

X5 OpCo LLC
New York P.S.C. No. 1 - Telephone
Initial Effective Date: July 21, 2016

Original Sheet No. 24
Revision 0
Superseding Revision

Switched Access Tariff

REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS, Continued

2.6.3 Billing Disputes, Continued

D. Unresolved Billing Disputes

In the case of a billing dispute between the Customer and the Company for Service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer shall have thirty (30) calendar days after such bills have been mailed or otherwise rendered per the Company's normal course of business to request that the Company provide an in-depth review of the disputed amount. The Customer may contact the Commission at any time regarding billing disputes.

Issued by:

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