

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

Leaf 28
Revision: 0
Superseding Revision:

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.8 PAYMENT

2.8.1 Payments

Bills will be issued on paper and sent via first class mail or by similar means.

The Customer is responsible for the payment of all charges for Facilities and Service furnished by the Company to the Customer and to all End Users authorized by the Customer, and for all calls charged to the Customer's line where any person answering the Customer's line agrees to accept such charge.

2.8.2 Billing and Collection of Charges

A. All Customer bills are due and payable on or before the due date provided on the bill. If payment of any portion of the bill is received by the Company after the due date, or if any portion of the payment is received in funds which are not immediately available, then a late payment penalty may be assessed by the Company.

B. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the Customer.

C. When a check that a Customer has presented to the Company for payment for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge in an amount up to \$20.00.

D. Bills are payable at any business office of the Company, by U.S. Mail, or at any agent location designated by the Company.

2.8.3 Disputed Bills

If the Customer has a complaint, has a question about, or seeks to dispute charges on the bill, the Customer should contact the Company at the address, telephone number, or e-mail address provided on the bill.

Issued By: Mark Boyles, Director, Voice and Real Time Operations
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Cancelled by supplement No. 1 effective 08/30/2023