

TNE TELEPHONE, INC
PSC No. 2 – Access
Effective Date: December 1, 2016

Leaf: 21
Revision: 0
Superseding Revision:

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.9 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.9.2 Exceptions to Suspension and Termination

Access service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than access service or deposits requested in connection with access service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in 16 NYCRR Sections 631.9 and 631.10.
- e. Access service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the Customer does not pay the undisputed portion after being asked to do so.

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