## SECTION 2 - RULES AND REGULATIONS

### 2.7 Payment For Service, (Cont'd.)

### 2.7.5 Residential Partial Payments

The Company will apply a partial payment from a residential Customer as directed by the Customer or as follows:
(A) The full amount of the partial payment is applied to the Local Exchange Service charges.
(B) Any residual or subsequent payment received during the same billing period is applied to intraLATA toll and then to InterLATA toll charges.
(C) Finally, any residual or subsequent payment received during the same billing period is applied to other charges for services provided by the Company.
(D) In the event of a billing dispute, the disputed amount will be deducted from the balance due prior to the application of any payment.

### 2.7.6 Residential Deferred Payment Agreements

Existing residential Customers with three or more months service and for whom service has not been terminated in the initial three months shall be offered a deferred payment agreement prior to suspension or termination. Customers with medical emergencies and Customers who are elderly, blind or disabled shall be exempt from such eligibility criteria.

Service will not be suspended or terminated unless a deferred payment plan is offered.
Final notice of suspension/termination will advice the Customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

