P.S.C. MO. No. 4 Consolidated

Granby Telephone Company 2nd Revised Sheet No. 15.3

of Granby, Missouri Cancels 1st Revised Sheet No. 15.3

**GENERAL RULES AND REGULATIONS**

ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. ESTABLISHMENT AND FURNISHING OF SERVICE – RESIDENTIAL (Cont’d)

2. Billing and Payment (Cont’d)

d. The customer is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the customer’s telephone.

e. Bills are due as specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.

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3. Disputes by Residential Customers

a. 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.

b. 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.

c. 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.

\* Indicates new rate or text

+ Indicates change

P.S.C. MO. No. 4 Consolidated

Granby Telephone Company 2nd Revised Sheet No. 15.7

of Granby, Missouri Cancels 1st Revised Sheet No. 15.7

**GENERAL RULES AND REGULATIONS**

ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. ESTABLISHMENT AND FURNISHING OF SERVICE - BUSINESS

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2. Billing and Payment (Contd)

f. For billing purposes, each month is presumed to have 30 days.

\* Indicates new rate or text

+ Indicates change