

Light Tower Fiber Long Island LLC
d/b/a Lighttower Fiber Networks
P.S.C. No. 1 – Communications
Effective Date: March 29, 2013

Leaf No. 26
Revision: 0
Superseding revision:

2.7 Disputed Bills

- 2.7.1 The Customer is responsible for notifying the Company in writing, within thirty (30) days of the date of the mailing of the bill of any disputed amounts and the specific basis of such dispute by the due date.
- 2.7.2 All charges not in dispute will be paid by the Customer by the due date. Service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the Customer does not pay as required in this Tariff.
- 2.7.3 Upon notification of a dispute, the Company will undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company will notify the Customer of any amount determined by the Company to be correctly charged and such amount will become immediately due and owing. The Company may suspend/terminate Service if the Customer fails to pay the amount determined by the Company to be properly charged. Amounts determined by the Company to be correctly charged also will be subject to the late payment charge specified in this Tariff.
- 2.7.4 If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules or procedure. The Company may suspend/terminate Service if the Customer fails to pay the amount determined by the Commission to be properly charged within fifteen (15) days of notice of the Commission's determination.

Issued By: Leslie Brown, Vice President and Deputy General Counsel
80 Central Street
Boxborough, MA 01719