

AT&T Communications of New York, Inc.  
P.S.C. No. 23 -- Telephone  
Message Telecommunications Service  
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## SECTION 2-GENERAL REGULATIONS

### 2.6 LIABILITY OF COMPANY FOR SERVICE INTERRUPTIONS, ERRORS, ETC.

#### 2.6.1 SERVICE INTERRUPTIONS

When, after notice by the Subscriber to the Company of an interruption of service, service continues to be interrupted, a credit allowance will be given if the interruption continues for at least 24 hours, and will be given under certain circumstances, if it continues less than 24 hours. The allowance is equal to a portion of the Tariff monthly rate for all services and facilities furnished by the Company that are rendered useless or substantially impaired. The allowance shall apply as follows with respect to the period of interruption that continues after such notice:

(a) If interruption continues for more than 24 hours

- If the interruption is caused by storm, fire, flood or other condition out of the Company's control, 1/30th of such monthly rate for each 24 hours (or fraction thereof),
- For other interruptions, 1/30th of such rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions.

In cases where groups of Subscribers are affected by interruptions, when it is administratively feasible with a reasonable amount of effort for the Company to identify such Subscribers, the Company will give credit without notification by the Subscribers.

(b) If interruption continues for less than 24 hours

If the allowance is requested of the Company by the Subscriber on the grounds that his service for the day was substantially impaired by such interruption or interruptions, then, for that day;

- 1/30th of such monthly rate, if there was not a previous interruption of a least 24 hours in the same billing period,
- 2/30ths of such monthly rate, if there was a previous interruption of at least 24 hours in the same billing period.

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