

PSC NO.: 1 TELEPHONE  
Windstream New York, Inc.  
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## SECTION 2 - GENERAL RULES AND REGULATIONS

### H. PAYMENTS AND TERMINATION OF SERVICE (Cont'd.)

#### 7. Late Payment Charge

Customers bills for telephone service are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.

If payment is not made within 25 days of the date of the bill, a late payment charge of one and one-half percent (1 1/2%) per monthly billing period will be applied to all amounts previously billed under this tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

Under Article XI-A of the State Finance Law...State agencies will not be charged a late payment charge. The law requires state agencies to pay bills within 45 days and interest charges, at the corporate rate, thereafter and changes the time period to 30 days, effective July 1, 1988.

#### 8. Backbilling

Charges for previously unbilled service or upward adjustments of bills previously rendered 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 customers 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.

Issued by: Vice President, Little Rock, Arkansas