

Birch Communications of the Northeast, Inc.
d/b/a Birch
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ACCESS SERVICES

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.)

5. Minimum Period and Minimum Monthly Charges

The minimum period for which recording service without sorting is provided and for which charges apply is one month.

6. Cancellation of a Special Order

A customer may cancel a special order for recording service on any date prior to the service date. The cancellation date is the date the company receives written or verbal notice from the customer that the special order is to be canceled. The verbal notice must be followed by written confirmation within ten (10) days. The service date for recording service is the date the customer requests the recordings to start. When a customer cancels a special order for recording service after the order date but prior to the start of service, a special order charge and the minimum monthly charges will apply.

7. Changes to Special Orders

When a customer requests material changes to a pending special order for recording service, the pending special order will be canceled and the requested changes will be undertaken if they can be accommodated by the company under a new special order. All cancellation charges as set forth preceding will apply for the canceled special order.

E. Rate Regulations

The special order charge applies for each special order accepted by the company for recording service or for a subsequently requested change.

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