

GetGo Communications LLC  
New York P.S.C. No. 1 – Communications  
Effective: August 18, 2017

Leaf 30  
Revision: 0  
Superseding Revision:

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## SECTION 2 - RULES AND REGULATIONS (Cont'd)

### 2.8 PAYMENT (Cont'd)

#### 2.8.5 Suspension or Termination of Service for Nonpayment (Cont'd)

F. If the Customer's account is disconnected due to non-payment, Service may be reconnected only by paying all past due amounts, a reconnection fee, and the first month of Service in advance.

G. Company may suspend or terminate Service for nonpayment of the undisputed portion of a disputed bill if the Customer does not pay the undisputed portion after Company requests payment.

H. Company shall reconnect suspended or terminated Service within twenty-four (24) hours following payment or undisputed amounts due or within twenty-four (24) hours of the end of circumstances beyond the Company's control which delay the reconnection.

#### 2.8.6 Exceptions to Suspension and Termination for Nonpayment

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 has not been rendered;
- C. Nonpayment of any billed charge that is in dispute during the period before the dispute has been resolved by the Company in accordance with its complaint handling procedures.
- D. Nonpayment of billed and overdue amounts pursuant to Section 2.11 herein.

#### 2.8.7 Deferred Payment Agreements

If the Customer claims inability to pay an outstanding bill in full, the Company shall inform the Customer of the Company's policies with respect to deferred payment agreements. A deferred payment agreement shall be in writing and signed by the customer or his or her representative and a Company representative authorized to enter into the agreement. An agreement reached by telephone shall be confirmed by the Company in writing and mailed to the customer with instructions to sign a confirming copy and return it in a prepaid, self-addressed envelope as provided.

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Cancelled by supplement No. 1 effective 08/30/2023