

Stratus Networks, Inc.
New York PSC Tariff No. 1
Effective: June 2, 2014

Leaf 21
Revision 0
Supersedes 0

2. RULES AND REGULATIONS (continued)

2.12 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated services, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amount due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payment, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company will be determined by the Court.

2.13 Customer Complaints and/or Billing Disputes

2.13.1 Customers may contact Stratus Networks, Inc.'s representatives 24 hours a day, 7 days a week at 1-800-990-9093, or by writing to Stratus Networks, Inc., Customer Service Division, 4700 N. Prospect Rd., Peoria Heights, IL 61616.

2.13.2 Any objection to billed charges should be reported within forty-five (45) days of the date of the invoice to Stratus Networks, Inc. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. A Customer who is unable to resolve a billing dispute with the Company may contact the Commission to intervene in the billing dispute.

2.14 Reseller/Rebiller Certification

Any Customer that resells or rebills Stratus Networks, Inc. services set forth in this tariff must possess all certifications and authorizations required by the New York Public Service Commission and all other pertinent authorities.

Issued by: John Petrakis, President, 4700 N. Prospect Rd. , Peoria Heights, IL 61616

Cancelled effective 12/08/2021.