

**CTC Communications Corp.**  
**d/b/a EarthLink Business**  
PSC No. 3 - Telephone  
Effective Date: September 10, 2012

Leaf 81  
Revision: 0  
Superseding Revision:

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ACCESS SERVICES TARIFF

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SECTION 2 - GENERAL REGULATIONS (CONT'D.)

2.11 Allowances for Interruptions

Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in Section 2.11.1 following, for the part of the service that the interruption affects.

2.11.1 Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have thirty (30) days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.