

TARIFF DISTRIBUTION

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PURPOSE: Late Payment Charge

TARIFF SECTION

0002

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9. ADJUSTMENT OF CHARGES (Cont'd)**B. DISPUTE PROCEDURES**

1. When a Customer disputes a request for a deposit or other guarantee, or informs the Company prior to disconnection that an amount or any matter related to disconnection or refusal of service is in dispute, the Company will follow Dispute Procedures set forth in Rule P.S.C. 165.0535 of the P.S.C. of W. Standards For Telephone Service.
2. In the event of a formal hearing, the Customer will be required to pay 50% of the bill or deposit in dispute to the utility or post bond for that amount on or before the hearing date. Such payment or bond may be waived by the Commission for good cause shown. Failure to pay the specified amount will constitute waiver by the Customer. In disputes involving essentially the same or similar complaints or facts, the Company may require the Customer to post a 100% surety bond or to deposit the total disputed amount.
3. Telecommunications Service will not be disconnected or refused because of any disputed matter while the disputed matter is being pursued in accordance with the Dispute Procedures set forth in the P.S.C. of W. Dispute Procedures. In no way does this relieve the Customer from obligation of paying charges which are not disputed.

C. LATE PAYMENT CHARGE

Except as specifically provided below, a late payment charge shall apply to amounts shown on a monthly bill which remain unpaid after the bill date for a period of no less than 20 days. Residence customers will be charged \$6.50 per month on balances greater than \$5.00, while Business customers will be charged the greater of 1.5% or \$5.00. (C)

1. The late payment charge does not apply to:
 - Amounts which are in dispute at the time the late payment charge would otherwise be applied.
 - Federal excise tax or any other taxes levied by law directly on the customer.
 - Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts, other than Interexchange Carrier Services for which the Telephone Company, acting as the principal Billing and Collection Agent, purchases the accounts receivable in advance of subscriber billing.
2. Credit, deposit and collection procedures outlined elsewhere in this guidebook are not waived or foreclosed by the application of a late payment charge.

D. PACKAGING

In any case in which the customer purchases a package or bundle of services that includes both regulated services provided under this guidebook and any products or services not provided under this tariff, in the event the customer fails to submit timely payment for the entire package or bundle, whether by non-payment or by partial payment, the Company shall be entitled to discontinue the provision of any products or services not provided under this tariff and to treat the remaining regulated services provided under this guidebook according to the applicable provisions of this guidebook. In such event, the Company shall also be entitled to continue the provisions of all regulated services provided under this tariff on such account and to charge the rates specified for such services; provided however, that the customer shall continue to receive any discounts provided on any regulated services, to the extent any such discounts are applicable to such services according to the terms of this tariff; and further provided, that the customer shall be entitled to add, change or discontinue any regulated services provided according to the Company's normal procedures for adding, changing or discontinuing such services.