

Choice One Communications of New York, Inc.
d/b/a EarthLink Business
PSC No. 4 - Telephone
Effective Date: September 10, 2012

Leaf 63
Revision: 0
Superseding Revision:

NETWORK INTERCONNECTION SERVICES TARIFF

SECTION 4 - ISSUANCE, PAYMENT AND CREDITING OF CUSTOMER BILLS (CONT'D.)

4.2 Credit Allowance Conditions

4.2.1 Service Interruptions

- A. A service is interrupted when it becomes unusable to the LEC because of a failure of a facility component used to furnish service under this tariff or in the event that the protective controls applied by the Telephone Company results in the complete loss of service by the LEC. An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative.
- B. No credit allowance will be made for the following interruptions or periods.
 - 1. Interruptions caused by the negligence of the LEC.
 - 2. Interruptions of a service due to the failure of equipment or systems not caused by the Telephone Company.
 - 3. Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated, or where the LEC or its customers, affiliates or vendors do not cooperate with the Telephone Company in the restoration of service.
 - 4. Interruptions of a service when the LEC has released that service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service requested by the LEC. Thereafter, a credit allowance as set forth further in this section will apply.
 - 5. Periods when the LEC elects not to release the service for testing and/or repair and continues to use it on an impaired basis.