

Digipath Digital Service

5. Issuance, Payment and Crediting of Customer Bills

5.3 Credit Allowance Conditions

5.3.1 Service Interruptions	
A.	Credit allowances are applied subject to the general liability provisions set forth in Section 2. No credit allowance will apply for the following types of interruption. <ol style="list-style-type: none"> 1. Interruptions due to the negligence of the customer or user. 2. Interruptions of service due to the failure of facilities provided by the customer or user. 3. Interruptions of service during any period in which the Telephone Company is not afforded access to the premises at which DDS is terminated.
B.	When service is interrupted, a credit allowance will be made after the interruption is reported by the customer based on the average station value and the length of the interruption. For the purpose of determining the amount of allowance, every month is considered to have 30 days and only those stations on the interrupted portions of a service shall be considered in determining the number of stations affected. <ol style="list-style-type: none"> 1. Average Station Value— Divide the total monthly charge for a service by the total number of stations on the service. The total monthly charge is comprised of all charges associated with the service, including charges for all equipment assigned to all access lines on the service.
C.	When the interruption is 24 hours or less, the following credits will apply. <ol style="list-style-type: none"> 1. No Credit— Interruption less than 30 minutes 2. 1/10 Day— Interruption of 30 minutes, up to but not including 3 hours 3. 1/5 Day— Interruption of 3 hours, up to but not including 6 hours 4. 2/5 Day— Interruption of 6 hours, up to but not including 9 hours 5. 3/5 Day— Interruption of 9 hours, up to but not including 12 hours 6. 4/5 Day— Interruption of 12 hours, up to but not including 15 hours 7. One Day— Interruption of 15 hours, up to 24 hours inclusive
D.	Interruptions of 24 Hours or Less — Two or more interruptions of 30 minutes or more during any period up to, but not including 3 hours shall be considered as one interruption.
E.	Interruptions Over 24 Hours — Credit will be allowed in 1/5 day multiples for each three hours period of interruption or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.
F.	To calculate an interruption credit allowance, determine the average station value for one full day (i.e., average station value by 30 days) and multiply that value by the appropriate credit. Then multiply that result by the number of stations affected.