

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

Leaf 32
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

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

2.10.11 Suspension or Termination - Elderly, Blind or Disabled (Cont'd.)

- b) the customer is 62 years of age or older and all other residents of the customer's household are: less than 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

2.10.12 Back Billing for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six 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 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 back billing period.

2.11 Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.