

WN U-4

TWENTY-EIGHTH REVISION OF SHEET NO. 2

CANCELING TWENTY-SEVENTH REVISION OF SHEET NO. 2

WESTERN WAHAKIAKUM COUNTY TELEPHONE COMPANY

## INDEX PAGE

Schedule No.	Title of Sheet	Sheet No.	
	TITLE PAGE	1	
	INDEX PAGE	2	
	DEFINITIONS	5	(T)
	RULES GOVERNING SERVICE	8	(T)
	MAP OF AREA SERVED	21	
1	Basic Exchange Service		
	Local Service Exchange Access Lines	31	
2	Washington Telephone Assistance Program	32	
3	Late Payment Charges	33	(N)
10	Non-Recurring Charges	40	
12	Directory and Joint User Service	42	
13	Mileage Rates	43	
14	Foreign Exchange Service	44	
15	Line Extensions	45	
15A	Line Extensions (New)	45.3	
16	Off-Premises Extension Service	46	
17A	Concurrences	49.1	
			(D)
			(D)
20	Toll Reference List	60	
21	Fire Call Service	61	
26	Custom Calling Service	85	
28	Fixed Remote Call Forwarding Service	90	
30	Special Service Arrangements	100	
31	Public Access Line Service	110	
32	Digital Switched Service	140	(T)
33	Direct Inward Dialing (DID) Service	150	

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Issued by: WESTERN WAHAKIAKUM COUNTY TELEPHONE COMPANY

By: Richard A. Finnigan

Title: Attorney

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FIFTH REVISION OF SHEET NO. 33  
CANCELING FOURTH REVISION OF SHEET NO. 33

WESTERN WAHAKIAKUM COUNTY TELEPHONE COMPANY

SCHEDULE 3  
LATE PAYMENT CHARGES

(N)

A. ESTABLISHMENT AND FURNISHING OF SERVICES

1. Customer Billing

a. A late payment charge will be applied, subject to the following conditions:

- 1) 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.
- 2) The late payment charge will be uniformly applied to all exchange customers.
- 3) For those billing amounts purchased from other carriers, the late payment charge will be applied by the billing Company. Duplication of late payment charges for billing amounts done on behalf of others is prohibited.
- 4) 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).
- 5) 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 payment is not made by the scheduled date, late payment charges shall apply.

(N)

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SECOND REVISION OF SHEET NO. 34  
CANCELING FIRST REVISION OF SHEET NO. 34

WESTERN WAHAKIAKUM COUNTY TELEPHONE COMPANY

SCHEDULE 3  
LATE PAYMENT CHARGES (Cont'd)

(N)

A. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)

1. Customer Billing (Cont'd)

- 6) 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.
- 7) 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.
- 8) 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.
- 9) 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.

(N)

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