

WN U-1

SUBSTITUTE THIRD REVISION OF SHEET NO. 11  
CANCELING SUBSTITUTE SECOND REVISION OF SHEET NO. 11

THE TOLEDO TELEPHONE CO., INC.

RULES AND REGULATIONS (Continued)

6 – Bills (Continued)

- a) A late payment charge of 1% will be applied to any amount on a customer's bill carried over to the next month's bill. A credit will be applied against the late payment charge to recognize the advance billing of local service.
- b) The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172(6). In the case of certified medical emergency under these rules, the Company will waive the late payment charges for the length of time provided for in WAC 480-120-172(6)(c)
- c) The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date, as provided by WAC 480-120-161(2). If payment is not made by the scheduled date, late payment charges shall apply.
- d) When a complaint involving disputed charges is referred to the Commission for resolution, the Company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with the Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as the disputed charges under WAC 480-120-172.

\* (K) Moved to Sheet No. 11.1

---

Issued: December 17, 2013

Effective: January 17, 2014

Issued by: THE TOLEDO TELEPHONE CO., INC.

By: Richard A. Finnigan

Title: Attorney

(D)

(D)

(N)

(N)

(K)