

FairPoint Business Services LLC  
d/b/a Consolidated Communications Services  
PSC No. 1 - Telephone  
Effective Date: September 17, 2018

Leaf 30  
Revision: 0  
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## LOCAL EXCHANGE SERVICES

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

#### 2.10 Additional Provisions Applicable to Residential Customers (Cont'd.)

##### 2.10.6 Suspension or Termination for Nonpayment (Cont'd.)

- d. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

##### 2.10.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more month's service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements. The Company must offer an eligible customer a Deferred Payment Agreement in accordance with the Commission's order in Case 90-C-1148 issued on August 7, 1992. Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The Deferred Payment Agreement notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a Deferred Payment Agreement should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.