

## SECTION 5 - OBSOLETE SERVICE OFFERINGS, (Cont'd.)

## 5.9 National Private Line (PL) Services, (cont'd.)

## 5.9.2 Regulations, (cont'd.)

## A. Service Guarantee, (cont'd.)

## 2. Credit Allowances

If a particular service is interrupted beyond a specified time, an appropriate credit will be provided as set forth below.

For an interruption of four hours or more for each calendar day for a particular service, and if requested by the customer, the Company shall provide the customer with one (1) days credit for the particular service circuit recurring rates.

The credit shall be based on a pro-ration of the number of out of service days to the number of days in the month. As an example, six out of service days/thirty (30) days in a month is equal to a 20% rebate of the monthly charges.

## B. Term Commitment Plans

The minimum service period for PL Services is one year. A subscriber to PL Services must select a Term Commitment Plan period ranging from one year to three years.

## C. Individual Case Basis (ICB) Arrangement

ICB's will be used for PL Services in the case of non-standard service periods, volume discounts and/or stabilization of rates over a contract life.

## D. Termination Liability

If the Customer terminates service in whole or in part after the installation of the service but prior to completion of the service period of a Term Commitment Plan or an ICB, the Customer shall be obligated to pay the remaining payments, i.e., the monthly charge times the remaining months of the service period selected, in a lump sum due upon termination of service. The Customer that migrates their service to a Verizon affiliate will not incur termination liability.