

CONECTADO, INC.
PSC No. 1 - Telephone

Section 2
Leaf: 25
Revision: 0
Superseding Revision:

Initial Effective Date: June 7, 2011

12. Backbilling for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

Issued By:

Carmen Casey, President
300 Maple Park Blvd., Ste. 301
St. Clair Shores, MI 48081