



West River Telecom

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January 4, 2011

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Mr. Darrell Nitschke
Executive Secretary
Public Utilities Division
Public Service Commission
600 East Boulevard Ave, Dept 408
Bismarck ND 58505-0480

PUBLIC SERVICE COMMISSION

RE: WRT TARIFF Section 3.5 through 3.7 Update Effective 2/1/2011

Dear Mr. Nitschke:

The updated West River Telecommunications Cooperative's local service tariff is enclosed for filing. Changes were made to Sections 3.5 through 3.7.

We are enclosing three copies of West River Telecommunications Cooperative's updated Tariff, Section 3.5 through 3.7 effective February 1, 2011. We are also enclosing one copy of the strike through version.

We are sending three copies of our Tariff changes, two are for the Public Service Commission and one is to be date stamped and returned to us for our documentation of the filing.

We will send an electronic copy to ndpsc@nd.gov

Please contact me if you have any questions about this filing.

Sincerely,

Albert "Mick" Grosz
CEO

lmb

Enclosures (4)

Electronic Copy: ndpsc@nd.gov

1 **PU-11-24** Filed: 1/5/2011 Pages: 23
Updated Tariff Section 3.5 through 3.7

West River Telecommunications Cooperative
Albert Grosz

GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

3.5.1 Disconnection of Service

A. Disconnection for Non-Payment

1. The due date of the bill for telephone service shall be the 20th of each month.
2. A customer's service may be disconnected if the bill has not been paid or a deferred payment agreement entered into by the date printed on the Final Notice.
3. Proper notice shall consist of a separate mailing or hand delivery at least 10 days prior to a stated date of disconnection.
4. When customers contact the Company to discuss their inability to pay a bill or indicate that they are in need of assistance with their bill payment, the Company or its representative shall inform the customer of all alternative payment and payment assistance programs available from the Company.

B. Disconnection With Notice - Other Violations

Telephone service may be disconnected after proper notice for the following reason:

Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.

Revised February 1, 2011
Revised August 15, 2006

GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

3.5.1 Disconnection of Service (cont'd)

C. Telephone service may be disconnected without notice under any of the following conditions:

1. Where a known dangerous condition exists, for as long as the condition exists.
2. Where service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.
3. Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement.
4. When telephone service is requested in another name and the individual who owes the Company money still resides at that location.

D. Disconnection of Service by the Customer

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period, or applicable termination charges, or both.

GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

3.5.2 Termination of Service

Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished plus any termination charge which may be applicable. No minimum or termination charge will apply in the event the service is terminated because of the condemnation, destruction, or damage to property by fire or other cause beyond the control of the customer.

3.5.3 Suspension of Business & Residence Service

- A. Upon request, a customer receiving business or residence services may arrange for the temporary suspension of such service, for vacation or other similar purposes, subject to the terms and conditions specified in this tariff.
- B. Suspension of service at the request of the subscriber is not offered in connection with foreign listings or other representation in foreign directories, or directory listings.

3.5.4 Restoration of Service

- A. For restoration of a customer's communications service when service has been disconnected, service charges are applicable:
 - 1. Service will be restored within a reasonable length of time during regular working hours after full payment or payment arrangements have been made for all past due charges, including any payment of services charges for restoration of service. Where the history of a customer account warrants such action, the Company may request the customer to supply cash, money order, or cashier's check in payment for the bill and service charge(s) in lieu of accepting a personal check or money not guaranteed.
 - 2. If the customer's service has been terminated, the customer will need to apply for reconnection of service before having service restored. A reconnection fee will apply.

Revised February 1, 2011

GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

3.5.4 Restoration of Service (cont'd)

3. At its discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

3.6 CREDIT PROCEDURES

3.6 Credit Procedures

West River Telecommunications Cooperative is not obligated to furnish essential and/or non-essential service to any individual or firm that owes for that service type at the same or a different address until arrangements have been made to make payment of such indebtedness to WRT.

- A. Customers will receive credit classifications based on the following criteria:
 1. "A" - A customer who always pays prior to the due date.
 2. "B" - A customer with a good credit history, timely payment and no treatments to an account.
 3. "C" - A customer who is, or has been, two months delinquent and has received a reminder notice within the past 12 months.
 4. "D" - A customer who is, or has been, two or three months delinquent and has received notice within the past 12 months. Also, a customer who has been disconnected for non-payment once within six months and/or, has had two Non-Sufficient Fund checks within six months.

