

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
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SECTION 2 - GENERAL RULES AND REGULATIONS

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

4. Suspension and Termination for Non-Payment (Cont'd.)

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/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 notices of suspension/termination will advise customers of deferred payment arrangements and no less than six days before termination of total service, a deferred payment plan will be offered which will include in bold print a notice that assistance may be obtained from the Commission.

Deferred payment agreements will be for a period of no less than 10 months unless otherwise agreed to by customers and for amounts of up to \$450 unless greater amounts are agreed to by the telephone corporation.

Downpayments shall not exceed the lesser of one-fifth of the amount deferred or three months of a customer's average billing.

Customers on fixed incomes (e.g., pensions and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

5. Termination for Cause Other than Non-Payment

In the event of prohibited or improper use of the facilities or service, abuse of the station, or any other violation by the subscriber of the rules and regulations governing the facilities and service furnished or, if any use of the facilities or service by the subscriber tends to injuriously affect the efficiency of the Telephone Company's plant, property or service, the Telephone Company may, without notice, terminate the service, and sever the connection and remove its equipment from the subscriber's premises. Improper use of the facilities or service includes the use of facilities or service of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of Tariff charges.

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