
RESALE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.8 PAYMENTS AND BILLING, (Cont'd.)

- 2.8.4 A charge of \$20.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written.
- 2.8.5 Billing disputes should be addressed to Company's customer service organization via telephone to 866.469.0829. Customer service representatives are available from 8:00 AM to 5:00 P.M. Pacific Standard Time. Messages may be left for Customer Services from 5:01 PM to 7:59 AM Pacific Standard Time, which will be answered on the next business day. In the event of an emergency that threatens customer service, Customer Service Staff may be paged.
- 2.8.6 In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:
 - A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.