

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits and Guarantees of Payment – Business Services (Cont'd)

5. Any balance of the amount deposited and credited to the customer's account is returned to the customer at the termination of the contract, or it may be returned at any time previous thereto at the option of the Company when it is deemed that the customer has established satisfactory credit.

A serviced deposit will not be required for lifeline service, if the qualifying low-income customer voluntarily elects toll blocking, where available. If toll blocking is available, a service deposit may be charged.

3.8 Billing and Collection Standards/Late Payment Charges/Restoral of Service

Information regarding billing and collection standards, late payment charges and restoral of service charges is available at the Company's website:

<https://www.ctcis.net/>

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**Citizens Telephone Company
of Higginsville, Missouri, Inc.**

**P.S.C. MO. NO. 4
2nd Revised Sheet No. 3-18
Cancels 1st Revised Sheet No. 3-18**

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HOLD FOR FUTURE USE

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