

CenturyLink Communications, LLC
PSC NO. 4 - TELEPHONE
Competitive Access Services Tariff
Effective Date: July 23, 2015

Section 2
Leaf 29
Revision 0
Superseding Revision: }

2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

2.4.1 PAYMENT OF RATES, CHARGES AND DEPOSITS

C.2. (Cont'd)

- c. In the event of a billing dispute, the customer must submit a documented claim for the disputed amount. If the claim is submitted within 90 days of the payment due date, any interest credits due the customer upon resolution of the dispute shall be calculated from the bill payment date. If the customer submits a claim for the disputed amount more than 90 days from the payment due date, any interest credits due the customer upon resolution of the dispute shall be calculated from the later of the date the claim was submitted, or the bill payment date. Any undisputed amounts withheld by the customer in conjunction with disputed amounts withheld, shall be subject to the late payment penalty, as set forth in a., preceding. The Company will resolve the dispute and assess interest credits or penalties to the customer as follows:
- (1) If the dispute is resolved in favor of the Company and the customer has paid the disputed amount on or before the payment due date, no interest credits or penalties will apply.
 - (2) If the dispute is resolved in favor of the Company and the customer has withheld the disputed amount, any payments withheld pending settlement of the dispute shall be subject to the late payment penalty as set forth in b., preceding.
 - (3) If the dispute is resolved in favor of the customer and the customer has withheld the disputed amount, no interest credits or penalties will apply.

Issued by: Jeff Glover

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