

CAN MY PHONE BE DISCONNECTED FOR FAILURE TO PAY DISPUTED LONG DISTANCE, CELL OR DSL CHARGES ?

As long as you pay your monthly bill for local service, along with associated fees and taxes, a telephone company cannot disconnect your local dial tone for failure to pay other services included on your telephone bill. However, it is your responsibility to notify the telephone company to dispute any charges on the bill. At your direction, the telephone company must apply your payment to those charges that are not in dispute. If you are unable to resolve a billing dispute quickly, you will need to contact the telephone company every month to remind it of the dispute and specify how your payment should be applied to your account.