

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

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## TELECOMMUNICATIONS SERVICES TARIFF

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### 3.0 General Rules and Regulations (Cont'd)

#### 3.11 Service Refusal, Disconnection, and Suspension (Cont'd)

##### 3.11.2 Reasons for Service Refusal, Disconnection, and Suspension (Cont'd)

- G. With prior written notice if the Customer fails to permit Company reasonable access to its equipment.
- H. With prior written notice if the Customer routinely uses abusive or profane language or makes physical threats in conversations with Company personnel, or otherwise abuses access to customer service personnel by making repeated unwarranted calls that are unrelated to specific service issues.

##### 3.11.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill

Except as restricted by Section 3.11.4, service may be refused, disconnected, or suspended for nonpayment of a bill if Company has made a reasonable attempt to effect collection and:

- A. Company has provided the Customer with ten (10) days' prior written notice with respect to an unpaid bill or twelve (12) days' written notice with respect to an unpaid new deposit.
- B. Company is open, at minimum, one more hour and open the following day of the scheduled disconnection.
- C. In the event of a dispute concerning the bill, Company will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 3.10.2 shall continue, and service shall not be disconnected for nonpayment of the disputed amount.

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Issued by: SVP - Corporate Development and Operations  
4001 N Rodney Parham Rd., Little Rock, AR 72212