

Rule No. 10

DISPUTED BILLS

All disputed charges for any telecommunications service are subject to a rebuttable presumption that charges are unauthorized unless there is (1) a record of affirmative customer authorization, (2) a demonstrated pattern of knowledgeable past use or (3) other persuasive evidence of authorization.

In the case of a billing dispute between a Customer and the Utility, the Utility shall investigate the charge(s) the Customer has informed the Utility are in question, and shall reach a determination and communicate it to the Customer within 30 days. During the time the investigation is pending, no late charge or penalties may be collected, the charge may not be sent to the collection, and no adverse credit report may be made based on non-payment of the charge. If the customer prevails, then no late charge or penalty may be imposed on the amount in dispute.

When a subscriber and the Company fail to agree on a bill for telephone service and the disputed bill is not paid within 22 days after presentation, the Company will notify the customer in writing:

1. That in lieu of paying the disputed bill, the customer may deposit with the Commission, the amount claimed by the Company to be due at:

California Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Ave., Room 2003
San Francisco, CA 94102

Internet: <http://www.cpuc.ca.gov/complaints/>

Phone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

If you have limitations hearing and speaking, dial 711 for the California Relay Service or the following numbers to be routed to the California Relay Service Provider.

<u>Type of Call</u>	<u>Toll-free 800 Number</u>
TTY/VCO/HCO to Voice	English 1-800-735-2929/Spanish 1-800-855-3000
Voice to TTY/VCO/HCO	English 1-800-735-2922/Spanish 1-800-855-3000
From or to Speech-to-Speech	English & Spanish 1-800-854-7784

The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Utility has notified the customer by written notice of such delinquency and impending termination at least seven (7) calendar days prior to the proposed termination.

(L)-Text now appears on Original Cal. P.U.C. Sheet No. 1954-T of this Rule.

(To be inserted by utility)
Advice Letter No.: 372A

Decision No.:

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed: January 18, 2019
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APPROVED

2. The checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission. (L)
3. That upon receipt of the deposit the Commission will notify the Company, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
4. That service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review. During the time any CAB review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the customer prevails then no late charge or penalties may be imposed on the amount in dispute.
5. That failure of the subscriber to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of his service without further notice.
6. That, if before completion of the Commission's review, additional bills become due which the subscriber wished to dispute, he shall also deposit with the Commission the additional amounts claimed by the Company to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with Rule and Regulation No. 11.
7. The Utility may not disconnect service to a Customer before seven calendar days after the date the Utility notifies the Customer in writing of the results of its investigation. In no event shall the Utility disconnect service prior to the due date shown on the bill. (L)

(D)

(L)-Text previously appeared on Cal. P.U.C. Sheet No. 1953-T of this Rule.

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Decision No.:

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

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