

Chariton Valley Telephone Corp.

GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS (Cont'd)

PAYMENT FOR SERVICES AND FACILITIES (Cont'd)

2. All bills for local, toll or miscellaneous service are due when rendered and payable at the office of the Telephone Company, or an authorized collection agency, twenty-one (21) days after the bill is rendered.
3. Total bills remaining unpaid twenty-two (22) days after rendition shall be considered delinquent.
4. A late payment charge of \$10.00 will be charged to customer accounts with an unpaid balance twenty-one (21) or more days past due. (I)

DISPUTES BY RESIDENTIAL CUSTOMERS

1. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
2. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
3. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.