

**GENERAL PROVISIONS (Cont.)**

**SECTION 8 - PRESENTATION AND PAYMENT OF BILLS**

8.1 Bill Presentation

The Company shall normally bill for its services based on thirty (30) days periods according to the established billing cycles and in the following manner:

- 8.1.1 Charges for basic monthly rental for service and equipment shall be billed in advance.
- 8.1.2 Charges for additional units, toll messages local and overseas, shall be billed after such services have been provided.
- 8.1.3 Charges for installation, reconnection or substitution, inside and outside moves, or other charges for work performed may be separately billed.
- 8.1.4 Special bills for accumulated tolls (local and overseas) may be presented when justified for the protection of the Company's interests.
- 8.1.5 Special billing arrangements with the customer may be made when deserved.
- 8.1.6 The Company has five (5) years to present bills for services rendered to its customers, as established in Section 5296 of the Commonwealth of Puerto Rico Civil Code (Actions that prescribe at five (5) years).

8.2. Payment of Bills

8.2.1 All bills mature and shall be paid within the following terms; except any amount objected to in accordance with General Provisions, section 9, Procedure on Contested Charges and Claims of this Tariff Book.

- (A) Residential Customers – Twenty (20) days after invoice delivery.
- (B) Business Customers – Thirty (30) days after invoice date.
- (C) Government Customers – Forty-five (45) days after invoice delivery<sup>1</sup>. (C)

8.3 Penalty for Due Balance

8.3.1 The Company will apply a late payment penalty equal to the amount of one point five percent (1.5%) to the amount in arrears. Arrears consist of, but is not limited, to:

- (A) No payments received by the Company on the due date indicated in the invoice.
- (B) Payment or any portion of payment received after the indicated payment date.

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**GENERAL PROVISIONS (Cont.)**

**SECTION 8 - PRESENTATION AND PAYMENT OF BILLS (Cont.)**

8.3 Penalty for Due Balance (Cont.)

- (C) Payment or any portion of payment received in funds, which are not immediately available, including those cases in which checks with insufficient funds are returned, including non available funds, closed accounts and others.

In additions, the Company could: restrict long distance access and/or disconnect the service immediately, allowing only the access to the Service Representative and Emergency (911).

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8.3.2 Service will never be suspended on a Friday, Saturday, Sunday, Holiday, or the previous working day of a Holiday.

8.3.3 If the debtor wants service after a permanent disconnection he shall pay his debt and apply for service according to this Tariff Book.

8.4 Charge for Checks issued with Insufficient Funds for the Payment of Bills

8.4.1 In those cases in which the Company receives the payment of telephone bills and such payment has been made with a check with insufficient funds, including those cases in which checks are returned for non available funds, closed accounts and other reasons, a charge will apply for the service provided whenever the customer incurs in this type of conduct.

8.4.2 The aforementioned charge is established in Basic Services Tariff Schedule, section 7, charge for checks issued with insufficient funds for the payment of bills of this Tariff Book.

8.4.3 The established charge will apply without affecting the dispositions contained in 8.3, Penalty for Due Balance, which is granted above.