service, where continuity does not exist at the above mentioned interconnection points, but still exists at the Customer's premises and there is reasonable evidence that disconnection activity was performed on the line by non-Company personnel.

Interest, compounded monthly, will be paid on all overbilling credits, except as provided below, at the same rate that is paid as the late payment charge. The late payment charge rate is set forth in this tariff.

Interest will only be paid when the Customer overpayment was caused by erroneous billing by the Company. Interest will not be paid on Customer overpayments that are refunded within 30 days after such overpayment is received by the Company.

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