
RULES AND REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

17.6 PAYMENTS FOR SERVICE

17.6.1 Payment for Service

A. Residence Service

The customer is responsible for payment of all charges for services furnished the customer, authorized users, and any other charges for which the customer has agreed to be responsible, including but not limited to charges for services originated or charges accepted at the customer's telephone for exchange service; intrastate or interstate long distance service charges billed by the Telephone Company; any FCC-approved end user charge; any charges transferred to the customer's account from terminated accounts billed to the same customer; and any charges pursuant to Paragraph 17.4, preceding, where the customer has executed a Contract of Guaranty. A customer shall have at least 21 days from the rendition of a bill to pay the charges stated.

Effective October 4, 2013, residential customers will have a Late Payment Charge of \$5.50 plus (CT)
1% of the unpaid balance applied to accounts which have any charges carried over to the next (CT)
monthly bill. When the balance carried over is in dispute, the Late Payment Charge may be
applied and adjusted later, if appropriate, based on the resolution of the claim.

If the customer notifies the Company before the next bill is generated, the Company will exempt the disputed portion of the bill from the Late Payment Charge until the claim is resolved. If the claim is resolved in favor of the Company, the Late Payment Charge will be applied if appropriate.

Residential customers may have a Convenience Fee apply in each instance when the subscriber requests a Company Representative's assistance in processing a payment. The subscriber will be informed by the Company Representative of the charge prior to processing the subscriber's payment. The charge will not apply to payments made via the automated payment option of the Company's interactive voice response (IVR) systems, payments made online via the Company's website, or payments made by mail./1/.

Convenience Fee (per payment request) \$5.00

/1/ The fee will not apply when automated payment systems are unavailable due to system problems.