

SERVICE CHARGES

1. The rates, terms and conditions for various non-recurring, service charges are set forth on the Company's website: <https://sgobroadband.com/tariff/>. (T)

2. Demarcation Point – The point of connection, provided and maintained by the telephone company, at which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling this point of connection will generally be the modular jack incorporated into the customer side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the telephone company. The demarcation point is usually the point at which the telephone company wiring connects with the customer's wiring. (T)

ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. Deposits and Guarantee of Payment (T)

The amount, terms and conditions relating to deposits and guarantees of payment (N)
are set forth on the Company's website: <https://sgobroadband.com/tariff/>. (N)

(D)

GOODMAN TELEPHONE COMPANY

P.S.C. MO. NO. 4
2nd Revised Sheet No. 10
Cancels 1st Revised Sheet No. 10

Hold For Future Use

(T)

(D)

GOODMAN TELEPHONE COMPANY

P.S.C. MO. NO. 4
2nd Revised Sheet No. 11
Cancels 1st Revised Sheet No. 11

Hold For Future Use

(T)

(D)

GENERAL RULES AND REGULATIONS

- A. Deposits and Guarantees of Payment (cont') (T)
1. Hold For Future Use (T)
(D)
2. Billing and Payment
- a. The Company will during the first billing period in which a customer receives service provide the customer with an itemized account of charges for equipment and service for which he has contracted. The Company will render a separate bill for concurrent residence service unless otherwise requested by the customer.
- b. The Company will after the initial bill for new service render a bill during each billing period of monthly recurring charges in advance and toll charges in arrears. Special billing arrangements may be established for service provided to governmental agencies.
- c. The Company will render bills on a cyclical basis whereby the customer receives his bill on or about the same day of each month. Billing cycles may be altered by sending an insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. This notification is not required when a customer requests a number change or when the customer disconnects and reconnects service or transfers service from one premises to another, which may affect the customer's billing cycle.

ESTABLISHMENT AND MAINTENANCE OF CREDIT**A. ESTABLISHMENT AND FURNISHING OF SERVICE – RESIDENTIAL****2. Billing and Payment (Cont'd)**

- d. The customer is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the customer's telephone. (T)
- e. Bills are due as specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments. (D)
- f. The customer shall have at least 21 days from the rendition of a bill to pay the charges stated. (D)
- g. For billing purposes, each month is presumed to have 30 days.

3. Payment Fees (T)

- a. Subscribers who pay for service by credit or debit card may be subject to an additional charge. The rate, terms and conditions for such charge are set forth on the Company's website: <https://sgobroadband.com/tariff/>.

4. Late Payment Charge

- a. The rate, terms and conditions for any late payment charge are set forth on the Company's website: <https://sgobroadband.com/tariff/>. (T)

5. Non-Sufficient Funds (NSF) or Returned Check Charge (N)

- a. This charge applies whenever a check or other negotiable instrument is presented for payment of service or deposit and returned by the bank to the Company because of non-sufficient funds or any other valid reason. The charge is set forth on the Company's website: <https://sgobroadband.com/tariff/>. (N)

MAINTENANCE OF SERVICE

1. MAINTENANCE AND REPAIRS

- A. The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Telephone Company caused by the negligence or willful act of the customer. The customer may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair facilities installed by the Telephone Company except upon the written consent of the Telephone Company.
- B. A non-recurring, service charge will apply for each repair visit to a customer's premises or the premises of any other customer where the service difficulty or trouble results from the use of customer-provided equipment or facilities. See the Company's website: <https://sgobroadband.com/tariff/> for information regarding the rate(s), terms and conditions that apply. (T)
(N)
(N)