



TELECOMMUNICATIONS
ASSOCIATION OF MICHIGAN

June 30, 2011

Robin Ancona
Director
Telecommunications Division
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

Dear Ms. Ancona:

RE: MECA Tariff M.P.S.C. No. 25-U
TAM Transmittal No. 4

Enclosed is one copy of MECA's Tariff M.P.S.C. No. 25(U) revisions for filing with the Commission pursuant to Public Act 179 of 1991, as amended, MCL 484.2101 et seq.

The revisions fall under Part I and Part II, Section 2.4 and establish a two-year period to request refunds or adjustments for billed access charges.

MECA M.P.S.C. Tariff No. 25(U) can be viewed in its entirety at www.telecommich.org/news/?newsid=163.

The sheets that contain changes can be viewed at www.telecommich.org/Documents/25TAMtransmittal4.pdf.

The effective date of these changes is July 1, 2011.

If you have any questions regarding the above, please contact our office.

Yours truly,

Scott Stevenson
President

SS/ma

ACCESS SERVICE
CHECK SHEETS

<u>Page</u>	<u>Number of Revision</u>	<u>Page</u>	<u>Number of Revision</u>
		Part I (Con't)	
Preface		29	10th
Title		29.1	9th
1	6th	29.1.1	Original
2	14th	29.1.1.1	Original
3	10th	29.1.2	Original
Part I		29.1.3	Original
1*	160th	29.1.3.1	Original
1.1*	2nd	29.1.4	Original
2	30th	29.1.5	Original
3	43rd	29.1.6	Original
4	33rd	29.1.7	Original
5	18th	29.1.8	Original
6	25th	29.1.9	Original
7	9th	29.1.10	Original
8	81st	29.1.11	Original
9	17th	29.1.12	Original
9.1	20th	29.1.12.1	1st
9.2	4th	29.1.13	Original
9.3	4th	29.1.13.1	Original
9.4	8th	29.1.14	Original
9.4.1	1st	29.1.15	Original
9.5	6th	29.1.16	Original
9.6	5th	29.1.17	Original
9.7	3rd	29.1.18	Original
9.8	3rd	29.1.19	Original
9.9	7th	29.1.20	Original
9.10	8th	29.1.21	Original
9.11	9th	29.1.22	Original
9.11.1	2nd	29.1.23	Original
9.12	4th	29.1.24	Original
9.13	9th	29.1.25	Original
9.14	5th	29.1.26	Original
9.15	9th	29.1.27	Original
9.16	7th	29.1.28	Original
9.16.1	1st	29.1.29	Original
9.17	5th	29.1.30	Original
9.18	7th	29.1.31	Original
9.18.1	4th	29.2	1st
9.19	2nd	30	7 th
9.20	4th	31	6 th
9.21	7th	32	8 th
9.22	7th	33	3 rd
9.22.1	Original	34	4 th
10	1st	34.1	6 th
11	9th	34.2	Original
12	5th	35	6th
13	9th	Part II	
14	3rd	1	1st
14.1	1st	2	1st
15	2nd	3	1st
16	2nd	4	1st
17	2nd	5	1st
18	1st	6	1st
19	1st	7	1st
20	3rd	8	1st
21	1st	9	2nd
22	5th	10	1st
23	2nd	11	1st
24	1 st	12	1st
25	1 st	13	1st
26	3 rd	14	1st
27	6th	15	1st
28		16	1st
		17	1st
		18	3rd
*New or Revised Sheet		18.1	4th
		19	3rd
		20	4th
		21	3rd
		22	2nd
		23	3rd
		24	3rd
		24.1	1st
		24.2	Original
		25	4th

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Lansing, Michigan

<u>Page</u>	<u>Number of Revision</u>	<u>ACCESS SERVICE CHECK SHEETS</u>	<u>Page</u>	<u>Number of Revision</u>
Part II (Con't)				
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26	2nd			
26.1	Original			
26.2	Original			
27	2nd			
28	2nd			
29	1st			
30	1st			
31	1st			
32*	2nd			
33	7th			
33.1	Original			
34	3rd			
35	4th			
36	3rd			
36.1	3rd			
37	Original			
38	2nd			
39	Original			
40	Original			

*New or Revised Sheet

**Text on this page
formerly appeared on
146th Revised Sheet 1.

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ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(E) Billing Disputes Resolved in Favor of the Customer

Adjustment of charges will be made when billing disputes are brought to the attention of and verified by the Telephone Company as set forth in this section. Except as otherwise expressly provided in a written contract between a Customer and the Telephone Company, all requests for refunds or adjustments must be made in writing to the Telephone Company within two (2) years after the date when the bill was rendered that the Customer seeks to dispute. No refunds or adjustments will be made for billing disputes that occurred more than two (2) years before the date a customer makes a written request to the Company for adjustment. If the request for a refund or adjustment is made by a current Customer of the Telephone Company, the Telephone Company reserves the right to provide any adjustment due the Customer as set forth in this section in whole or in part by a bill credit against charges for current or future services. (N)

Except as otherwise provided in a written contract between a Customer and the Telephone Company, a Customer will be liable for any unbilled or underbilled service for two years from the date that the service was provided or two years from the date a bill for that service was rendered, whichever is later. This limitation does not apply when the service was obtained by the Customer by fraud or deception. (N)

If the customer pays the total billed amount and disputes all or part of the amount, the Telephone Company will refund any overpayment. In addition, the Telephone Company will pay to the customer penalty interest on the overpayment. When a claim is filed within 90 days of the due date, the penalty interest period shall begin on the payment date. When a claim is filed more than 90 days after the due date, the penalty interest period shall begin from the date of the claim or the date of overpayment, whichever is later.

The penalty interest period shall end on the date that the Telephone Company actually refunds the overpayment to the customer. The penalty interest rate shall be the lesser of:

- (1) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the first date to and including the last date of the period involved, or
- (2) 0.000292 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

(F) Proration of Charges

Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this tariff will be prorated to the number of days based on a 30 day month. The Telephone Company will, upon request, furnish within 30 days of a request and at no charge to the customer such detailed information as may reasonably be required for verification of any bill.

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