

BELLSOUTH LONG DISTANCE, INC.d/b/a AT&T Long Distance Service
New York Tariff No. 3 - Telephone
Effective Date: April 3, 2011Section 2
Leaf No. 17
Revision: 0
Superseding Revision:

SECTION 2 – RULES AND REGULATIONS

2.14 Interruption of Service

2.14.1 The Customer shall be given a credit allowance for any interruption of Service which is not due to (a) the Company's inspection, testing or adjustment, if for a period of two (2) hours or less; (b) mistakes or errors of the Customer or its Authorized Users; or (c) the failure of facilities or equipment provided by the Customer or its Authorized Users.

2.14.2 Credit allowances shall be subject to the general liability provisions set forth in Section 2.3 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption of Service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by action or omission of the Customer or its Authorized Users, or is not in facilities or equipment, if any, furnished by the Customer or Authorized User and connected to the Company's Services.

2.14.3 For the purposes of credit computation, every month shall be considered to have seven hundred twenty (720) hours. No credit shall be allowed for any interruption of Service of a continuous duration of less than two (2) hours.

2.14.4 The Customer shall be credited for an interruption of Service of two (2) hours or more at the rate of 1/720th of the monthly non-usage sensitive charges for the Service affected for each hour or major fraction thereof that the interruption continues. The formula for calculating credit shall be as follows:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" = Outage time in hours.

"B" = Total monthly fixed, non-usage sensitive charge for affected facility.

2.14.5 For usage rated toll services, credits will be limited to, at maximum, the price of the Initial Period for the individual call that was interrupted plus any applicable per call service charges or surcharges required to reconnect the caller.

Carol Paulsen, Director Regulatory
208 South Akard Street, Dallas, Texas 75202