

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

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ACCESS SERVICES TARIFF

SECTION 2 - GENERAL REGULATIONS (CONT'D.)

2.5 Customer Notification and Coordination (Cont'd.)

2.5.3 Service Affecting Activities

A. The Company will provide the customer timely notification of service affecting activities that may occur in normal operation of its business. Generally, such activities are not individual customer service specific; they affect many customer services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the customer may not be possible. Such activities may include, but are not limited to the following activities.

1. Equipment or facilities additions,
2. Removals or rearrangements,
3. Routine and preventative maintenance,
4. Major Switching machine change out.