

**NobelTel, LLC d/b/a Bane Telecom d/b/a AJAX Telecom d/b/a NCP Telecom**  
**PSC NO: 1 TELEPHONE**  
**Initial Effective Date: July 1, 2011**

**Leaf: 27**  
**Revision: 0**  
**Superseding:**

3.1.3 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Recognition of answer supervision is the responsibility of the Underlying Carrier. Timing for each call ends when either party hangs up. The Company will not bill for uncompleted calls.

### **3.2 Customer Complaints and/or Billing Disputes**

Customer inquires or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

5973 Avenida Encinas  
Carlsbad, CA 92008  
(800) 986-6235

Any objection to billed charges should be reported promptly to the Company. Adjustments to Customer's bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to the Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

If notice of a dispute as to charges is not received in writing by the Company within thirty (30) days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the Customer.

If a Customer accumulates more than One Dollar of undisputed delinquent Company 800 Service charges, the Company Resp. Org. reserves the right not to honor the Customer's request for a Resp. org. change till such undisputed changes are paid in full.

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**ISSUED BY: Richard L. Mahfouz, President, 5973 Avenida Encinas, Carlsbad, CA 92008**