

ComNet (USA) LLC
PSC No.2- Tariff
Effective Date: 10/15/2018

Leaf : 21
Revision : 0
Superseding Revision:

- 3.3.4 All calls must be charged against a Prepaid Calling Card or Pin-less Calling Service Account that has a sufficient available balance.
- 3.3.5 After dialing the desired number, Customer using Prepaid Calling Card Service will be notified of the available minutes based on the terminating location of the call.
- 3.3.6 Customer's call will be interrupted with an announcement when the available balance is about to be depleted. Such announcement will occur one minute before the balance will be depleted, based on the terminating location of the call.
- 3.3.7 Calls in progress will be terminated by the Company if the balance on the Prepaid Calling Card or Pin-less Calling Service Account is insufficient to continue the call.
- 3.3.8 Upon expiry, no refund will be provided for any unused balance associated with the Prepaid Calling Card or Pin-less Calling Service Account.
- 3.3.9 The Company reserves the right to terminate the Pin-less Calling Service Account without refunding if left unused for a period of 12 months from last use.
- 3.3.10 The unused Telecom Unit balance for Prepaid Calling Card without first use will expire after 2 years from the date of Prepaid Calling Card activation.
- 3.3.11 Credit allowance for Company Prepaid Calling Card Service & Prepaid Pin-less Calling Service
- 3.3.11.A Credit allowance is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated customer service number and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed. When a call charged to a Company Prepaid Calling Card or Pin-less Calling Service Account is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer may receive a credit equivalent of Telecom Unit at the Company's sole discretion.