

RULES AND REGULATIONS

27. LATE PAYMENT OF SERVICE AND RETURNED CHECK CHARGE

Bills are due as specified on the bill and may be paid at the Business Offices of the Company or at any agency authorized to receive such payments. All bills paid after the due date specified on the bill shall have a service charge of \$6.00 added. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provision set forth herein.

A Returned Check Charge in the amount of \$25.00 will be applied for each customer check returned by the bank for insufficient funds, unable to locate account, account closed, balance held, drawn against uncollected funds, two signatures required, account garnished, endorsement incorrect or payment stopped. These charges are to compensate for the additional administrative expenses associated with these accounts.

28. PAY BY PHONE CONVENIENCE FEE

Credit card payments collected over the phone will be assessed a "Pay by Phone Convenience Fee" of \$4.50 per account paid during the call. (I)(N)

29. BILL REPRINT SERVICE

Bills from the Company may be requested to be reprinted on an exception basis. A service charge of \$5.00 will be added per request. This fee will be waived if the customer requests the bill within 30 days of the issuance of the original bill or find a discrepancy in the Company billing.

30. LINE TRAP SERVICE

Line trap service provides the capability of capturing and recording the telephone number of the calling party for each local telephone call to the customer's telephone number. Information relating to the calling party's number and the time of the call is captured by telephone company switching equipment and is provided to a local law enforcement agency. Line traps will not be installed unless requested by the customer or by a law enforcement agency of the local, state, or federal government. Results of the line trap will only be disclosed to appropriate law enforcement agencies in accordance with applicable law. A trap will be established for a maximum period of fifteen days after which it will be removed unless requested by the customer to remain. One free trap per year will be established for a customer. If the customer requests an extension of the trap beyond the fifteen day period or if the customer requests a new trap within one year of requesting the initial trap, a charge of \$10.00 will apply for each fifteen day period or portion thereof.

(N) New text

(I) Increase in rate

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