

- (B) If the interruption continues for more than twenty four (24) hours, the allowance will be equal to one thirtieth ($1/30^{\text{th}}$) of the monthly rates for the first full twenty four (24) hour period and for each succeeding twenty four (24) hour period or fraction thereof.

2.16 Returned Check Charge

When a check which has been presented to the Company by a Customer in payment for charges, including Deposits and Advance Payments, is returned by a financial institution which refuses to honor it for insufficient funds or a closed or non-existent account, the Customer will be assessed a twenty dollar (\$20.00) charge.

2.17 Customer Service

Correspondence from the Customer to the Company must be addressed to the attention of the Company's Customer Service department and sent to the appropriate office as listed on the Customer bill. The Customer may also contact the Company's Customer Service department by calling a toll free number provided on the Customer bill.

2.18 Billing Name and Address

Billing Name and Address ("BNA") provides a record of the billing name and address of an End User who has an Automatic Number Identification ("ANI") recorded by the Customer (IXCs, operator service providers, enhanced service providers and any other provider of interstate telecommunication services) for telecommunication services rendered by the Customer to its End User. The receipt of this information will allow the Customer to provide its own billing to End Users who may not have established a formal billing relationship with the Customers.