

**Birch Communications of the Northeast, Inc.**  
**d/b/a Birch**  
PSC No: 2 - Telephone  
Effective Date: March 3, 2017

Leaf 77  
Revision: 0  
Superseding Revision:

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ACCESS SERVICES

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SECTION 5 - MISCELLANEOUS SERVICES AND CHARGES (CONT'D)

5.2 Billing & Collection (Cont'd.)

5.2.1 Recording Service (Cont'd.)

D. Payment Arrangements and Audit Provisions (Cont'd.)

2. Payment of Expenses

Each party shall bear its own expenses in connection with the conduct of an audit. Special data extractions required by the customer for its representative to conduct the audit will be paid for by the customer. "Special data extraction" for auditing purposes shall mean programming, clerical and computer time required to create an output record (from existing data files) that cannot normally be created from current software programs in the production program library.

3. Requests for Examinations

- a. In addition to audits, the customer, or its representatives, may request, from time to time, the opportunity to conduct an examination, as defined in b. following. The company will make reasonable efforts to accommodate requests for examination and to cooperate in the conduct of an examination.
- b. An "examination" shall, for purposes of this section, constitute a reasonable inquiry on a single issue or a specific topic related to billing and collection service for a stated reason.

4. Audit Provision

All information received or reviewed by the customer or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purposes.

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Issued By: Gordon P. Williams, Jr., Senior Vice President & General Counsel