
RULES AND REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

17.6 PAYMENTS FOR SERVICE (cont'd)

17.6.1 Payment for Service (cont'd)

A. Residence Service (cont'd)

Upon nonpayment of any undisputed, delinquent charge due the Telephone Company, the Telephone Company may, after a written notice has been furnished to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.(1) This written notice shall be sent or delivered to the customer at least ten (10) days prior to the date of the proposed discontinuance. Basic local telecommunications service may not be discontinued for customer non-payment of a delinquent charge for other than basic local telecommunications services. Basic local telecommunications service shall not be discontinued on a day when the offices of the Telephone Company are not available to facilitate reconnection of service or on a day immediately preceding such day.

The Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.

At least 24 hours preceding a discontinuance, the Telephone Company shall make reasonable efforts to contact the customer to advise him of the proposed discontinuance and what steps must be taken to avoid it.

The Telephone Company shall postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity. Any applicant or one for whom an application is made, owing the Telephone Company for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid for such service before any additional service will be furnished.

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(1) Pursuant to Paragraph 390 of the FCC's Final Report and Order in Case No. CC 96-45, a Lifeline customer's local service shall not be disconnected for non-payment of toll charges.