

---

Digipath Digital Service

---

**5. Issuance, Payment and Crediting of Customer Bills**  
**5.3 Credit Allowance Conditions**

---

<b>5.3.1 Service Interruptions</b>	
<b>G.</b>	DDS is designed to provide an average performance exceeding 99.5% error-free seconds for operation at all speeds offered in this tariff. When a DDS is operating at an error performance level which is unsatisfactory to the customer or user and it is determined by the Telephone Company that the error performance level is below that specified above, the period of sub-standard performance will be considered as an interruption and a credit allowance will be made. All such credit allowances shall begin from the time of notice by the customer or user to the Telephone Company that an unsatisfactory performance level has occurred, provided that the customer promptly releases the service as requested by the Telephone Company to perform testing and maintenance.