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GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.4 Payment for Service (Cont'd)

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 4.5.4 of this Tariff.

2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.

D. Late Payment Charge

A late payment charge of one and one half percent (1.5%) will be applied to each customer's bill when the previous month's bill has not been paid in full by the billing due date. The late payment charge will only be applied to unpaid balances greater than $20.00

E. A collection fee of $6.00 in addition to the late payment charge in 4.6.4.D. above will be applied to the accounts of residence subscribers with an unpaid balance when the previous month's bill has not been paid in full at the time of the billing due date. (I)

F. A collection fee of $10.00 in addition to the late payment charge in 4.6.4.D. above will be applied to the accounts of business subscribers with an unpaid balance when the previous month's bill has not been paid in full at the time of the billing due date. (I)

G. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a customer so requests. If the customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice must be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

SERVICE CHARGES

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5.12.1 General
5.12.2 Rates and Charges

SERVICE CHARGES

5.8 KEY AND PBX TRUNK SERVICE CHARGE

5.8.1 General

This charge is applicable when the company installs trunk lines to provide access to Key and PBX telephone systems. The trunk line charge is in addition to regular service connection charges.

5.8.2 Rates and Charges

Key and PBX Trunk charge, each:	**Business**	**Residence**
	$10.00	$10.00

5.9 RESTORATION OF SERVICE CHARGE

5.9.1 General

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges, as discussed in Section 4 of this Tariff. In addition, a Restoration of Service Charge will be applied.

5.9.2 Rates and Charges

The business and residential rate for restoration of service is:

Business	**Residence**	
$25.00	$20.00	(I)

SERVICE CHARGES

5.11 CREDIT CARD HANDLING FEE (T)

5.11.1 (T)

A handling fee will apply to each credit/debit card transaction. This will include, but is not limited to, any credit/debit card payment made in the business office, over the phone, online or monthly draft payments. Customers will have the option to pay by checking account or cash with no additional fee.

5.11.2 Rates and Charges **5 percent of the outstanding bill balance** (I)

5.12 PAPER BILL CHARGE

5.12.1 General

Broadband Customers can elect paperless billing online at www.btconline.net on the Pay My Bill tab or by contacting the Company's business office. For broadband Customers not electing paperless billing a paper bill charge will apply. A paper bill charge will not apply to voice only Customers.

5.12.1 Rates and Charges **$2.00**