

TVC Albany Inc. dba FirstLight Fiber  
PSC Tariff No. 2 – Telephone  
Date Effective: November 30, 2016

Original Leaf 18  
Revision 0  
Superseding Revision .

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## Section 2 – GENERAL RULES AND REGULATIONS (cont'd)

### 2.4 PAYMENT FOR SERVICES RENDERED (cont'd)

#### 2.4.5 Late Payment Charges

- a. Customer bills for telephone service are due on the date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5%, compounded monthly, will be applied to all amounts previously billed, including arrears and unpaid late payment charges.
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts, unless the customer is deemed to owe the disputed amounts to the Company. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

#### 2.4.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

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