

## **Ohio Customer Dispute and Claim Resolution**

We encourage the Customer to notify BullsEye Telecom as soon as possible if the Customer believes that there may be a billing error because prompt notification will enhance the probability that the possible error can be promptly resolved. The dispute notice shall include sufficient detail for BullsEye Telecom to investigate the dispute. Customer may withhold payment only on the amounts that have been properly disputed. Customer may not withhold payment of undisputed amounts. If Customer does not report a dispute with respect to an invoice, Customer is deemed to have waived its dispute rights for that invoice and to have agreed to pay the same. If Customer has provided sufficient detail for investigation of the dispute, BullsEye Telecom will use reasonable efforts to resolve and communicate its resolution of the dispute. If the dispute is resolved in BullsEye Telecom's favor any amounts to be paid by Customer shall be subject to the late payment charges retroactive to the due date of the disputed charges. Notwithstanding anything herein to the contrary, Customer shall not withhold any undisputed amounts while its BullsEye Telecom account is delinquent, and claims of fraudulent usage shall not constitute a valid basis for a dispute. Customer shall remit timely all amounts that are not disputed and shall not withhold payment for any charges not properly disputed in accordance with the foregoing procedures.

If your questions are not resolved after you have called BullsEye Telecom, customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1.800.686.7826 or 1.614.466.3292 or for TDD/TTY toll free at 1.800.686.1570 or 1.614.466.8180 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov).