

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

Original Leaf 38
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)

4. If a Customer disputes a bill within three months of the payment date and pays the total billed amount on or before the payment date, 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 payment and ending on the date of resolution. The credit for a disputed amount penalty shall be as set forth following.
5. If a Customer disputes a bill within three months of the payment date and pays the total billed amount after the payment date 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 payment and ending on the date of resolution. The credit for a disputed amount penalty shall be as set forth following. In addition, the late payment penalty applied to the disputed amount resolved in the Customer's favor, as set forth in Section 2.4.1.C.b preceding will be credited.
6. If a Customer disputes a bill within three months of the payment date and does not pay the disputed amount or does not pay the billed amount (i.e., the non-disputed and 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 late payment penalty applied to the disputed amount resolved in the Customer's favor, as set forth in Section 2.4.1.C.b preceding will be credited.

ISSUED BY: Jill Sandford, Vice President and General Counsel
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