

GENERAL PROVISIONS (Cont.)

SECTION 9 - PROCEDURE ON CONTESTED CHARGES AND CLAIMS

9.1 Definitions

- 9.1.1. Customer. For the purpose of this Section, a customer is any person that receives telecommunications services from the Company. Carriers and/or resellers that use the Company's network services are excluded from this definition.
- 9.1.2. Contested Charges. Any questioning by the customer of his/her bill or part of it, for Telecommunications Services received.
- 9.1.3. Claim. Any objection or dispute presented by the customer regarding Telecommunications Services.
- 9.1.4. Service Representative. The person assigned by the Company to handle customer's claims and/or situations, and to initiate the corresponding process.
- 9.1.5. Area Manager. This is the person designated by the Company to handle the second phase of a customer's objections, once the Service Representative has intervened.
- 9.1.6. Customer Affairs Director. This is the person designated by the Company to handle the third phase of any customer allegation, once the first and second phases have been completed. The Customer Service Director also investigates, analyzes and decides if the case should be referred to the Puerto Rico Telecommunications Regulatory Board.

9.2 Contested Charges

- 9.2.1. The customer will notify the Company of the objected charges and request an investigation of them to the Service Area Representative within twenty (20) days after the date of remittance of the bill. For Local or Federal Government accounts the claim must be filed within forty five (45) days after the remittance date. After such date, the claim will not be accepted. The customer must pay the non-objected charges in accordance with the disposition of this Tariff Book. (C)
- 9.2.2. The result of the investigation will be notified in writing to the customer. He will have ten (10) days, after notification, to pay the bill or contest the decision of the Service Area Representative before another designated representative of the region or district from which the service is provided to the customer (Area Manager). This representative will have twenty (20) days, after the objection, to solve the situation.