
ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

D. Payment for Service

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages in accordance with the provisions in this tariff. The subscriber is held responsible for all charges for telephone service rendered at the subscriber's telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

1. Billing

The Company issues bills on a monthly basis with bills received by the customer on or about the same day each month. The bills are payable upon presentation.

Customers generally are provided one copy of the regular monthly bill. Additional copies of bills no more than three years old may be provided at a charge of \$5.00 per bill copied. Failure to receive a bill does not relieve a customer of the responsibility for payment for telephone service.

The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alternation not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.

Information regarding charges for delinquent past-due balances is available at: (T)

www.fidelitycommunications.com (T)

The Company sets the following on bills: (T)

- a. The number of access lines for which charges are stated;
- b. The beginning or ending dates of the billing period;
- c. The date the bill becomes delinquent if not paid on time;
- d. The unpaid balance (if any);
- e. The amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call; and
- f. An itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate.

(l) Rate increase

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

D. Payment for Services (Cont'd)

2. Collections (Cont'd)

A "reconnection" charge is applicable to each reconnection of service that has been discontinued for non-payment of charges due. No allowance will be made for loss of service during the period service is disconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate the service, it may be at the option of the Telephone Company to re-establish only on the basis of a new application. (T)

Information regarding reconnection charges is available at: (T)

www.fidelitycommunications.com

(T)

3. Subscriber About to Vacate Premise

The Company will hold a subscriber about to vacate a premise responsible for all service rendered up to and including the date specified by the subscriber for the discontinuance of service.

E. Unusual Installation Costs

Where special conditions or special requirements of the subscribers involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

F. Line Extensions

Lines will be extended for permanent customers in accordance with the guidelines established in the Special Construction section of this tariff.

Where required by the conditions, applicants may be required to provide to the Company suitable private right-of-way.

(I) Increase