

AT&T Communications of New York, Inc.
P.S.C. No. 23 -- Telephone
Message Telecommunications Service
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Section 2
Leaf No. 28
Revision: 0
Superseding Revision:

SECTION 2-GENERAL REGULATIONS

2.8 PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

2.8.8 TERMINATION FOR NONPAYMENT (Cont'd)

B. Special provisions for Residence Customers

- a. Termination notices may not be issued until at least 25 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to Customers no later than six business days after the date of the bill. The 25 day period shall be extended one day for each day beyond the sixth business day when bills are mailed late.
- b. Termination shall not be made until at least 20 days after written notification has been issued.
- c. Termination may occur only between the hours of 8 AM and 4 PM Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected on December 23, 26, 30 and January 2. At least one attempt shall be made during nonworking hours to contact the Residential Customer by telephone before the date of termination.

C. Dishonored Checks

If a Subscriber who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account remains unpaid and the Company is not required to issue any additional notice before discontinuing service. However, when a check received from a Residence Customer is dishonored, the Company shall make two attempts, one outside of normal business hours, to contact the Customer within 24 hours. The Customer shall be given an additional 24 hours. The Customer shall be given an additional 24 hours to pay before termination. The additional notice will be given provided that the Customer previously has not submitted a dishonored check within the past 12 months.

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