Item
14 PAYMENT OF CHARGES

(1) The customer is responsible for payment to TCI of charges for all service and equipment furnished. Rates and charges quoted on a monthly basis are billed and payable monthly in advance and other charges are payable when billed except as otherwise stated in TCI CRTC 21461, General Terms of Service, Item 111.0, Payment of Time Limits and Late Payments. F

(2) Notwithstanding provisions for payments in 1. above, residential customers may arrange for payment of basic installation service charges as specified in Item 110 B. on an Installment Payment Plan (IPP). The IPP is also available, on request, for payment of service charges, as specified in Item 110 B., when a customer changes from Listed to Non-published Number service.

(a) The Installment Payment Plan applies on the service connection charges for the initial installation, or move to a new location, of basic residential service or for service charges applicable when a residential customer changes from Listed to Non-published Number service.

(b) Installment payments may be spread over a period of up to six months.

(c) Late Payment Charges, as specified in TCI CRTC 21461, General Terms of Service, Item 111.0, Payment of Time Limits and Late Payments, apply to the unpaid balance of the Installment Payment Plan.

(d) Only one Installment Payment Plan per customer shall be available at one time.

(3) When accounts with charges purchased from, or billed on behalf of, other long distance service providers are not paid, the Company may apply partial temporary disconnection (Item 110 D.(4)(b)).

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Item 20 – NOT SUFFICIENT FUNDS (NSF) CHEQUE CHARGE – Revised and transferred to TCI CRTC 21461, Item 125.
Item 15 – LATE PAYMENT CHARGE – Revised and transferred to TCI CRTC 21461, Item 111.0, Payment Time Limits and Late Payments.

See Page 41 for explanation of symbols.