

PSC NO: 1 LOCAL EXCHANGE SERVICE
SBC Long Distance, LLC d/b/a SBC Long
Distance, d/b/a AT&T Long Distance
Initial Effective Date: February 9, 2006

Leaf: 64
Revision: 0

Superseding Revision:

2.11 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 twenty-four (24) 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.

2.12 Interest on Customer Overpayments

A Customer who makes a payment to the Company in excess of the correct charge for telephone Service, which overpayment was caused by erroneous billing by the Company, shall be paid interest on the amount of overpayment. The rate of interest on such amount shall be the greater of the unadjusted Customer Deposit rate or the applicable late payment rate. The interest shall be paid from the date when the Customer overpayment was made, adjusted for any changes in the Deposit or late payment charge rates and compounded monthly until the date when the overpayment is refunded. No interest will be paid on Customer overpayments that are refunded within 30 days after such overpayment is received by the Company.

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