Revised February 1, 2011

GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

3.6 Credit Procedures (cont'd)

- B. To protect the Cooperative from potential non-payment of charges due for service rendered, WRT may require any subscriber to establish and maintain the subscriber's credit status in one or more of the following ways:
1. By furnishing references acceptable to the Cooperative. Information required at the time of application for service includes:
 - a. Social Security Number
 - b. Birth date
 - c. Mailing address - a post office box, street or rural mailing address
 - d. Previous telephone number
 2. By means of a credit deposit based on credit history. The size of the deposit will be at the discretion of the Cooperative's Credit Department. If a customer agrees to complete toll restriction, a lesser deposit may be required. For Lifeline or Enhanced Lifeline customers on toll restriction, no credit deposit is required. To remove toll restriction, an additional deposit may be required.
 3. By providing a suitable guarantee of payment form prescribed by the Cooperative when the applicant is under 18 years of age and/or is applying for a Cooperative calling card only and has no credit history. The subscriber signing the Guarantee of Payment form must receive telephone service from WRT and must have a good credit standing with the Cooperative.

GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

3.6 Credit Procedures (cont'd)

Credit deposits will be retained by WRT for a period of six months or more, until such time that the customer's payment history is determined by WRT to be reliable. Deposit refunds may be made by check or credited to the subscriber's account following six months of satisfactory payment history.

Delinquent accounts to the Cooperative shall be reviewed quarterly (or at any time deemed advisable) by the Board to determine if any accounts should be written off as bad debts to the Cooperative. Whether or not an account is written off by the Board, the Cooperative shall employ the services of an outside collection agency or the Cooperative's Credit Department to collect on all bad accounts whenever possible. The money expended for collection activity cannot be charged back to the account in the event a request for reconnect is made. However, a deposit may be required in accordance with this policy.

For customers with a "C" or "D" credit rating, the following procedures will be followed:

- A. Current monthly bills are due and become delinquent if not paid on or before the date specified on the bill.
- B. If a customer's telephone bill is 30, 60, or 90 days past due and no payment has been posted the following procedure will take place:
 - 1. A final notice will be mailed reminding the customer to pay the billed amount in full or customer may be subject to disconnect.
 - 2. Customer will be disconnected for non payment if full payment is not received by the date showing on the final notice.
 - 3. A customer will not be disconnected for non pay if bill is less than \$20.

Revised February 1, 2011

GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

3.6 Credit Procedures (cont'd)

- D. Customers have the opportunity to notify the Billing Department to make special payment arrangements prior to the final service date specified in the final notice. WRT is not responsible for contacting the customer by phone to request payment or arrange a payment date. In lieu of complete disconnect, WRT may at its discretion, put customer on complete toll restriction until a bill is paid in full. At that time, a credit deposit may be required to have the toll restriction lifted. If the customer has been placed on mandatory toll restriction and no payment has been made toward the account as agreed upon, the customer will be disconnected from essential services also. Customers placed on mandatory toll restriction will not be charged toll restriction fees.
- E. If payment arrangements have not been made prior to 1:00 PM Central Time on the final due date, or if the special payment arrangements have not been adhered to as agreed, an order shall be issued to suspend essential and non-essential service. A written notice is sent to the customer if it becomes necessary to disconnect.
- F. Any amounts currently owed to the subscriber by the Cooperative will be applied to delinquent customer bills.

Revised February 1, 2011

GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

3.6 Credit Procedures (cont'd)

G. When an account has been disconnected for non-pay, payment must be mailed or delivered to the commercial office. Unless authorized by a supervisor, the outstation employee will not accept a check, money order or cash at locations other than Beulah, Mobridge or Hazen. The customer should go through the normal procedure of mailing or delivering payment to the Beulah, Mobridge or Hazen office before telephone service can be reinstated. Credit cards may be accepted.

1. A customer issuing a non-sufficient fund check for a delinquent account will be given two days to pay the delinquent bill. The customer will be notified either in writing or by a telephone call. If the account is not paid or arrangements have not been made within the two days, the account may be disconnected for non-payment and be subject to the reconnect fee plus a NSF charge per the WRT Tariff.
2. In the event telephone service is disconnected for non-payment, service will be restored upon receipt of payment. Telephone service will be disconnected without further notice if the check is returned for non-sufficient funds and be subject to the reconnect fee plus a NSF charge.

3.6.1 Late Payment Charges

Miscellaneous Billing includes all charges due WRT other than monthly recurring telephone service and toll billing.

Charges to the customer are due and payable upon the rendering of a statement/invoice. Charges shall be past due 30 days after the date of the invoice or after any payment date previously established by agreement between the customer and WRT. If the bill is not paid when past due, a late payment charge, not to exceed 1.5 percent monthly, or 18 percent annually, will be imposed by WRT.

