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#### § 606.1 Purpose

This Part sets forth the Commission's rules applicable to the provision of billing and collection services by telephone corporations.

#### § 606.2 Applicability of rules

Notwithstanding any other Commission rules or order to the contrary, this Part governs the rights, duties and obligations of every telephone corporation subject to the jurisdiction of the Commission by virtue of Article 5 of Public Service Law and their residential and nonresidential customers concerning the provision of billing and collection services by telephone corporations and the selling of those services to third parties.

#### § 606.4 Service disconnections

(a) Where a telephone corporation disconnects services for nonpayment of charges, basic local telephone service may be disconnected only for nonpayment of basic local telephone service charges. Nonpayment of charges for other services (including long distance services provided by local exchange telephone corporations, interexchange telephone corporations, and resellers, and nonregulated services offered by information providers) will not be cause for disconnection of local exchange service if charges for local exchange services have been paid but may result in denial or blocking of the service from the individual provider for which payment has not been received where such blocking is technically feasible, or denial or blocking of the class of services from all providers where the selective blocking is not technically feasible. The technical capability to block service from an individual provider shall be attained as soon as practicable.

(b) When nonpayment of charges for basic local telephone service would result in the disconnection of the service, the local exchange corporation shall adhere to the procedures specified in Part 609 of this Title.

(c) When nonpayment of charges for regulated nonbasic or optional features or long distance calls warrants the denial or blocking of such services, the local exchange telephone corporation may implement such denial or blocking of the services and shall adhere to the procedures specified in Part 609 of this Title.

(d) The denial or blocking of regulated nonbasic or optional long distance and information features and services may not have the effect of restricting a customer's ability to access emergency services by dialing 911 or operator.

(e) Every telephone corporation shall develop a plan detailing how a customer's undesignated partial payments will be assigned among the services billed and how nonpayment of other charges on bills will affect the customer's services. A customer's monthly statement will list, separately, the charges for each service and show any balance due for the service. Further, each telephone corporation shall develop outreach and education programs to advise customers of the assignment plan and the protections against disconnection of services. The assignment plan, revised bill format and outreach and education program shall be submitted to the commission for approval. The outreach and education program shall be approved so long as it reasonably conveys to telephone customers the new information set out in this rule through bill inserts, presentations, advertisements, or other information programs.

#### § 606.5 Partial payments

Upon receipt of a partial payment from a telephone service customer, the telephone corporation shall apply the payment as directed by the customer. If the customer does not include directions on how to apply the partial payment to the bill, and there is no billing dispute pending on the account, telephone corporations will apply such a payment in the following order:

(a) The full amount of the partial payment will be applied to basic local exchange services which, for the purpose of these rules, include tone signaling and nonpublished listings, and exclude charges for other features and long distance calls.

(b) Upon satisfaction of the charges identified in subdivision (a) of this section, any residual or subsequent payment received during the same billing period will be applied to the charges for interLATA long distance services billed by the local exchange telephone corporation.

(c) Upon satisfaction of the charges in subdivision (b) of this section, the residual or any subsequent payments received during the same billing period will be applied to the charges for other regulated services provided by the local exchange telephone corporation.

(d) In the event a customer has a billing dispute pending regarding any of the foregoing charges, the amount in dispute will be deducted from the amount owing prior to the application of any payment.