

SUSPENSION AND RESTORATION OF SERVICE**A. Suspension of Service – Initiated by the Company**

1. Service may be suspended for any of the following reasons:
 - a. For nonpayment of telephone service charges as provided for in 'Rules and Regulations Applying to All Customer's Contracts' in Part 2, Section 2, paragraph G.1, after written notice has been furnished to the customer.
 - b. For abuse or fraudulent use of service. Abuse or fraudulent use of services includes the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of a long distance charge.
 - c. For failure on the part of the customer to remove or disconnect unauthorized attachments or connections to the Company facilities after being furnished written notice.
 - d. When a dangerous condition exists on the customer's premises.
 - e. When the customer fails to provide credit information, security deposit, surety bond or guarantee, as set forth in 'Rules and Regulations Applying to All Customer's Contracts' in Part 2, Section 2, paragraph E.2.a and E.2.e.
 - f. When the customer misrepresents his or her identity for the purpose of obtaining telephone service.
 - g. When the customer refuses to grant Company personnel access, during normal working hours, to telephone equipment installed upon the premises of the customer for the purpose of inspection, maintenance or replacement.
 - h. When the customer violates any rule of Company, which violation adversely affects the safety of the customer or other persons, or the integrity of the telephone system.
 - i. When the customer causes or permits unauthorized interference with or use of telephone service situated on or about the customer's premises.
2. Special Circumstances
 - a. If a residential customer notifies the Company and establishes that:
 1. Suspension would be especially dangerous to the health of the customer, resident member of the customer's family or other permanent resident of the premises where service is rendered, and
 - such customer is unable to pay for such service in accordance with the requirements of the Company's billing, or
 - is able to pay for such service only in installments.

The Company will either allow payment in reasonable installments or postpone suspension of service for at least twenty-one (21) days so that the customer can make arrangements for reasonable installment payments.
 - b. In determining whether suspension would be especially dangerous to health, consideration shall be given to the customer's (or other resident's) medical condition, age, or disability.

SUSPENSION AND RESTORATION OF SERVICE (cont'd)

A. Suspension of Service – Initiated by the Company (cont'd)

3. None of the following shall constitute sufficient cause for the Company to suspend service:

- a. The failure of the customer to pay for concurrent service received at a separate residence or location. In the event of suspension or termination of service at a separate residence or location in accordance with these rules, the Company may transfer any unpaid balance to any other service account with the customer's written consent; provided however, that in the event of the failure of the customer to pay a final bill at a service location, the Company may transfer such unpaid balance to any successive service account opened by the customer for the same class of service (business or residential) and may suspend or refuse service at such successive service location for nonpayment of such transferred amount.
- b. The failure of the customer to pay for a different class of service (business or residential) received at the same location, unless the usage of the remaining service substantially increases.
- c. The failure of the customer to pay a bill which is in dispute, provided, however, that the customer pays that portion of the bill not in dispute.

4. Customer Notification of Suspension of Service

- a. The Company will give the customer seven (7) days written notice before suspending service, unless the suspension is upon customer request or involves a dangerous condition, violation of Company rules or unauthorized interference with or use of services, in which case the Company will suspend service immediately.
- b. Notice will be sent to the account name and address. Service of notice by mail is complete upon mailing. The Company will maintain an accurate record of the date of mailing.
- c. The suspension notice will contain the following information:
 - The name and billing address of the customer and the telephone number being suspended.
 - A clear and concise statement of the reason for the proposed suspension of service.
 - The date on or after which service will be suspended unless the customer takes appropriate action, including the date or time period after which service will be permanently or indefinitely disconnected.
 - Terms under which the customer may avoid suspension.
 - A clear and concise explanation of the charges and conditions for restoral of service, both after suspension and disconnection. For purposes of explaining charges for restoral which consist of multi-elements, a schedule of such charges may be set forth.

(C)
(D)
(D)

SUSPENSION AND RESTORATION OF SERVICE (cont'd)

