

Item

4010 **Billing Reprint Service**

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4010.1 **Service Description**

Billing Reprint Service provides, at a Customer's request, a duplicate copy of the Customer's bill for a service.

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4010.2 **Terms and Conditions of Service**

1. A Residential Individual Line Service Customer may request and ED TEL shall provide either a typed or microfiched duplicate of the Customer's current service bill.
2. A Business Service Customer may request and ED TEL shall provide a reprint or a duplicate of the Customer's current Business Service bill.
3.
 - a) A Business or Residence Service Customer may request a copy of a previous bill prior to the current billing, provided the requested bill was issued within 12 months of the current billing.
 - b) For requests for copies of previous bills issued more than twelve (12) months before the current billing, the Customer shall provide a reason for the request, which ED TEL will assess, together with the work required to meet the request, to determine the practicality of the request.
 - c) ED TEL shall advise the Customer as to the practicality and any unusual expenses to be incurred in providing a duplicate copy of the requested bill.
 - d) Subject to practicality and to the Customer agreeing, in writing or contract, to pay any unusual expenses, ED TEL shall provide a copy of the requested bill.

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4010.3 **Rates and Charges**

The Customer shall pay to ED TEL the rates and charges as follows, and such rates and charges are in addition to any other rates and charges that may be applicable as set out in ED TEL's Tariffs:

1. No charge will be assessed a Residential Service Customer for a duplicate of a current bill.
2. No charge will be assessed a Business Service Customer for a reprint or a duplicate of a current bill.

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4010 **Billing Reprint Service** - continued

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4010.3 **Rates and Charges** - continued

3. A Customer who requests a copy of a previous bill more than 12 months before the current billing date shall pay to ED TEL a charge based on the actual cost incurred to provide the requested billing information, such charges being calculated on a time and charges basis which includes the cost for material, labour, and computer processing, (Tariff Item 4005), as may be applicable.