

GENERAL SUBSCRIBER SERVICES TARIFF

United Telephone Company of the Carolinas
d/b/a CenturyLink

Twenty-Eighth Revised Index Page 2
Cancels Twenty-Seventh Revised Index Page 2

ISSUED: June 28, 2013

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GENERAL SUBSCRIBER SERVICES TARIFF

United Telephone Company of the Carolinas LLC
d/b/a CenturyLink

Eighth Revised Page 18 (C)
Cancels Seventh Revised Page 18 (C)

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U2. GENERAL REGULATIONS

U2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

U2.4.3 PAYMENT FOR SERVICE

- a. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty (30) days after the bill is rendered the account shall be deemed correct and binding upon the subscriber.
- b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for Long Distance (Local Toll) Service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- c. A maximum of one and one-half (1 and 1/2) percent may be added to any unpaid balance brought forward from the previous billing date to cover the cost of collection and carrying accounts in arrears. This method of Late Payment Charge will be made in lieu of any other penalty whether occurring from gross net billing or otherwise.
- d. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section U4 of this tariff.
- e. When the 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.
- f. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- g. In the event legal process is instituted by the Company to collect monies owed the Company for the provision of Telecommunications Service and a judgment is obtained in favor of the Company, the subscriber shall be responsible for all attorney fees and other costs incurred by the Company in obtaining that judgment.

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(M) Material previously appearing on this page now appears on Original Page 18.1 of this section.

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U2. GENERAL REGULATIONS

U2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

U2.4.3 PAYMENT FOR SERVICE (Cont'd)

h. Convenience Fee Charge

A Convenience Fee Charge will apply to residential and business customers for one-time payments made with the assistance of a live customer representative using a debit card, a credit card or an electronic funds transfer. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to customers who are enrolled in automatic payment plans, who pay their bill by mail, who use the automatic voice response unit, who use their financial institution's bill payment service, or who pay their bills online at the Company's website.

	Non-Recurring Charge	
Convenience Fee Charge, per occasion, utilizing a live customer representative	\$4.00	

(N)

(N)

U2.4.4 ALLOWANCE FOR INTERRUPTIONS

When the use of service facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four (24) hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purposes of administering this regulation, every month is considered to have thirty (30) days.

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(M) Material now appearing on this page previously appeared on Seventh Revised Page 18.

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