A. Suspension of Service – Initiated by the Company (cont'd)

4. Customer Notification of Suspension of Service (cont'd)

- c. The suspension notice will contain the following information: (cont'd)
 - A statement that suspension may be postponed or avoided if a customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with the Company for moneys not in dispute.
 - A statement reasonably calculated to apprise the customer of the availability of an administrative procedure which may be utilized in the event of a bona fide dispute or under other circumstances, such as provided in paragraph A.2. The address, telephone number and name of the Company office or personnel empowered to review disputed bills, rectify errors, and prevent suspension, shall be clearly set forth. The notice shall state that the customer may meet with a designated employee of the Company and may present his or her reasons for disputing a bill or the Company's reasons for suspension requesting credit arrangements or requesting a postponement of suspension.
- d. Prior to suspension of service the Company will have one of its employees make a reasonable effort to:
 - Contact (either by telephone or, if a premise visit is required for suspension, by personal visit) and identify himself or herself to the customer or responsible person on the premises and announce the purpose of the contact. (An attempt at telephone contact is not required if the customer has been sent a suspension notice in the prior twelve months.)
 - Identify and record the name of the person contacted.
 - If a personal visit is made and payment of all amounts necessary to avert suspension, including any required collection fee, is tendered, the employee will contact the appropriate the Company office to allow the customer or responsible person to make arrangements for such payment and thereby avert suspension.
 - Record statements disputing the accuracy of the delinquent bill.
 - Record statements disputing the accuracy of the Company's findings concerning the cause for suspension.
 - Record statements concerning the medical condition of any permanent resident of the premises.
- e. If contact with the customer is not made, service may be suspended as specified in the suspension notice. If a premise visit is required for suspension then the employee will leave a notice upon the premises in a manner conspicuous to the customer disclosing the date and time of suspension and giving the address and telephone number of the Company office where the customer may arrange to have service restored.

SUSPENSION AND RESTORATION OF SERVICE (cont'd)

A. Suspension of Service – Initiated by the Company (cont'd)

4. Customer Notification of Suspension of Service (cont'd)
 - f. Pursuant to paragraph A.4.d., preceding, the Company will charge a fee when a trip is made to the customer's premises. The trip charge is \$6.05 for Residence service and \$9.05 for Business service.
 - g. When the Company suspends service, the Company will also cease charging the customer for services and equipment as of the date of suspension or make an appropriate pro rata adjustment or refund for the period of suspension to the amount owed upon restoration of service.
 - h. Except for suspension of service pursuant to paragraph A.1.d, A.1.h and A.1.i., preceding, the Company will suspend service only when, at the time of the proposed suspension, the Company office or personnel identified in the suspension notices are open or available to the customer for one hour after suspension and on the day following suspension to allow the customer to obtain restoration of service.

B. Restoral of Service Initiated by the Company

1. A service and equipment charge for each local exchange access line suspended will apply for restoring service after its suspension by the Company. The charges are as follows:

| | <u>Residence</u> | <u>Business</u> |
|------------------------------|------------------|-----------------|
| Service and Equipment Charge | \$17.00 | \$16.00 |

In addition to the service and equipment charge the customer will be required to pay all charges due.

2. This charge applies only for the restoral of suspended service.
3. The Company will restore service when the cause of suspension has been eliminated, applicable charges have been paid, or satisfactory credit arrangements have been made.
4. Every responsible effort will be made to restore service on the restoration day requested.

SUSPENSION AND RESTORATION OF SERVICE (cont'd)

C. Suspension of Service - Initiated by the Customer

1. Suspension of service is available for a period of one month or more to customers for any grade of business or residence service. Neither outward nor inward calling is provided during periods of suspension.
2. Rate reduction during the period of suspension shall be 50% of the regular monthly charge for the local exchange access service suspended (i.e., central office line, exchange access trunk) for all services, except Plexar® services. For Plexar services, the customer needs to provide to the Company the number of exchange access lines to be put on suspension. The customer will not be charged for these exchange access lines during the period of suspension.
3. In addition, 100% of all other rates and services associated with the suspended services stated above will continue to apply.
4. Service will be suspended upon sufficient notice from the customer. Service will not be suspended on Sundays and holidays.
5. The reduced monthly charge(s) is effective from the day the service is placed on suspension provided it is suspended for at least one full month.
6. Where the suspension period covers less than one month, the message rate access charge, local measured service access charge and associated allowances are prorated.
7. Bills are rendered with the reduced rate at regular billing dates during the period of suspension.
8. At the request of the customer, calling parties are advised of the telephone number of a station designated by the customer at which he may be reached or his calls received. In view of the possibility of errors, arrangements for advising calling parties of the telephone number or a station at which the customer may be reached or his calls received are made with the understanding that the customer assumes all risk in connection therewith, and that no liability attaches to the Company by reason of failure to complete a particular call.
9. The following Service and Equipment (S&E) Charge will apply for temporary suspension of service at the customer's request:

| | <u>Residence</u> | <u>Business</u> |
|------------------------------|------------------|-----------------|
| Service and Equipment Charge | \$23.50 | \$98.25 |

D. Restoral of Service - Initiated by the Customer

1. Suspended service will be restored upon sufficient notice from the customer. Service will not be restored on Sundays or holidays.
2. There is no charge for restoration of service.