

GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICES AND FACILITIES

1. The subscriber shall pay for services and facilities monthly in advance except departments, administrations and agencies of Federal, State, County, township or Municipal governments, and shall pay for Toll Messages (including charges for messenger service), Teletypewriter Exchange Service Messages, and Moves and Changes when billed. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.
2. All bills for local, state or interstate long distance service charges billed by the Company, including any FCC-approved end user charge, or miscellaneous services are payable at the office of the Telephone Company, or an authorized collection agency within twenty-one (21) days from rendition of the bill.
3. 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.
4. 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.
5. The customer is responsible for all charges in conjunction with the service furnished him including collect toll messages which have been accepted at the customer's telephone.
6. 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.<sup>1, 2</sup>
7. In the event that a check or draft tendered by a customer is returned by the bank, a return check charge in the amount of the bank's charge (i.e., a pass through) plus a \$25.00 administrative fee will apply. The fee will be assessed when a check or instrument issued by a Customer is returned without payment for any reason whatsoever, unless the return is bank error, in which case documentary evidence is required to waive the charge. In addition, the Customer may be required to replace the returned check with a payment in cash or equivalent to cash, such as a cashier's check, certified check or money order.
8. 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 forth herein.

<sup>1</sup> 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.

<sup>2</sup> 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.