

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

Leaf 84  
Revision: 0  
Superseding Revision:

---

ACCESS SERVICES TARIFF

---

SECTION 2 - GENERAL REGULATIONS (CONT'D.)

2.11 Allowances for Interruptions, (Cont'd.)

2.11.2 Limitations on Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- B. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- C. interruptions due to the failure or malfunction of non-Company equipment;
- D. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- F. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- G. interruption of service due to circumstances or causes beyond the control of Company.