

CenturyLink Communications, LLC
PSC NO. 3 - TELEPHONE
Grandfathered Local Exchange Service
Effective Date: July 23, 2015

Section 2
Leaf 19
Revision: 0
Superseding Revision:

SECTION 2 – REGULATIONS

2.5 PAYMENT ARRANGEMENTS (Cont'd)

2.5.3 DISPUTED BILLS

The customer shall notify the Company of any disputed items on a bill within 60 days of receipt of the bill. If the customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may file a complaint with the New York Public Service Commission in accordance with the Commission's rules of procedure.

The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

The date of the resolution is the date the Company completes its investigation and notifies the customer of the disposition of the dispute.

2.5.4 ADVANCE PAYMENTS

To safeguard its interests, the Company may require a non-residential customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed any amount equal to the Nonrecurring Charge(s) and one month's charges for the service to facility. In addition, where special constructions is involved, the Advance Payment may also include an amount equal to the estimated Nonrecurring Charges for the special construction and Recurring Charges (if any) for a period to be set by the Company and the non-residential customer. The Advance Payment will be credited to the non-residential customer's initial bill. An Advance Payment may be required in addition to a deposit.

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