

Finger Lakes Regional Telecommunications Development Corporation  
d/b/a Axxess Ontario, Fiber Network Development  
PSC No. 1 – Telephone  
Effective Date: 03/02/2018

Section: 2 Leaf: 10  
Revision: 0  
Superseding Revision:

## SECTION 2 – RULES AND REGULATIONS (cont'd)

### 2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

#### 2.4.2 Deposits (cont'd)

##### c. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

#### 2.4.3 Payment of Charges

Charges for facilities and services are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. 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. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

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Issued By: Sean Barry, Chief Executive Officer, Finger Lakes Regional Telecommunications Development Corporation d/b/a Axxess Ontario, Fiber Network Development, 70 Ontario Street, Canandaigua, NY 14424

Cancelled by supplement No. 1 effective 09/02/2023