

TVC Albany, Inc. dba FirstLight Fiber
P.S.C. Tariff No. 3 – Access
Date Effective: November 30, 2016

Original Leaf 40
Revision 0
Supersedes Revision 0

INTRASTATE ACCESS SERVICE

2. General Regulations (cont'd)

2.4 Payment Arrangements and Credit Allowances (cont'd)

2.4.1 Payment of Rates, Charges and Deposits (cont'd)

D. Billing Disputes (cont'd)

8. If a Customer disputes a bill after three months from the payment date and does not pay the disputed amount or does not pay the billed amount (i.e., the non-disputed amount and the disputed amount) and the billing dispute is resolved in favor of the Customer, the Customer will not receive a credit for a disputed amount penalty from the Company. The Customer will receive a credit for the late payment penalty applied to the disputed amount resolved in the Customer's favor times a late payment penalty factor for the period starting with the date of dispute and ending on the date of resolution. The penalty factor shall be as set forth in Section 2.4.1.C.b preceding.

The disputed amount penalty shall be the disputed amount resolved in the Customer's favor times a penalty factor. The penalty factor shall be the lesser of:

- a. The highest interest rate (in decimal value) which may be levied by law for commercial transactions for the number of days from the first date to and including the last date of the period involved, or
- b. 0.00059 per day for the number of days from the first date to and including the last date of the period involved.

ISSUED BY: Jill Sandford, Vice President and General Counsel
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