

AT&T Communications of New York, Inc.
P.S.C. No. 24 -- Telephone
Residential Local Exchange Services
EFFECTIVE DATE: November 1, 2014

SECTION 2
Leaf No. 28
Revision: 1
Superseding Revision: 0

SECTION 2 – GENERAL REGULATIONS

2.6 CONSUMER PAYMENTS AND CHARGES (Cont'd)

2.5.14. Late Payment Charge

A charge at the rate of 0.0% per month may apply to all amounts remaining unpaid at the time the next bill is prepared excluding the next month's local service charge, but including arrears and late payment charges. (C)

Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge. The late payment charge does not apply to final accounts. The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.

Except as shown in 2.6.7. preceding, the Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously furnished, until the indebtedness is satisfied. In the event that service is connected for a Customer who is indebted to the Company for service previously furnished such Customer, the service may be terminated by the Company unless the Customer satisfies the indebtedness within 20 days after written notification.

2.6.15 Deferred Payment Agreements

Existing Customers with three or more months service and for whom service has not been terminated in the initial three months shall be offered a deferred payment agreement prior to suspension or termination. Customers with medical emergencies and Customers who are elderly, blind or disabled shall be exempt from such eligibility criteria.

Service will not be suspended or terminated unless a deferred payment plan is offered.

Final notice of suspension/termination will advise the Customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

2.6.16 Adjusted Payment Schedule

Customers on fixed incomes (e.g., pensions and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.