
2. GENERAL

Additional rules and regulations for long distance services are specified in the QCC Rates and Services Schedule as specified in Section 1.

A. Late Payment Charge

Amounts not paid within 30 days after the bill is due and payable will be considered past due. A late payment charge at the rate of 1.25% per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law) may accrue upon any unpaid amount commencing five days after the date the payment is past due. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's late payment charge applies to all past due amounts, if applicable.

Government accounts, other than Federal or State, where this regulation and state law could conflict, shall be extended an additional 30 days. Amounts unpaid at the end of that 60-day period will be assessed a late payment fee of 2.5% and 1.25% per month thereafter. Where there is no meeting date conflict, the extension does not apply.

B. Returned Payment Charge

Payment of bills for service may be made by any means mutually acceptable to the customer and the Company. Payment which is not honored or paid by the customer's designated financial institution will be considered as nonpayment. A charge will apply whenever a payment for service on an active account is not accepted by the customer's designated financial institution.

CHARGE

- Returned Payment Charge, per occasion \$10.00
 - Unless a lower fee has been prescribed by law in which event a charge equal to such lower fee

C. Interest on Deposits

The applicant or customer may be required to make a deposit to be held as a guarantee for the payment of charges for services furnished. When service is terminated, the amount of the deposit, with interests will be applied to any indebtedness to the Company. A deposit will be refunded or credited to the customer's account after 12 months if the customer has not been delinquent in payment. The deposit will bear simple interest at the rate of 7%, on the actual amount on deposit with the Company. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's deposit policy applies.

2. GENERAL

D. Special Taxes, Fees and Charges

Insofar as practicable, any sales, use, privilege, excise, franchise or occupation tax, costs of furnishing service without charge or similar taxes or impositions now or hereafter levied by the Federal, State, or Local government or any political subdivision or taxing authority thereof may be billed by the Company to its exchange customers on a pro rata basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company.

E. Dispute Resolution

Customers should review their billing for the Services promptly and advise Qwest of any perceived errors as soon as possible, generally within 60 days. Customer and Qwest shall deal with each other in good faith, and Qwest will promptly review and evaluate claims, dispute, and asserted errors that are referred to it. Customer claims, disputes and asserted error should be communicated to Qwest Customer Service. If the matter is not resolved, then customers should request to speak with the Qwest Customer Advocacy Group for further assistance. To the extent allowed under South Dakota Commission rules and regulations, customers continue to have the right to contact the South Dakota Commission's Consumer Assistance Division (CAD) with a complaint regarding the Services, Qwest and the Rate Schedule Terms.

F. Notices

Qwest may change the rates, terms and conditions at any time by adding the change to the rate schedule on the Web site. If a change increases a rate for a Service(s) to which you subscribe, materially changes your obligation(s)/duty(s) to Qwest or our obligations(s)/duty(s) to you, or if a service is discontinued, Qwest will give you reasonable notice, generally through a bill insert, bill message, or a post card provided to you at least 30 days in advance of the change. Notice of rate decreases and changes in obligations/duties that benefit you may be provided only by publication of the change on the Web site. If you do not cancel the affected Service(s), then you will be bound by the change in the rate schedule.