

SECTION 2 - RULES AND REGULATIONS

2.11 Payment for Service

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the NYPSC. Any objections to billed charges must be reported within 180 days to the Company's billing agent. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Customer inquiries regarding service or billing may be made in writing or by calling the toll free number listed below:

250 W. Main Street, Suite 1920
Lexington, KY 40507
1-800-709-8030

Customers who are dissatisfied with the response to their complaint may contact the New York Public Service Commission for resolution of the issues at the following address:

New York Public Service Commission 3
Empire State Plaza
Albany, New York 12223-1350
(800) 342-3377

Issued by: Mark I. Hayes, Vice President of CLEC Operations
250 W. Main Street, Suite 1920
Lexington, KY 40507