

CenturyLink Communications, LLC
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: July 23, 2015

Section 2
Leaf 30
Revision: 0
Superseding Revision:

2. GENERAL REGULATIONS

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.15 COMPLAINTS

Any objections to billed charges must be promptly reported to the Company. If notice of a dispute of charges is not received by the Company in writing within thirty days after an invoice is rendered, such invoice may be deemed to be correct and binding. Adjustments to invoices shall be made to the extent that circumstances exist which reasonably indicates that such charges are inappropriate.

2.3 PAYMENT FOR SERVICE

- A. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's billing and collection procedures will apply.
- B. Service is provided on a monthly basis, twenty-four hours per day as described herein. For the purpose of computing charges in this Tariff, a month is considered to have thirty days.
- C. A minimum period for service will be one month (30 days) for all services except where special construction is required or as described elsewhere in this Tariff.
- D. Except as otherwise provided in this Tariff, service is provided and billed on the basis of one month, beginning on the Service Date and continuing until the expiration of the Minimum Service Period, or until service is otherwise canceled. Customer shall accept and pay for each Service for the Minimum Service Period. Upon expiration of the Minimum Service Period, Services shall be automatically extended on a month-to-month basis until Service is terminated in writing by the customer on not less than thirty day's written notice to the Company.
- E. Rates for all services may be reduced selectively and in varying amounts as long as the rates are over their relevant incremental costs.
- F. The Company will make no refund of overpayments by a Subscriber unless the claim for such overpayment, together with proper evidence, is submitted within two (2) years from the date of the alleged overpayment. In calculating refunds, any applicable discount will be adjusted based on the total monthly usage after all credits or adjustments have been applied.

Issued by: Chantel Mosby

Director - Tariffs, CenturyLink
100 CenturyTel Drive, Monroe, LA 71203