

West Telecom Services, LLC

New York P.S.C. No. 2  
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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

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## SECTION 3 – GENERAL RULES AND REGULATIONS, (CONT'D.)

## 3.4 Payment for Service Rendered, (Cont'd.)

## 3.4.5 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 same as the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in 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.

## 3.4.6 Contested Charges

In the event that a billing dispute between the Customer and the Company for service furnished to the Customer cannot be settled with mutual satisfaction, the Customer may take the following course of action:

- A. First, the Customer may request, and the Company will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.)
- B. Second, if there is still a disagreement about the disputed amount after investigation and review by the Company, the Customer may file an appropriate complaint with the New York State Public Service Commission. The address of the Commission is:

Three Empire State Plaza  
Albany, New York 12223-1350  
(518) 474-1668

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Tariff Manager  
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