

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

A. Establishment of Credit

3. Terms of Deposits (Cont'd)

b. Upon discontinuance or termination of service, the deposit will be credited to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.

c. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, deposits will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.

d. The Company will maintain records of all pertinent information with regard to each deposit held.

e. The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit.

4. The fact that a deposit has been made shall in no way relieve the customer from complying with the Company's regulations as to the prompt payment of bills, nor constitute a waiver of modification of the regular practices of the Company providing for the temporary suspension of service or the termination of the service contract for non-payment of bills.

5. Restoral Charges

Where service has been discontinued for failure to establish credit as authorized above, a restoral charge found in Section 5.2.C will apply.

(T)(D)

(T)(D)