

Time Warner Cable Information Services (New York), LLC
d/b/a Time Warner Cable
P.S.C. No. 3 – Telephone
Effective Date: April 24, 2020

Leaf: 27
Revision: 1
Superseding Revision: 0

LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.8 PAYMENT ARRANGEMENTS (CONT'D.)

2.8.3 Disputed Bills

- A. Unless disputed, the invoice shall be deemed to be correct and payable in full by the customer. If the Customer has a complaint, has a question about, or seeks to dispute charges on the bill, the Customer should first contact the Company at the address, telephone number, or e-mail address provided on the bill. The Customer may also use the following contact information:

PriorityEscalationTeam@chartercom.com
Executive Escalation Manager
2 Digital Place
Simpsonville, SC 29681
888 GET CHARTER (888 438-2427)

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Customers can file unresolved complaints by contacting:

New York State Department of Public Service
www.dps.ny.gov/complaints
DPS HELPLINE (800-342-3377) (M-F 8:30a - 4:00p)
Office of Consumer Affairs
3 Empire State Plaza
Albany, NY 12223

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2.8.4 Late Payment Charges

- A. Customer bills are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the Customer's next billing date, a 1.5% Late Payment Charge may be applied to all amounts previously billed under this Tariff, excluding one month's Service charge, but including arrears and unpaid late payment charges.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

Issued By: Betty Sanders, Vice President – Telephone Regulatory
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