

Section 2  
4th Revised Sheet 19  
Canceling  
3rd Revised Sheet 19

GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

C. General Regulations (Continued)

1. Establishment and Furnishing of Services (Continued)

f) Customer Billing (Continued)

If a customer whose bill is rendered monthly fails to at least pay the charges associated with local service, within 15 days after its date of presentation, the Company may temporarily or permanently disconnect the customer's service. Such disconnection shall not be made until at least 24 hours following written notification to the customer of the Company's intention to disconnect service.

When a utility employee is dispatched to disconnect service for nonpayment, and the customer pays the bill, the utility shall assess a Restoral Charge as provided in Section 5 for the premises visit to the service address.

Service which has been temporarily disconnected will be charged the regular rates for a period not to exceed ten days following the date of disconnection. When service is completely disconnected, charges for service will be discontinued as of the date of disconnection.

g) Checks Returned By Banks

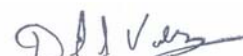
For each check returned by a bank to the Company for the reasons of insufficient funds or a closed account, a Return Check Charge from Section 5 will be applied and collected by the Company. A returned check is considered to be a nonpayment. This also applies to transaction cards.

h) Late Payment Charge

A late payment charge of 1 percent or \$2.00, whichever is greater, for residential, on past due balances greater than \$2.00, or 1.5 percent or \$5.00, whichever is greater, for business, applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1 percent for residential and the 1.5 percent for business is applied to the total unpaid amount carried forward and the charge (minimum \$2.00 for residential and \$5.00 for business) is included in the total amount due on the current bill. (C)

The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172(6). In the case of a certified medical emergency under this rule, 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)(a). If payment is not made by the scheduled date, late payment charges shall apply. (C)



GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

C. General Regulations (Continued)

1. Establishment and Furnishing of Services (Continued)

h) Late Payment Charge (Continued)

When the customer contacts the Company to question certain charges made to the customer's billing, and the customer and the Company work together to resolve the concern, if the Company agrees to credit the customer's account, the Company will also credit the customer's account for any late payment charges associated with the credited amount.

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 disputed charges under WAC 480-120-172(12).

(D)

i) Minimum Contract Period

Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service or additions to service are established, and the minimum charge is the established rate for one month.

Special contractual arrangements for special equipment or special assemblies of equipment are developed as required.

2. Discontinuance of Service


Regulations involving the Discontinuance of Service are included in 480-120-171, 480-120-172, 480-120-173 and 480-120-174 of the Washington Administrative Code (WAC).

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Advice No. 3252

Issued: February 6, 2008  
Issued by Verizon Northwest Inc.  
By David S. Valdez, Vice President-Public Affairs, Policy and Communications

Effective: March 7, 2008



Section 5  
2nd Revised Sheet 5.1  
Canceling  
1st Revised Sheet 5.1

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

B. Application of Service Charges (Continued)

7. Late Payment Charge

A late payment charge of 1 percent or \$2.00, whichever is greater, for residential, on past due balances greater than \$2.00, or 1.5 percent or \$5.00, whichever is greater, for business, applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1 percent for residential and the 1.5 percent for business is applied to the total unpaid amount carried forward and the charge (minimum \$2.00 for residential and \$5.00 for business) is included in the total amount due on the current bill. (C)

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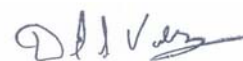
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Advice No. 3252

Issued: February 6, 2008  
Issued by Verizon Northwest Inc.  
By David S. Valdez, Vice President-Public Affairs, Policy and Communications

Effective: March 7, 2008



Section 5  
 5th Revised Sheet 6  
 Canceling  
 4th Revised Sheet 6

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

C. Rates and Charges

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence<sup>1</sup></u>
1.	Service Ordering Charge		
	a. Initial Service.....	\$48.50 NSOIB	\$26.25 NSOIR
	b. Subsequent Service.....	24.25 NSOSB	12.00 NSOSR
2.	Line Connection Charge .....	17.00 NLCB	17.00 NLCR
3.	Restoral Charge, per line.....	41.25 RECONB	29.00 RECONR
4.	Time and Material Charges		
	a. Time Charge - each 15 minutes or fraction thereof per employee .....	12.00 TM15MIN	12.00 TM15MIN
	Overtime Charges .....	Refer to B.4.d preceding	
	Material Charge .....	At Cost	At Cost
	b. A five minute allowance into the next time increment will be granted.		
5.	Returned Check Charge .....	15.00	15.00
6.	Late Payment Charge		

A late payment charge of 1 percent or \$2.00, whichever is greater, for residential, on past due balances greater than \$2.00, or 1.5 percent or \$5.00, whichever is greater, for business, applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1 percent for residential and the 1.5 percent for business is applied to the total unpaid amount carried forward and the charge (minimum \$2.00 for residential and \$5.00 for business) is included in the total amount due on the current bill.

(C)  
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<sup>1</sup> Qualifying customers may receive a discount or waiver of certain of these charges. See Lifeline/Washington Telephone Assistance Program, Section 2 preceding.

