

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

Leaf : 19
Revision : 0
Superseding Revision:

3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

100 N Barranca Street, Suite 910, West Covina, CA 91791 or

(800) 574-7535

Any objection to billed charges should be reported promptly to the Company. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a Customer occurs, due either to Company or Customer error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.