

thinQ, Inc.
New York PSC No. 1 - Telephone
Effective Date: May 26, 2016

Section 2
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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Discontinuance of Service, (Cont'd.)

2.6.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- A.** Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- B.** Nonpayment for service for which a bill has not been rendered;
- C.** Nonpayment for services that 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 Department of Public Service Rules and Regulations contained in Part 609 of 16 NYCRR.

Telephone 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.

- E.** Nonpayment of backbilled amounts.

2.6.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- A.** The Company has verified, in a manner approved by the Department of Public Service, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- B.** The Company has checked the Customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the Customer's account as of the opening of business on that day.

Aaron Leon, CEO
thinQ, Inc.
5420 Wade Park Blvd Suite 100
Raleigh, North Carolina 27607