

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

Leaf 32  
Revision: 0  
Superseding Revision:

---

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

### **2.8 PAYMENT (Cont'd)**

#### **2.8.10 Backbilling**

The Company shall not charge Customers for previously unbilled Service or adjust upward a bill previously rendered when the period for the unbilled Service or billing adjustment is more than twenty-four (24) months prior to the mailing of the bill or the upward adjustment unless the conduct of the Customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the Customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the Customer that suspension/termination of Service is not permitted for charges billed in excess of six (6) months after the Service was provided. The Customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

### **2.9 TERMINATION FOR CAUSE OTHER THAN NONPAYMENT**

#### **2.9.1 General**

The Company, after notice in writing to the Customer and after having given the Customer an appropriate opportunity to respond to such notice, may terminate Service and sever the connection(s) from the Customer's premises under the following conditions:

- A. In the event of prohibited, unlawful or improper use of the Facilities or Service, or any other violation by the Customer of this Tariff or the rules and regulations governing the Facilities and Service; or
- B. If, in the judgment of the Company, any use of the Facilities or Service by the Customer may adversely affect the Company's personnel, plant, property or Service. The Company shall have the right to take immediate action, including termination of the Service and severing of the connection, without notice to the Customer when injury or damage to personnel, plant, property or Service is occurring, or is likely to occur; or
- C. In the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the Facilities or Service received from the Company; or
- D. In the event that Service is connected for a Customer who is indebted to the Company for Service or Facilities previously furnished, that Service may be terminated by the Company unless the Customer satisfies the indebtedness within twenty (20) days after written notification. See Section 2.8.7 regarding Deferred Payment Agreements.

---

Issued By: Mark Boyles, Director, Voice and Real Time Operations  
10 Exchange Place, Suite 1710, Jersey City, NJ 07310

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