

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

Leaf 81
Revision 0
Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 6 - RESALE SERVICES, (CONT'D.)

6.9 Liability, (Cont'd.)

6.9.2 Liability of the Company for Service Interruptions and Delays or Other Defects, Failures or Errors in the Provision of Service, (Cont'd.)

- E. The issuance of a credit is not dependent upon the overall performance level for the MRA service category.
- F. For regular installation orders, as defined in 16 NYCRR Section 602.4, the allowable waiting period will be three business days.
- G. 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,
- H. For missed installation appointments, Taconic will issue a credit of 100% of any applicable service connection charge.
- I. 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.

In cases where groups of access lines are affected by interruptions, but such interruptions were not reported, when it is administratively feasible with a reasonable amount of effort for Taconic to identify such access lines, Taconic will give credit without notification by the Customer for outages in excess of 24 hours.

Except for these credits, and unless gross negligence or misconduct can be shown, Taconic assumes no liability for damages as a result of interruptions or delays, or any other defects, failures or errors in the provision of service, except as otherwise provided in this Tariff.

When equipment of any type provided by other companies is used in establishing connection to points not served by Taconic's network, Taconic is not liable for any act or omission of such other company or companies, their agents, servants or employees.

Issued By:

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