

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

Original Leaf 39  
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)

7. If a Customer disputes a bill after three months from the payment date and pays the total billed amount on or before the dispute date or after the dispute date but prior to the date of resolution, and the billing dispute is resolved in favor of the Customer, the Customer will receive a credit for a disputed amount penalty from the Company for the period starting with the date of dispute (if the payment was received before or on the dispute date) or the date of payment (if the payment was received after the dispute date) and ending on the date of resolution. The credit for a disputed amount penalty shall be as set forth following. The Customer will not receive a credit for the late payment penalty applied to the disputed amount resolved in the Customer's amount favor if the payment was received on or before the dispute date. If the payment was received after the dispute date but prior to the date of resolution, the Customer will receive a credit for a 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 payment. The penalty factor shall be as set forth in Section 2.4.1.C.b preceding.

---

ISSUED BY: Jill Sandford, Vice President and General Counsel  
TVC Albany, Inc. d/b/a FirstLight Fiber  
41 State Street  
Albany, New York 12207