

TERMS & CONDITIONS DOCUMENT

Section 4 - Deposits and Advance Payments

4.1 Deposits

To ensure payment for services, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of its responsibility for prompt payment of bills. The deposit shall not exceed an amount equal to the actual or reasonably projected charges for two months when the service or facility provided has a minimum payment period of one month, or, if the minimum payment period is longer than one month, an amount equal to actual or reasonably projected charges for the minimum payment period, including any applicable termination charge. A deposit may be required in addition to an advanced payment.

Any deposit will be credited to the Customer's account and any remaining credit balance refunded when the service or facility is discontinued or after 12 months of service, whichever comes first. The Company retains the right to collect any remaining balance due after the deposit has been applied, plus any costs related to the collection of any remaining balance.

Deposits held will accrue interest at the three-month financial commercial paper rate published by the Federal Reserve Board, on November 30th, of the prior year. Interest will not accrue on any deposits after the date on which the Company has made a reasonable effort to return it to the Customer or on any account if Customer has received a minimum of two late-payment notices in a 12-month period.

When an application for Service has been cancelled prior to the establishment of Service, the deposit will be applied to any charges applicable as set forth in this document. The excess portion of the deposit, if any, will be returned to Customer.

4.2 Advance Payments

In addition to any deposit required by this Section, a Customer who has a poor credit history may be required to provide the first month billing and installation charges prior to receiving service. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit, but in no event will the total of the deposit and the advance payment exceed twice the estimated monthly average bill for the class of service applied for.

- 4.3** The Company reserves the right to cease accepting and processing orders after it has requested a deposit, advance payment or other assurance of payment and prior to the Customer's compliance with this request.