

P.S.C. No. 1 - Telephone

New York State Telecommunications Association, Inc.

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BILLING

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20 Corporate Woods Boulevard, Albany NY, 12211

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

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## BILLING

## A. MULTIPLE AND DUPLICATE BILL CHARGES

## 1. General

Multiple or duplicate copies of a customer's most recent bill are furnished upon the request of the customer or the customer's authorized agent, subject to the provisions listed below. Customers and their agents are the only parties that can request copies of a bill. Copies will be sent directly to the customer or authorized agent.

## 2. Regulations

- a. A multiple bill charge applies per month for each additional copy of a telephone bill furnished on an ongoing monthly basis.
- b. A multiple bill charge applies for each duplicate copy of a telephone bill furnished on a one-time basis except when the customer does not receive the bill that was originally issued. Requests for an additional copy of a bill not received must be made within one year of the original issue date. Only one duplicate will be issued for a not received original bill.
- c. The maximum number of duplicate bills to be furnished on an ongoing basis is listed with the duplicate rate in the concurring Company's tariff, Section 3.
- d. Requests for copies of bills issued before the most recent bill will be completed only if the Company's records retention system allows them to. The charge for these duplicates will be based on the cost to the Company to provide the copy.

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## BILLING

## B. SPECIAL BILLING DETAIL

## 1. General

Upon request, customers will be furnished the following special billing detail on magnetic media where facilities permit:

- a. Toll Message Statement
- b. Other Charges and Credits Statement
- c. Service Charge Details or Customer Service Record
- d. "Centrex-C.O." Special Message Unit Billing

For each primary station line number, a summary by day, evening and night periods, of primary area calls and charges and extended area calls and message units.

2. Charges are listed in the concurring Company's tariff, Section 3, Group

## C. LARGE PRINT BILLS

## 1. General

Large print bills are available to customers upon request where facilities permit. Customers must have proof of certification of eligibility in order to receive large print bills free of charge.

Customers eligible for one free large print bill per month are Individuals 62 years of age or older and the Visually Impaired.

2. Rates and Charges

Rates and charges for this service are listed in the concurring Company's tariff, Section 3, Group 4.

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## BILLING

## D. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

## 1. General

Any of the Company's services, and any combination of such services, may be offered to a customer at a price specific to that customer. Such an offering will be referred to in this Tariff as an "Individual Case Basis", or "ICB" offering.

Where a service or combination of services is provided to a customer as an ICB offering, the same service or combination of services will be made available on request to any similarly situated customer upon the same terms and conditions as the ICB offering. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as Attachment G or as an addendum to the Company's Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary\*:

- 1) The LATA in which the customer is located and the type of switch being used
- 2) The V&H distance from the central office to the customer's premises
- 3) The type of service
- 4) The price of the service
- 5) The number of lines (circuits) being used
- 6) The length of the contract terms

\*Where the required information is not applicable to the provision of service by a utility and hence does not bear on its negotiation of a customer-specific contract, it need not be provided.

## 2. Rates &amp; Charges

Charges are listed in the concurring Company's tariff, in an Addendum to the Tariff, for those that have filed tariffs via the Commissions Electronic Tariff Filing System, or in Attachment G.

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