

TVC Albany Inc. dba FirstLight Fiber
PSC Tariff No. 2 – Telephone
Date Effective: January 10, 2017

Leaf 17
Revision 1
Superseding Revision 0

Section 2 – GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICES RENDERED (cont'd)

2.4.3 Payment of Charges

- a. Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.
- b. Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.
- c. Except as provided for residential customers, in § 2.11.12, the company may bill for any previously rendered service within the contract statute of limitations set forth in the Civil Practice Law and Rules.

2.4.4 Return Check Charge

When a check or electronic transfer which has been presented to the Company by a customer in payment for charges is refused or returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge not to exceed \$20.00.

Issued by: Jill Sandford, Vice President and General Counsel
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