

ATTACHMENT B

Applicant's customer service department may be contacted via a toll-free number. The Company will maintain a Customer Service Department exclusively for Customer's questions, requests for service, complaints and trouble handling. The Applicant's Customer Service address and toll free number will be printed on the Customer's bill. Customer Service Representatives will be available 8:00 A.M. to 5:00 P.M. standard time Monday through Friday. After hours, and on holidays, Customers will be automatically forwarded to an answering service for messaging and paging. If the customer is not satisfied with the complaint resolution, customer will be advised it can contact the Commission for resolution.

(11) Information concerning how the Applicant plans to bill and collect charges from customers;

The Applicant's customers will be billed by their Local Exchange Carrier ("LEC") through a billing and collection agreement. The LEC will bill on a monthly basis. The LEC will collect payment from the customers and deposit it into a Conectado account.