

Talk America Services, LLC
PSC No. 1- Telephone
Effective: January 19, 2015

Leaf: 26
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES TARIFF

3.0 General Rules and Regulations (Cont'd)

3.10 Disputes and Complaints (Cont'd)

3.10.3 Bill Insert or Notice

Company shall notify Customers, by bill insert or notice on the bill form, of the address and telephone number where a Company representative qualified to assist in resolving the complaint can be reached. The bill insert or notice shall also include the following statement: If Company does not resolve your complaint, the service may be subject to state regulation. You may contact the Commission via the contact information in Sec. 3.10.2.

3.11 Service Refusal, Disconnection, and Suspension

In no event shall service be disconnected on the day preceding or day on which Company's local business office or local authorized agent is closed.

3.11.1 Notice of Pending Disconnection

Prior to the disconnection of service, Company shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than ten (10) calendar days with respect to an unpaid bill after the notice is rendered and no less than 12 days with respect to an unpaid or new deposit. The notice shall be considered rendered to the Customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service.

Issued by: SVP - Corporate Development and Operations
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