

Level 3 Communications, LLC  
PSC NO. 9 - TELEPHONE  
Interexchange Service  
Effective Date: October 16, 2019

Section 2  
Leaf 32  
Revision: 0  
Superseding Revision:

## **2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

### **2.7 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)**

#### **2.7.2 Exceptions to Suspension and Termination**

Telephone service shall not be suspended or terminated for:

- A. Nonpayment for service for which a bill has not been rendered;
- B. Nonpayment for service which have not been rendered, except the initial advance payment of new customers;
- C. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 633 of 16 NYCRR.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the Customer does not pay the undisputed portion after being asked to do so.

- D. Nonpayment of back billed amounts as outlined in 2.9.10.
- E. Nonpayment of charges other than local telephone service, deposits or advance payments.

---

Issued by: Chantel Mosby      Director - Tariffs, CenturyLink  
100 CenturyTel Drive, Monroe, LA 71203