

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. 33
Revision: 0
Superseding Revision:

SECTION 2 – GENERAL REGULATIONS

2.7 CONSUMER SUSPENSION OR TERMINATION (Cont'd)

2.7.3 Suspension or Termination - Elderly, Blind or Disabled

Where a Customer is identified to the Company as being blind, disabled or 62 years of age or older and all other occupants of the household are under 18 years of age, or 62 years of age or older, blind or disabled, an additional 30 days will be allowed before suspension or termination may occur. The Company shall make a diligent effort to contact by phone or in person an adult resident at the location for purposes of devising a payment plan at least eight days before the date of termination.

2.7.4 Verification of Nonpayment

Service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- a. The Company shall have verified in a manner approved by the Public Service Commission that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. The Company shall have checked the Customer's account, on the day termination occurs, to determine whether payment has been posted to the Customer's account as of the opening of business on that day.