

**Summary of Residential Customer Rights and Obligations.** For a complete listing of all rights and obligations, please refer to the Telephone Company tariffs at [www.charter.com](http://www.charter.com) or 16 NYCRR 609.

**Complaint procedure.** Customer complaints must first be made to the Telephone Company, who will promptly investigate and report results to customer orally, or in writing upon request. Complaints may be filed with the Telephone Company at:

[telgovtescalations@chartercom.com](mailto:telgovtescalations@chartercom.com)  
Telephony Manager – Customer Care  
941 Charter Commons  
St. Louis, MO 63017  
888-266-7571

Customers can file unresolved complaints by contacting:

New York State Department of Public Service  
Office of Consumer Affairs  
3 Empire State Plaza  
Albany, NY 12223  
Toll Free 1-800-342-3317

**Payment of Bills.** The Customer is responsible for all charges for services furnished to the Customer including any FCC-approved end user charge, billed monthly in advance. The Customer shall also pay for long distance service charges and also nonrecurring service charges when billed.

**Deferred Payment Plans.** A deferred payment agreement may be arranged for a residential customer if the customer owes the Telephone Company for past due service and the service has not been disconnected. A deferred payment agreement must be in writing.

**Termination of Service.** Services may be terminated for nonpayment of a bill. The Telephone Company will also provide the customer the opportunity to eliminate portions of the service before terminating service in its entirety. Suspension/termination notices may be issued 25 days after the date of the bill. A mailed written notice will be provided, with reasons specified, to the customer at least eight (8) days prior to suspension, or twenty (20) days prior to termination.

**Reconnection of service.** Shall be done within 24 hours, unless prevented by circumstances beyond telephone corporation's control or customer request, when past due amounts are paid in full, a deferred payment plan is agreed upon, or notice of medical certification is received.

**Medical Emergencies.** In the event of a medical emergency as defined in 16NYCRR, Sec. 609, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate as defined in 16NYCRR, Sec. 609, must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges.

**Elderly, Blind or Disabled.** An additional 20 days will be allowed before suspension or termination may occur when the customer is identified to the Company as being blind or disabled, as defined in 16NYCRR, Sec. 609, or the customer is 62 years of age or older, and all other residents of the customer's household are under 18 years of age, over 62 years of age, blind or disabled.

**Appropriate Forms.** If you wish to claim a medical emergency or volunteer information regarding the elderly, blind or disabled, please contact 888-GET-CHARTER for the appropriate forms.

**Voluntary third-party notice.** Customer may designate a third party to receive copies of all notices relating to suspension and/or termination of service or other credit notices.