Revised February 1, 2011

GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

3.6.2 Monthly Recurring Telephone Service & Toll Billing.

WRT will add to customer's telephone bills a late payment charge of 1.5% on all unpaid balances greater than \$20, which remain unpaid more than 60 days after the bill is rendered.

This charge will be calculated at simple interest and will not exceed 18% annually.

The monthly late payment charge will apply to all final bills and accounts disconnected for non-payment for three months, at which time they will be removed from the billing register and released to a collection agency.

Late payment charge is based upon the past due daily balance which excludes any unpaid late payment charge.

Management shall have the right to adjust any late payment charge in the event of a dispute or the amount is diminutive.

3.7 CUSTOMER RELATIONS

3.7.1 General

The Company will:

- A. Maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. The Company will have available up-to-date maps, or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants, and others entitled to the information, as to the facilities available for serving that locality.
- B. Notify customers affected by a change in rates or schedule of classification.

GENERAL RULES AND REGULATIONS

3.7 CUSTOMER RELATIONS (cont'd)

3.7.1 General (cont'd)

C. Make available to all new residential telephone customers a directory of the following:

1. West River Telecommunications Cooperative Board of Directors
2. Telephone repair and general service information
3. Customer billing information
4. Directory Assistance information
5. Allowance for failure of service
6. Extended Area Service calling areas
7. CLASS Features available
8. Long distance calling information
9. International calling information
10. North Dakota and South Dakota Prefix Reference Guide
11. Statement of Nondiscrimination

3.7.2 Customer Complaints

Upon complaint to the Company by a customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof.

3.7.3 Payment for Service

A customer shall be responsible for the payment of all rates and charges for services and equipment furnished the customer, including charges for services originated and/or charges accepted at the customer telephone. Failure to receive a bill and disconnect notice does not relieve the customer of the responsibility for payment. The services or facilities furnished by the Company may be disconnected for failure of the customer to pay any sum due as set forth under disconnection of service.

GENERAL RULES AND REGULATIONS

3.7 CUSTOMER RELATIONS (cont'd)

3.7.3 **Payment for Service (cont'd)**

- A. **Billing Period and Charges**
1. Bills for telephone service will normally be rendered monthly. Bills shall show the period of time covered by the billings, and shall show a listing of all charges due and payable, including outstanding amounts.
 2. The customer shall pay for service and facilities monthly in advance.
 3. Special charges, fees, and taxes - There shall be added to the customer's bill for service, an additional charge equal to the pro-rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due.
 4. A Final Notice Message will be added to the Customer's Monthly Statement indicating their account is past due and stating the company requests payment **IN FULL OF ESSENTIAL SERVICES BEFORE 1:00 Central Time** on the due date specified on Customer's Statement or services will be disconnected without further notice. Should service be disconnected for non-payment, a reconnect charge will apply and depending on customer's payment history, a credit deposit may be required before reinstatement of service.
- B. **Pro Rating of Charges**
Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated based on the actual number of days for the period in question.
- C. **Penalty**
A late-payment penalty not to exceed eighteen percent (18%) annually may be assessed on all delinquent amounts billed for services.

Revised February 1, 2011

GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

3.5.1 Disconnection of Service

A. Disconnection for Non-Payment

1. The due date of the bill for telephone service shall be the 20th of each month.
2. A customer's service may be disconnected if the bill has not been paid or a deferred payment agreement entered into by the date printed on the Final Notice.
3. Proper notice shall consist of a separate mailing or hand delivery at least 10 days prior to a stated date of disconnection.
4. When customers contact the Company to discuss their inability to pay a bill or indicate that they are in need of assistance with their bill payment, the Company or its representative shall inform the customer of all alternative payment and payment assistance programs available from the Company.

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B. Disconnection With Notice - Other Violations

Telephone service may be disconnected after proper notice for the following reason:

Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.

Revised February 1, 2011
Revised August 15, 2006

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Issued: November 30, 2004

Effective: February 1, 2011

West River Telecommunications Cooperative
PO Box 467
Hazen, North Dakota 58545

GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

3.5.1 Disconnection of Service (cont'd)

C. Telephone service may be disconnected without notice under any of the following conditions:

1. Where a known dangerous condition exists, for as long as the condition exists.
2. Where service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.
3. Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement.
4. When telephone service is requested in another name and the individual who owes the Company money still resides at that location.

D. Disconnection of Service by the Customer

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period, or applicable termination charges, or both.

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GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

3.5.2 Termination of Service

Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished plus any termination charge which may be applicable. No minimum or termination charge will apply in the event the service is terminated because of the condemnation, destruction, or damage to property by fire or other cause beyond the control of the customer.

