



TeAM Policy

Telecom Applications Management

SUBJECT: Resolving Disputed and Delinquent Telecom Customer Bills

POLICY NO.: 005-02-02-X

Policy Statement

Telecom Applications Management (TeAM) has formulated a policy to resolve a dispute from the Telecom customer and delinquent Telecom customer bills.

POLICY-

A dispute shall be discussed at the intermediate level (Area Coordinator designated in Regional Engineering, Electric Operations) for 10 days before going to the Company Ombudsman. The TeAM Project Specialist will act as the Company Ombudsman. The dispute shall remain with the Ombudsman for 12 days before being taken to the Commission for Dispute Resolution. All disputes will be submitted in writing, beginning with the initial dispute. The Project Specialist in TeAM shall investigate the customer dispute about bills or other services. Every inquiry shall be promptly investigated in a fair manner and the results reported to the customer. The findings shall be communicated orally or via e-mail. Upon the request of the customer, a written report shall be provided. After the customer has received the written findings, payment is expected within one week. Should the customer still dispute the bill, a meeting shall be arranged for final resolution of the outstanding bill. During this period, no late charges shall accrue. The customer shall pay the undisputed portions of any bill for leasing or services. All unpaid bills are subject to the imposition of a Late Payment Charge (LPC) at the rate of one and one-half percent (1 ½%) per monthly billing period. A late payment may be assessed on any sum which is due to Con Edison, including but not limited to: charges for engineering, sums for new construction, charges due under Tariff, reimbursement for Make Ready Work on Con Edison's Transmission Towers or Distribution Poles and the removal of customer's facilities from the licensed property. When bills are rendered, late payment charges are assessed on any previous balance that is 30 days or greater. Billing systems will automatically post an LPC to a delinquent account. A late payment charge may be cancelled by the Company to the extent applicable, resulting in a downward adjustment upon final resolution of a disputed bill.

REFERENCES- PSC Rider X - Rate For Use Of Company Facilities For Telecommunications Purposes, PSC Rider K - Service Classification Riders and all governing procedures.

NOTIFICATION -It will be the responsibility of the Accounts Receivable Billing Coordinator to inform the TeAM Project Specialist of any payment problem. The Project Specialist will contact the customer and inform them that a late payment charge has been assessed and request payment. The Accounts Receivable Billing Coordinator will be responsible for notifying the Project Specialist when a customer fails to make a payment. The Project Specialist will contact the customer by written notification and request immediate payment. If the Accounts Receivable Billing Coordinator notifies the Project Specialist that payment is still not received within 30 days, the Project Specialist will notify Company forces to stop performing work for the delinquent

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customer. The customer will be notified that in order to avoid further credit action from being taken, which may result in termination of service, they need to pay all outstanding balances. The Accounts Receivable Billing Coordinator will prepare and send notification to the Credit Bureau and seek to collect on any Surety Bond or Letter of Credit provided by the customer.

Note: The following is from the PSC order in case 03-M-0432:

Expedited Dispute Resolution

A dispute shall be discussed at the intermediate level for 10 days before going to the Company Ombudsman. The dispute shall remain with the Ombudsman for 12 days before being taken to the Commission for Dispute Resolution.

Disputed work shall continue to the extent possible during the dispute. Where the dispute is over cost, the work shall continue as long as the Attacher pays 50% of the total amount of the disputed invoice(s). Payment of the disputed invoices shall note that they are being paid under protest and subject to reconciliation following resolution of the dispute. If the dispute is over the form or location of the attachment or the use of a temporary attachment, it is not expected that the disputed work will continue.