

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

Original Leaf 37  
Revision 0  
Supersedes Revision 0

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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

In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the following regulations will apply.

1. The first day of the dispute shall be the date on which the Customer furnishes the Company the account number under which the bill has been rendered, the date of the bill and the specific items on the bill being disputed.
2. The date of resolution shall be the date on which the Company completes its investigation of the dispute, notifies the Customer of the disposition and, if the billing dispute is resolved in favor of the Customer, applies the credit for the amount of the dispute resolved in the Customer's favor to the Customer's bill, including the disputed amount penalty credit and/or late payment penalty credit, as appropriate.
3. If a billing dispute is resolved in favor of the Company, any payments withheld pending resolution of the dispute shall be subject to the late payment penalty as set forth in Section 2.4.1.C.b preceding. Further, the Customer will not receive a disputed amount penalty credit and/or a late payment penalty credit.

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ISSUED BY: Jill Sandford, Vice President and General Counsel  
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