3.5.3 Suspension of Business & Residence Service

- A. Upon request, a customer receiving business or residence services may arrange for the temporary suspension of such service, for vacation or other similar purposes, subject to the terms and conditions specified in this tariff.
- B. Suspension of service at the request of the subscriber is not offered in connection with foreign listings or other representation in foreign directories, or directory listings.

3.5.4 Restoration of Service

- A. For restoration of a customer's communications service when service has been disconnected, service charges are applicable:
 - 1. Service will be restored within a reasonable length of time during regular working hours after full payment or payment arrangements have been made for all past due charges, including any payment of services charges for restoration of service. Where the history of a customer account warrants such action, the Company may request the customer to supply cash, money order, or cashier's check in payment for the bill and service charge(s) in lieu of accepting a personal check or money not guaranteed.

- 2. If the customer's service has been terminated, the customer will need to apply for reconnection of service before having service restored. A reconnection fee will apply.

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GENERAL RULES AND REGULATIONS

3.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

3.5.4 Restoration of Service (cont'd)

3. At its discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

3.6 CREDIT PROCEDURES

3.6 Credit Procedures

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A. Customers will receive credit classifications based on the following criteria:

1. "A" - A customer who always pays prior to the due date.
2. "B" - A customer with a good credit history, timely payment and no treatments to an account.
3. "C" - A customer who is, or has been, two months delinquent and has received a reminder notice within the past 12 months.
4. "D" - A customer who is, or has been, two or three months delinquent and has received notice within the past 12 months. Also, a customer who has been disconnected for non-payment once within six months and/or, has had two Non-Sufficient Fund checks within six months.

Revised February 1, 2011

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GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

3.6 Credit Procedures (cont'd)

- B. To protect the Cooperative from potential non-payment of charges due for service rendered, WRT may require any subscriber to establish and maintain the subscriber's credit status in one or more of the following ways:
1. By furnishing references acceptable to the Cooperative. Information required at the time of application for service includes:
 - a. Social Security Number
 - b. Birth date
 - c. Mailing address - a post office box, street or rural mailing address
 - d. Previous telephone number
 2. By means of a credit deposit based on credit history. The size of the deposit will be at the discretion of the Cooperative's Credit Department. If a customer agrees to complete toll restriction, a lesser deposit may be required. For Lifeline or Enhanced Lifeline customers on toll restriction, no credit deposit is required. To remove toll restriction, an additional deposit may be required.
 3. By providing a suitable guarantee of payment form prescribed by the Cooperative when the applicant is under 18 years of age and/or is applying for a Cooperative calling card only and has no credit history. The subscriber signing the Guarantee of Payment form must receive telephone service from WRT and must have a good credit standing with the Cooperative.

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Delinquent accounts to the Cooperative shall be reviewed quarterly (or at any time deemed advisable) by the Board to determine if any accounts should be written off as bad debts to the Cooperative. Whether or not an account is written off by the Board, the Cooperative shall employ the services of an outside collection agency or the Cooperative's Credit Department to collect on all bad accounts whenever possible. The money expended for collection activity cannot be charged back to the account in the event a request for reconnect is made. However, a deposit may be required in accordance with this policy.

For customers with a "C" or "D" credit rating, the following procedures will be followed:

- A. Current monthly bills are due and become delinquent if not paid on or before the date specified on the bill.
- B. If a customer's telephone bill is ~~30, 60, or 90 days past due and no payment has been~~ posted the following procedure will take place:
 - 1. ~~A final notice will be mailed reminding the customer to pay the billed amount in full or customer may be subject to disconnect.~~
 - 2. Customer will be disconnected for non payment if full payment is not received by the date showing on the final notice.
 - 3. A customer will not be disconnected for non pay if bill is less than \$20.

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Revised February 1, 2011

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GENERAL RULES AND REGULATIONS

3.6 CREDIT PROCEDURES (cont'd)

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- D. Customers have the opportunity to notify the Billing Department to make special payment arrangements prior to the final service date specified in the final notice. WRT is not responsible for contacting the customer by phone to request payment or arrange a payment date. In lieu of complete disconnect, WRT may at it's discretion, put customer on complete toll restriction until a bill is paid in full. At that time, a credit deposit may be required to have the toll restriction lifted. If the customer has been placed on mandatory toll restriction and no payment has been made toward the account as agreed upon, the customer will be disconnected from essential services also. Customers placed on mandatory toll restriction will not be charged toll restriction fees.
- E. If payment arrangements have not been made prior to 1:00 PM Central Time on the final due date, or if the special payment arrangements have not been adhered to as agreed, an order shall be issued to suspend essential and non-essential service. A written notice is sent to the customer if it becomes necessary to disconnect.
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3.6 CREDIT PROCEDURES (cont'd)

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G. When an account has been disconnected for non-pay, payment must be mailed or delivered to the commercial office. Unless authorized by a supervisor, the outstation employee will not accept a check, money order or cash at locations other than Beulah, Mobridge or Hazen. The customer should go through the normal procedure of mailing or delivering payment to the Beulah, Mobridge or Hazen office before telephone service can be reinstated. Credit cards may be accepted.

