

Taconic Telephone Corp.
d/b/a Fairpoint Communications
PSC No. 1 - Telephone
Effective Date: June 14, 2012

Leaf 50
Revision 0
Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 3 - RATES, (CONT'D.)

3.12 Service Quality

Credits for service interruptions, delays or failures shall be issued as follows. These credits supersede any credits detailed in NYSTA P.S.C No. 1 Telephone tariff.

- 3.12.1 For outages over 24 hours, there shall be a credit of 25% of one month's access line charge given to the affected customer. This credit will accumulate at an additional 25% of one month's access line charge for each subsequent 24-hour period, without limit.
- 3.12.2 The period of interruption begins at the time such notice of out-ofservice is first given to Taconic.
- 3.12.3 If one or more of the abnormal conditions set forth in 16 NYCRR Section 603.1 (b) occurs, or similar circumstances occur that are beyond the Company's control, the result used to compute service quality penalties will be adjusted providing the concurrences of the ctors of the Communications and Consumer Service Divisions of the New York State Department of Public Service are obtained (subject to appeal to the Commission).
- 3.12.4 If a customer requests an appointment for the repair of service, the company will either meet that appointment or issue a Missed Repair Appointment ("MRA") credit of \$10.
- 3.12.5 The issuance of a credit is not dependent upon the overall performance level for the MRA service category.
- 3.12.6 For regular installation orders, as defined in 16 NYCRR Section 602.4, the allowable waiting period will be three business days.
- 3.12.7 If the request for service is made before noon by the customer, that day is considered the first day for the purpose of calculating the allowable waiting period.
- 3.12.8 For missed installation appointments, a credit of 100% of any applicable service connection charge will be issued.
- 3.12.9 If an appointment is not given in three business days from receipt of the installation request, the credit applicable to missed installation appointments will apply.

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