
2. GENERAL

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 1.50% 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.

B. Return 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. Interest will be paid on all deposits at the rate based upon a simple average of the effective interest rate for new issues of 26-week treasury bills, computed from December 1 of each year, continuing through November 30 of the following year. Deposits will earn that interest rate during January 1 through December 31 of the subsequent year. 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. Hearing or Speech Impaired Persons Discount

Unless otherwise specified, a rate reduction will apply on all calls within the state, originating from a certified hearing or speech impaired customer's residential line. The rate reduction will be the application of a 40% discount over the established long distance rates in effect.

Per RCW 80.36.195, each telecommunications company providing intrastate interexchange voice transmission service shall offer discounts from otherwise applicable long distance rates for service used in conjunction with the statewide relay service authorized under RCW 43.20A.725. Such long distance discounts shall be determined in relation to the additional time required to translate calls through relay operators. In the case of intrastate long distance services provided pursuant to tariff, the commission shall require the incorporation of such discounts. For intrastate calls handled by a relay service, the Company will discount relay service calls by 50% off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired (for discounts for Qwest customers who are hearing, speech or visually impaired, refer to 3.1.2.). The above discount applies only to time sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

E. Special Taxes, Fees 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.