

AT&T Communications of New York, Inc.  
P.S.C. No. 23 -- Telephone  
Message Telecommunications Service  
Effective Date: July 21, 2010

Section 2  
Leaf No. 31  
Revision: 0  
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## SECTION 2-GENERAL REGULATIONS

### 2.8 PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

#### 2.8.8 TERMINATION FOR NONPAYMENT (Cont'd)

##### H. Disputed bills

Service shall not be terminated for non-payment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules contained in Subchapter C, Chapter VI, Title 16 of the New York Code of Rules and Regulations, Part 631--Notices of Discontinuance and Complaint Procedures, Section 631.9 and 631.10, and the Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission Rules.

Service may be terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the subscriber, having been asked to pay such undisputed portion, does not do so. Terminated residential service shall be reconnected within 24 hours following payment absent circumstances beyond the Company's control. When circumstances beyond the Company's control exist, the service will be connected within 24 hours after the cessation of such circumstances.

The Commission or its authorized designee may direct reconnection of service which may be within less than 24 hours.

Copies of Company complaint handling procedures are on file with the Commission and are available to the Public for inspection upon request at each Company office where applications or payments for service may be made in person.

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Issued by: Carol E. Paulsen, Director Regulatory, Dallas, Texas 75202