

---

GENERAL RULES AND REGULATIONS

SUBJECT INDEX (Cont'd)

	<u>Sheet No.</u>	
Discontinuance of Service .....	22	(D)
Establishment of Credit.....	15	(T)
Extension Stations.....	29	
Governmental Objections to Service .....	8	
Impersonation of Another .....	7	
Initial Contract Periods .....	18	
Installation Practices .....	34	
Interest on Deposits.....	16	
Interruption of Service .....	2	
Maintenance and Repairs .....	10	
Ownership and Use of Equipment .....	4	
Payment for Service .....	9	

---

GENERAL RULES AND REGULATIONS

VI. Payment for Services and Facilities

1. The customer shall pay for services and facilities monthly in advance. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein. (D)
2. The regular restoral of service charge will be made for reconnecting services which have been discontinued for non-payment of charges due. No allowance will be made for loss of service during the period service is disconnected for non-payment if payment is made and service reconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate service, it may at the option of the Telephone Company be re-established only on the basis of a new application.
3. Bills for exchange and toll service will be rendered on a cyclical basis. The normal billing period is one month. Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration. This notification is not required where a customer requests a number change or when the customer disconnects and reconnects service or transfers service from one premise to another.

---

GENERAL RULES AND REGULATIONS

VII. Discontinuance of Service

1. Service may be discontinued for any of the following reasons:
  - a. Non-payment of an undisputed delinquent charge. (T)
  - b. Failure to post a required deposit or guarantee.
  - c. Unauthorized use of the Company's service in a manner which creates an unsafe condition or creates the possibility of damage or destruction to its facilities.
  - d. Failure to comply with the terms of a settlement agreement.
  - e. Refusal after reasonable notice to permit inspection, maintenance or replacement of Company's equipment.
  - f. Material misrepresentation of identity in obtaining Company's service.
  - g. As provided by state or federal law.
  - h. Failure to comply with Company's terms and conditions of service. (N)
2. Additional terms and conditions for discontinuance of service may be found on the Company's website: (N)

[www.mccormacksolutions.com](http://www.mccormacksolutions.com)

(D)

---

GENERAL RULES AND REGULATIONS

(D)

VIII. Disputes by Residential Customers

1. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
2. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
3. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.