

AT&T Communications of New York, Inc.
P.S.C. No. 24 -- Telephone
Residential Local Exchange Services
Effective Date: July 21, 2010

Section 2
Leaf No. 34
Revision: 0
Superseding Revision:

SECTION 2 – GENERAL REGULATIONS

2.7 CONSUMER SUSPENSION OR TERMINATION (Cont'd)

2.7.5 Disputed Bills

Service shall not be suspended or terminated for nonpayment 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 New York State Public Service Commission's Rules Governing Provision of Telephone Service to Residential Customers, Part 609, and the Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Rules.

Service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the Customer, having been asked to pay such undisputed portion, does not do so. Within 24 hours following payment, suspended or terminated service shall be reconnected 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.