

WN U-3

Section I
Original Sheet 3.2

ASOTIN TELEPHONE COMPANY
Washington

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

2.g. Customer Billing - Late Payment Charges – Continued

- 6) 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. If payments not made by the scheduled date, late payment charges shall apply.
- 7) The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172. 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).
- 8) 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.
- 9) 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.
- 10) Nonpayment of late payment charges associated with billing made by the Company on behalf of information providers shall not be grounds for discontinuance of service in whole or in part. Late payment charges associated with information provider services shall be treated the same as information providers service charges under WAC 480-120-172.
- 11) Nonpayment of late payment charges associated with interexchange carrier charges shall not be grounds for disconnection of local service. Late payment charges associated with interexchange carrier charges shall be treated the same as interexchange carrier charges under WAC 480-120-172.

3. Minimum Contract Period

- a. 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.
- b. The company may require a contract period longer than one month at the same location in connection with unusual construction necessary to meet specific demands for services.

(M) Text shown here previously appeared on Sheet 3.1 of this Section

ISSUED: October 8, 2019

EFFECTIVE: November 7, 2019

BY:


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