

GENERAL RULES AND REGULATIONS

ESTABLISHMENT AND MAINTENANCE OF CREDIT (CONTINUED)

- D. No deposit or guarantee will be required because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability, or geographical area of residence.
3. Amount of Deposit or Guarantee
- The deposit or guarantee shall not exceed estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
4. Interest to be Paid on Deposit
- No interest paid on deposit. Records shall be kept of efforts made to return a deposit. (D)
5. Return of Deposit or Release of Guarantee
- Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, the deposit will be promptly refunded or credited against charges stated on subsequent bills, or a written guarantee shall be released. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. (C)
- Upon discontinuance or termination, it shall be credited to the charge stated on the final bill and the balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of such final bill. (C)
6. Deposit Not to Affect Regular Collection Practices
- The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment of any undisputed Basic Local Telephone Service. The Company may discontinue such service to any subscriber failing to pay current bills.

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ESTABLISHMENT AND MAINTENANCE OF CREDIT (CONTINUED)

7. Discontinuance of Service for Failure to Establish Credit

Service may be discontinued for failure to establish, or maintain, credit, as authorized above. At least ten (10) days prior to the date of the proposed discontinuance, the company will mail, by first class mail, or deliver a written notice by hand to the customer at least ninety-six (96) hours prior to discontinuance, a statement of the reasons for the proposed discontinuance. The statement of discontinuance shall contain the following information:

- A. Name, address, and telephone number of the customer.
- B. Reason for the proposed discontinuance and the cost for reconnection.
- C. Date after which service will be discontinued and how the customer may avoid the discontinuance.
- D. Customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one time.
- E. Telephone number where the customer may make an inquiry.
- F. Statement that the notice will not be effective if the charges involved are part of an unresolved dispute.
- G. Statement of the exception for medical emergency, as related in sheet 50-23.1 section 6.

8. Service Reconnection Charge

Where service has been discontinued for failure to establish credit, as authorized above, the regular charge to restore service will be made and collected by the Telephone Company.

GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICE AND FACILITIES

The subscriber shall receive a bill during each billing period. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for access service.

Residential subscribers shall have at least twenty-one (21) days from rendition of the bill to pay the charges stated thereon. Payment shall be made at the office of the Telephone Company or an authorized collection agency.

Demand for payment of toll charges may be made once a bill is considered delinquent, and after written notice has been provided 10 days by mail or 96 hours by hand delivery to the customer.

Total bills remaining unpaid twenty-two (22) days after rendition shall be considered delinquent.