

SECOND REVISION OF SHEET NO. 10
CANCELING
FIRST REVISION OF SHEET NO. 10

WN U-1

THE TOLEDO TELEPHONE CO., INC.

RULES AND REGULATIONS (Continued)

5 – Responsibility for, and Maintenance of, Service (Continued)

carefully used and only duly authorized employees of the company shall be allowed to connect, disconnect, move, change, or alter in any manner, any or all such instrumentalities and equipment.

The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the company, unless such loss or damage is due to causes beyond the customer's control.

6 – Bills

Bills for flat rate exchange service may be rendered in advance and are due and payable upon presentation. Bills for interexchange service will be rendered in arrears, and in general will be presented with the bills for exchange service. The regular billing period will be once each month.

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Payment of bills for telephone service shall be made at the office of the company or to a duly authorized collector of the utility.

All bills are due and payable upon representation and delinquent if not paid within twenty calendar days after presentation.

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Issued: December 17, 2013

Effective: January 17, 2014

Issued by: THE TOLEDO TELEPHONE CO., INC.

By: Richard A. Finnigan

Title: Attorney

WN U-1

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. In addition, a processing fee of \$10.00 will be added for the costs of processing delinquent billings.
- 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.

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* (K) Moved to Sheet No. 11.1

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Effective: January 17, 2014

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WN U-1

ORIGINAL SHEET NO. 11.1

THE TOLEDO TELEPHONE CO., INC.

RULES AND REGULATIONS (Continued)

6 – Bills (Continued)

6.a. – Checks Returned by Banks

A charge of \$25.00 will be made and collected by the Company for each time a check is returned by a bank to the Company for the reason of non-sufficient funds.

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7 – Deposits

Regulations involving Deposits are included in Sub-chapters 480-120-122 and 480-120-123 of the Washington Administrative Code (WAC). The text of this WAC is available for customer inspections upon request.

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* (M) Moved from Sheet No. 11

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