1. A customer issuing a non-sufficient fund check for a delinquent account will be given two days to pay the delinquent bill. The customer will be notified either in writing or by a telephone call. If the account is not paid or arrangements have not been made within the two days, the account may be disconnected for non-payment and be subject to the reconnect fee plus a NSF charge per the WRT Tariff.

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2. In the event telephone service is disconnected for non-payment, service will be restored upon receipt of payment. Telephone service will be disconnected without further notice if the check is returned for non-sufficient funds and be subject to the reconnect fee plus a NSF charge.

3.6.1 Late Payment Charges

Miscellaneous Billing includes all charges due WRT other than monthly recurring telephone service and toll billing.

Charges to the customer are due and payable upon the rendering of a statement/invoice. Charges shall be past due 30 days after the date of the invoice or after any payment date previously established by agreement between the customer and WRT. If the bill is not paid when past due, a late payment charge, not to exceed 1.5 percent monthly, or 18 percent annually, will be imposed by WRT.

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WRT will add to customer's telephone bills a late payment charge of 1.5% on all unpaid balances greater than \$20, which remain unpaid more than 60 days after the bill is rendered.

This charge will be calculated at simple interest and will not exceed 18% annually.

The monthly late payment charge will apply to all final bills and accounts disconnected for non-payment for three months, at which time they will be removed from the billing register and released to a collection agency.

Late payment charge is based upon the past due daily balance which excludes any unpaid late payment charge.

Management shall have the right to adjust any late payment charge in the event of a dispute or the amount is diminutive.

3.7 CUSTOMER RELATIONS

3.7.1 General

The Company will:

- A. Maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. The Company will have available up-to-date maps, or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants, and others entitled to the information, as to the facilities available for serving that locality.
- B. Notify customers affected by a change in rates or schedule of classification.

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GENERAL RULES AND REGULATIONS

3.7 CUSTOMER RELATIONS (cont'd)

3.7.1 General (cont'd)

- C. Make available to all new residential telephone customers a directory of the following:
1. West River Telecommunications Cooperative Board of Directors
 2. Telephone repair and general service information
 3. Customer billing information
 4. Directory Assistance information
 5. Allowance for failure of service
 6. Extended Area Service calling areas
 7. CLASS Features available
 8. Long distance calling information
 9. International calling information
 10. North Dakota and South Dakota Prefix Reference Guide
 11. Statement of Nondiscrimination

3.7.2 Customer Complaints

Upon complaint to the Company by a customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof.

3.7.3 Payment for Service

A customer shall be responsible for the payment of all rates and charges for services and equipment furnished the customer, including charges for services originated and/or charges accepted at the customer telephone. Failure to receive a bill and disconnect notice does not relieve the customer of the responsibility for payment. The services or facilities furnished by the Company may be disconnected for failure of the customer to pay any sum due as set forth under disconnection of service.

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GENERAL RULES AND REGULATIONS

3.7 CUSTOMER RELATIONS (cont'd)

3.7.3 Payment for Service (cont'd)

- A. Billing Period and Charges
1. Bills for telephone service will normally be rendered monthly. Bills shall show the period of time covered by the billings, and shall show a listing of all charges due and payable, including outstanding amounts.
 2. The customer shall pay for service and facilities monthly in advance.
 3. Special charges, fees, and taxes - There shall be added to the customer's bill for service, an additional charge equal to the pro-rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due.
 4. A Final Notice Message will be added to the Customer's Monthly Statement indicating their account is past due and stating the company requests payment IN FULL OF ESSENTIAL SERVICES BEFORE 1:00 Central Time on the due date specified on Customer's Statement or services will be disconnected without further notice. Should service be disconnected for non-payment, a reconnect charge will apply and depending on customer's payment history, a credit deposit may be required before reinstatement of service.
- B. Pro Rating of Charges
Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated based on the actual number of days for the period in question.
- C. Penalty
A late-payment penalty not to exceed eighteen percent (18%) annually may be assessed on all delinquent amounts billed for services.

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