

GENERAL RULES AND REGULATIONS

5. Establishment and Maintenance of Credit (Cont'd)

The amount, terms and conditions relating to deposits and guarantees of payment are set forth on the Company's website: <https://sgobroadband.com/tariff/>. (T)

(D)

SENECA TELEPHONE COMPANY

P.S.C. MO. NO. 5
Section II
2nd Revised Sheet No. 4
Cancels 1st Revised Sheet No. 4

GENERAL RULES AND REGULATIONS

Hold For Future Use

(T)

(D)

Issued: October 29, 2021

Garrin Bott
Seneca Telephone Company
P.O. Box 329
Seneca, MO 64865

Effective: December 1, 2021

SENECA TELEPHONE COMPANY

P.S.C. MO. NO. 5
Section II
1st Revised Sheet No. 5
Cancels Original Sheet No. 5

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SENECA TELEPHONE COMPANY

P.S.C. MO. NO. 5
Section II
2nd Revised Sheet No. 6
Cancels 1st Revised Sheet No. 6

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6. Billing and Payment (Cont'd)
- f. The customer shall have at least 21 days from the rendition of a bill to pay the charges stated.
 - g. For billing purposes, each month is presumed to have 30 days.
7. Payment Fees (T)
- a. Subscribers who pay for service by credit or debit card may be subject to an additional charge. The rate, terms and conditions for such charge are set forth on the Company's website: <https://sgobroadband.com/tariff/>.
8. Late Payment Charge (T)
- a. The rate, terms and conditions for any late payment charge are set forth on the Company's website: <https://sgobroadband.com/tariff/>.
9. Insufficient Funds (NSF) or Returned Check Charge (N)
- a. This charge applies whenever a check or other negotiable instrument is presented for payment of service or deposit and returned by the bank to the Company because of non-sufficient funds or any other valid reason. The charge is set forth on the Company's website: <https://sgobroadband.com/tariff/>.

GENERAL RULES AND REGULATIONS

11. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Cont'd)

- E. The Telephone Company will make reasonable effort to cure any material failure to provide service caused solely by year 2000 defects in the Telephone Company's hardware, software, or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Telephone Company service processes, equipment and systems, the Telephone Company is not responsible for failures caused by circumstances beyond its control including, but not limited to, failures caused by: (1) the Customer; (2) other telecommunications companies as defined by Missouri statute; or (3) customer premises equipment. In addition, the Telephone Company does not ensure compatibility between the Telephone Company and non-Telephone Company services used by the Customer.

12. MAINTENANCE AND REPAIRS OF SERVICE

- A. The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The Customer shall be responsible for damages to facilities of the Telephone Company caused by the negligence or willful act of the Customer. The Customer may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Telephone Company except upon the written consent of the Telephone Company.
- B. A non-recurring, service charge will apply for each repair visit to a customer's premises or the premises of any other customer where the service difficulty or trouble results from the use of customer-provided equipment or facilities. See the Company's website: <https://sgobroadband.com/tariff/> for information regarding the rate(s), terms and conditions that apply.

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(N)