

PAETEC Communications, LLC
New York P.S.C. No. 1 - Telephone

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Revision: 0
Superseding Revision:

Effective: October 29, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.9 Validation of Credit

Carrier reserves the right to validate the credit worthiness of Subscribers or Users.

2.10 Contested Charges

All bills are presumed accurate, and shall be absolutely binding on the Subscriber unless written objection is received by Carrier within thirty (30) days after such bills are rendered. In the case of a billing dispute between the Subscriber and Carrier for service furnished to the Subscriber, which cannot be settled with mutual satisfaction, the Subscriber can take the following course of action within thirty (30) days of the billing date:

2.10.1 First, the Subscriber may request, and Carrier will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnect.)

2.10.2 Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of Carrier, the Subscriber may file an appropriate complaint with the New York Public Service Commission. The Commission's address is:

New York Public Service Commission
Three Empire State Plaza Building
Albany, New York 12223-1350

If Carrier initiates legal proceedings to collect any amount due hereunder and Carrier substantially prevails in such proceedings, then Subscriber shall pay the reasonable attorneys' fees and costs incurred by Carrier in prosecuting such proceedings and any appeals there from.

Issued By: Senior Regulatory Counsel, 4001 Rodney Parham Rd., Little Rock, AR 722212