

WN U-4
McDANIEL TELEPHONE COMPANY
Washington

First Revised Sheet 30
Cancels Original Sheet 30

RULES AND REGULATIONS

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Joel Dohmeier

TITLE: Vice-President

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Second Revised Sheet 34
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RULES AND REGULATIONS (CONTINUED)

6. Bills (continued)

Upon showing of good cause, a subscriber may request to be allowed to pay by a certain date which is not normally designated his payment date. Good cause shall include, but not limited to, adjustment of the payment schedule to parallel receipt of income. A utility may be exempt from this adjustment requirement by the Commission.

7.a. Subscriber Billing

The subscriber is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the subscriber's telephone.

Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided governmental agencies.

Bills are due when rendered unless otherwise specified on the bill and may be paid to the utility or at any agency authorized to receive such payment.

For billing purposes, each month is presumed to have thirty days.

7.b. Checks Returned by Bank

A service charge of \$10.00 will be made and collected by the utility for each time a check is returned by a bank to the utility for the reason of non-sufficient funds.

7.c. Late Payment Charges

- 1) A Late Payment charge of 1% per month applies to all past due balances.
- 2) The late payment charge will be uniformly applied to all exchange customers
- 3) Final collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late charge. The late payment charge does not extend the time for payment or otherwise enlarge or change the rights of the customer. Notice of intention to pay late will not avoid this charge.

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RULES AND REGULATIONS (CONTINUED)

7.C Late Payment Charges – Continued

- 4) 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.
- 5) Customers with past due balances who sign up for electronic payments will receive a one-time waiver of the late payment charge.
- 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.

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