

ETRALI NORTH AMERICA, LLC  
P.S.C. NO 1 TELEPHONE  
Effective Date: July 20, 2016

Leaf: 31  
Revision: 0  
Superseding revision:

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## 2.0 RULES AND REGULATIONS (CONT'D)

### 2.12 Disputed Bills

- 2.12.1 The Customer shall promptly notify Company's Customer Support Department of any disputed items on a bill. If no notice is received within sixty (60) days of receipt of the bill, the bill shall be considered correct and binding upon the Customer.
- 2.12.2 The date of the dispute shall be the date Company receives sufficient documentation to enable it to investigate the dispute.
- 2.12.3 The date of the resolution is the date Company completes its investigation and attempts to notify the Customer of the disposition of the dispute.
- 2.12.4 Company will promptly investigate any complaint or dispute received by a Customer and will report the result of that investigation to the Customer. When circumstances indicate the need for corrective action, Company will take such action as soon as reasonably possible.
- 2.12.5 Company shall ensure that personnel engaged in initial contact with a dissatisfied or complaining Customer shall inform the Customer that if dissatisfied with the decision or the explanation provided, the Customer may have the problem considered and acted upon by supervisory personnel.

### 2.13 Temporary Service

Conditions precedent to rendering temporary Service, special arrangements, unique relationships, or Service to speculative projects will be developed on an Individual Case Basis. Company will not provide temporary Service or Service to speculative projects unless in its judgment such Service provision is consistent with the best interests of Company and its customers.

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