

AT&T Communications of New York, Inc.
P.S.C. No. 24 -- Telephone
Residential Local Exchange Services
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Section 2
Leaf No. 38
Revision: 0
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SECTION 2 – GENERAL REGULATIONS

2.8 CONSUMER BILLING ACTIVITY

2.8.1 Backbilling

Charges for previously unbilled service or upward adjustments of bills previously rendered to a Customer 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 a Customer 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.

2.8.2 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 rates or 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. The date when overpayment is considered to have been made will be the date on which the Customer's overpayment was originally recorded to the Customer's account by the Company. No interest will be paid on Customer overpayments that are refunded within 30 days after such overpayment is received by AT&T.