

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

Section 2
Leaf 18
Revision 0
Superseding Revision: }

2. GENERAL REGULATIONS

2.3 OBLIGATIONS OF THE CUSTOMER

2.3.9 JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

D. Jurisdictional Report Dispute and Auditing Procedures

If a billing dispute arises concerning the projected interstate percentage, the Company will ask the customer to provide the data the customer uses to determine the projected interstate percentage as described in 1., following.

1. Switched Access Services

- a. If the Company questions the information provided by the customer in C., preceding, the Company will send a letter to the customer (by certified U.S. Mail, return receipt requested) requesting that the customer contact the Company to discuss and explain their report within thirty (30) days of the Company's request.
- b. If no response is received from the customer, the Company will send a letter to the customer (by certified U.S. Mail, return receipt requested) requesting the work papers and summary as described in C., preceding, used by the customer to substantiate the most recent interstate percentage. The requested information must be submitted by the customer to the Company within thirty (30) days after receipt of the certified letter.
- c. If the customer submits the work papers and summary as requested in b., preceding, the Company will review this information within thirty (30) days after receipt of the customer's information.
- d. If after review of the documentation, the Company and the customer establish a revised interstate percentage, the Company will begin using that percentage with the next billing period.

Issued by: Jeff Glover

Vice President – Regulatory Operations
100 CenturyTel Drive, Monroe, LA 71203

NY2015-007

Cancelled effective 5/17/2021.