



**Rule No. 9**  
**RENDERING AND PAYMENT OF BILLS**  
(Continued)

APPROVED

3. Special Bills

The Company may render a special bill for charges at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

4. Computation of Regular and Electronic Bills

a) Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis rendered for periods in excess of or less than a billing month, will be prorated in the proportion of the number of days in the period involved to the number of calendar days in the billing month. A 30-day month may be used for prorating in lieu of calendar days.

b) Bills for telephone service normally furnished on a annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

c) Bills must be based on the rates in effect at the time the service was used. Any delays or lags in billing must not result in a higher total charge (other than for taxes, and surcharges and fees that are based on a percentage of the bill) than if the usage had been posted to the account in the same billing cycle in which the service was used.

5. Rates Applicable During Temporary Disconnection of Service for Nonpayment

Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed 15 days subsequent to the date of temporary disconnection.

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(To be inserted by utility)

Advice Letter No.: 271

Decision No.: 04-05-057

***Issued by***

**Paul E. Pederson**

**NAME**

**Vice President**

**TITLE**

(To be inserted by Cal.P.U.C.)

Date Filed: August 6, 2004

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**B. Payment of Regular and Electronic Bills**

1. Payment of bills for telephone service should be made at the office of the Company through Electronic Billing, or to a duly authorized collector of the Company. All charges for exchange and toll service area payable in lawful money of the United States only.
2. Where a change or discontinuance of coin-box telephone service necessitates the removal of the coin collecting equipment, the coin box shall be opened on the subscriber's premises at the time of disconnection of the service and the contents shall be counted in the presence of the subscriber or his representative, provided the subscriber or his representative may reasonably be located.
3. Regular bills, closing bills, Electronic bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation. Service connection, installation and line extension charges, and deposits and advance payments for the establishment or re-establishment of credit or in conjunction with advance payments are payable before service is installed or restored. Charges for moves and changes are payable upon completion of the work.

**4. Electronic Billing**

Customers may elect to view and pay their monthly telephone bill electronically via the Internet. The bill will include a summary of the current charges as well as totals by section/service and call detail and adds/changes detail. Customers who choose this option will stop receiving paper bills after two months. They may choose to resume receiving paper bills at anytime without incurring a service charge. With Electronic Billing the customer is responsible for payment of their bills in accordance with all applicable rules and regulations found in this tariff.

5. A Utility shall credit payments effective the business day payments are received by the Utility or its agent.
6. Any payment made by a customer shall be applied first against the balance due on that customer's basic service unless the customer directs otherwise.
7. When a customer is offered and agrees to an alternative payment plan, the Utility must provide confirmation of the terms in writing if the customer so requests.

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C. Late Payment Charge

1. Neither the billing nor payment of late charges relieves the customer of the obligation to pay all charges prior to the due date of the bill.
2. A Utility shall credit payments effective the business day payments are received by the Utility or its agent. The date after which a bill is considered overdue and delinquent, and after which late charges may accrue, shall not be earlier than 22 days after the date the bill was mailed. Any authorized late-payment penalty may not exceed 1.5% per month on the balance overdue or \$20.00 or more. Customers shall not be liable for late payment charges on disputed months that are resolved in the Customer's favor.

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D. Under- and Overcharges

1. a) A regular or electronic bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
- b) A detailed statement showing each item comprising a total charge on a monthly bill (regular or electronic) will be furnished to business customers upon request.
2. A regular or electronic bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
3. When discrepancies exist between customer's service and Utility's regular or electronic billing for exchange service, such discrepancies shall be adjusted in accordance with the following:
  - a) Each item of overcharge (except those covered in 2. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
  - b) If the overcharges exceed the undercharges as determined in a. above, the total net overcharge shall be credited to the customer's bill.
  - c) If the undercharges exceed the overcharges as determined in a. above, the customer will be billed the lesser of (1) the total net undercharge or (2) monthly net undercharge for a period of three months preceding the date of the bill.
  - d) Separate adjustments shall be made for each class of service separately served and billed.

E. Back-Billing

1. The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a customer's bill. A regular or electronic bill shall not include any charges for service furnished prior to three months preceding the date of the bill; except, a regular or electronic bill may include charges for collect, credit card, and third number calls placed within a period of five months preceding the date of the bill. This limitation of back-billing does not apply in cases involving customer fraud.
2. Intrastate Back-Billing  

A bill shall not include any previously unbilled charge for any intrastate service furnished prior to three months immediately preceding the date of the bill.

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