



## **AL - Toll Blocking & Credit Unauthorized Charges**

The LEC shall adjust the subscriber's bill to delete charges for unauthorized or mistaken use without investigation the first time the subscriber requests an adjustment. The second time an adjustment shall be allowed without investigation if the subscriber agrees to accept blocking. If the subscriber refuses to accept blocking and refuses to pay the charges after an investigation indicates that payment is warranted, the LEC is authorized to block that line from access to these services.