

ExteNet Systems (New York), Inc.
New York P.S.C. No. 1 – Telephone
Effective Date: February 6, 2019

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Revision: 0
Superseding Revision:

Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within thirty (30) days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

2.3.7. Billing Disputes

Billing disputes should be addressed to Company's customer service organization via telephone at 1-866-892-5327. Customer service representatives are available from 8:00 A.M. to 5:00 p.m. Central Time. Messages may be left for Customer Services from 5:01 p.m. to 7:59 a.m. Central Time, which will be answered on the next business day. In the event of an emergency that threatens customer service, Customer Service Staff may be paged.

Issued By:

Brian Kirk, Deputy General Counsel
ExteNet Systems (New York), Inc.
3030 Warrenville Road, Suite 340
Lisle, IL 60532

Cancelled by supplement No. 1 effective 02/06/2019