



TELECOMMUNICATIONS
ASSOCIATION OF MICHIGAN

February 17, 2016

Robin Ancona
Director, Telecommunications Division
Michigan Public Service Commission
7109 W. Saginaw Hwy
P.O. Box 30221
Lansing, MI 48909

Dear Ms. Ancona:

RE: Winn Telecom Tariff M.P.S.C. No. 25(R)
TAM Transmittal No. 1

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

The tariff revision provides a specific period of time (1) for which refunds or bill credits may be made on disputed charges and (2) for which underbilled or unbilled amounts may be charged.

Winn Telecom's Tariff M.P.S.C. No. 1(R) can be viewed in its entirety at <http://telecommich.org/news/?newsid=301>.

The sheets that contain changes can be viewed at:

www.telecommich.org/Documents/WINN_TELECOM_MPSC25RTAMtransmittal1.pdf.

The effective date of these changes is February 18, 2016.

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

Yours truly,

Scott Stevenson
President

SS/ma

ACCESS SERVICE

CHECK SHEET

The title page and pages 1 through 12-10 inclusive of this Tariff are effective as of the dates shown. Original and revised pages, as named below, comprise all changes from the original Tariff in effect on the date indicated.

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Issued under the authority of the Michigan Telecommunications Act, as amended, MCL 484.2101 et seq.

By: David Brinks, Network Manager, 402 North Mission, Suite 1, Mt. Pleasant, MI 48858, (989) 779-9800, dbrinks@winncommunications.net

Michigan Public Service Commission

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ACCESS SERVICE

2. REGULATIONS (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.7 Returned Check Charge

In cases where the Company issues direct bills to Customers, and payment by check is returned for insufficient funds, or is otherwise not processed for payment, there will be a charge as set forth herein. Such charge will be applicable on each occasion when a check is returned or not processed.

2.5.8 Adjustment of Charges

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 that the Customer seeks to dispute was rendered. No refunds or adjustments will be made for billing errors 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.

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)

(N)

2.6 Allowances for Interruptions in Service

Interruptions in service which are not due to the negligence of or noncompliance with the provisions of this tariff by the Customer or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

(A) A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit, to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

(B) For Switched Access Service, no credit will be allowed for an interruption of less than 24 hours. After the first 24-hour period, a credit equal to 1/30 of the Direct Connect facilities charges will be applied to each interruption that is in excess of twelve hours and up to 24 hours.