

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

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3.8 Billing and Collection Standards

A. Billing Standards

1. Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance. The Company shall render a bill during each billing period except when there is a zero balance.
2. The subscriber shall receive a bill during each billing period. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.
3. Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration.
4. Customers electing to receive an electronic bill statement in lieu of a mailed copy and also electing to pay their bill with an automatic bank draft or an automatic credit/debit card payment will receive a \$1.00 credit each month.*

B. Collection Standards

1. Residential subscribers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. Payment shall be made at the office of the Company, an authorized collection agency, or by mail.

*The rate for this service is for informational purposes only.