

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.)

Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit on Saturday, Sunday, or the following public holidays: New Year's Day, Lincoln's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Christmas, Election Day, and special days proclaimed by the President or the Governor, or day on which the main business office of the Company is not open for business.

Suspension/termination notices may not be issued until at least 25 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to customers no later than six business days after the date of the bill. The 25 day period shall be extended one day for each day beyond the sixth business day when bills are mailed late.

Suspension shall not be made until at least 8 days (20 days for termination) after written notification has been issued.

Suspension/termination may occur only between the hours of 8AM and 4 PM Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected on December 23, 26, 30 and January 2. At least one attempt shall be made during nonworking hours to contact the residential customer by telephone before the date of Suspension/termination.

If a subscriber who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account remains unpaid and the Company is not required to issue any additional notice before discontinuing service. However, when a check received from a residence customer is dishonored, the Company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer previously has not submitted a dishonored check within the past 12 months (see Section 2, H.3. for service charge due on dishonored checks).

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas