

P.S.C. MO. NO. 1

**Grand River Mutual Telephone Corporation
d/b/a GRM Networks**

**11th Revised Sheet No. 46
Cancels 10th Revised Sheet No. 46
Section Number III
All Exchanges**

GENERAL EXCHANGE SERVICE TARIFFS

GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICES AND FACILITIES

A. BILLING AND PAYMENT:

1. The Company will during the first billing period, in which a customer receives service, provide the customer with an itemized account of charges for equipment and service for which he has contracted. The Company will render a separate bill for concurrent residence service, unless otherwise requested by the customer.
2. The Company will, after the initial bill for new service, render a bill during each billing period for monthly recurring charges in advance and toll charges in arrears. Special billing arrangements may be established for service provided to governmental agencies.
3. The customer is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the customer's telephone.
4. Bills are due as specified on the bill and may be paid at any Business Office 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 \$5.00 added. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set for the herein.
5. Customers electing to receive an electronic bill statement in lieu of a mailed copy and make payment via automated clearing house (ACH) or credit card will receive a \$1.00 credit each month.^{1,2} (N)

¹ Effective March 1, 2022, customers newly electing to participate in paperless billing and make payment through automated clearing house (ACH) or credit card will not be entitled to receive a \$1.00 credit each month. (T)
(T)

² Effective May 1, 2022, customers who previously elected to participate in paperless billing and make payment via credit card or debit card will not be entitled to receive a \$1.00 credit each month. Customers who have previously elected and continue to participate in paperless billing and automatic payment via ACH prior to March 1, 2022 will continue to receive a \$1.00 credit each month. (T)
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