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2.0 General Rules and Regulations (cont'd)

2.9 Payment for Service (cont'd)

2.9.4 Collection

No collection efforts other than the rendering of the bill shall be undertaken until the delinquency date.

2.9.5 Taxes and Fees

Any governmental assessments, fees, licenses, or other similar taxes or fees imposed upon McLeodUSA may be charged to Customers receiving McLeodUSA's service within the territorial limits of the governmental authority imposing such taxes and fees. Such taxes and fees will be allocated among such Customers on the basis of Customers' monthly charges for the types of service made subject to the taxes or fees. Such taxes and fees will be separately stated on bills.

LNP, PICC, USF, TRS, TTY/TDD surcharges will also be charged where applicable.

2.9.6 Collection Fee

A collection fee of \$12.00 in addition to the Late Payment Charge of one and one half percent (1.5%) of the unpaid balance will be applied to the accounts of business subscribers with any unpaid balance when the previous month's bill has not been paid in full prior to the next billing date.

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2.10 Disputes and Complaints

2.10.1 Disputed Bills

In the event of a dispute concerning the bill, McLeodUSA will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 2.10.2 shall continue, and for not less than forty-five (45) days after the rendering of the disputed bill. Service shall not be disconnected for nonpayment of the disputed amount. The 45-day period may be extended by up to sixty (60) days if requested of McLeodUSA by the Public Service Commission in the event the Customer files a written complaint with the agency. Subject to regulatory requirements, McLeodUSA's policy is to limit retroactive adjustments for billing errors to 90 days prior to the date the error is discovered.