

SECTION II - SERVICE DESCRIPTIONS *continued*

2.5 SERVICE OPTIONS *continued*

2.5.32 Commercial Service *continued*

I. Allowance For Interruption Of Service

A credit allowance will be given when a Private Line Service is interrupted for more than two hours. The credit will equal one half (1/2) day, or one sixtieth (1/60) of the monthly billing charge, for every outage less than four (4) hours. The credit will equal one day, or one thirtieth (1/30) of the monthly billing charge for each twenty four (24) hour period, or fraction thereof, of an outage lasting more than four (4) hours. An interruption period begins when the Customer alerts the Company of the interruption and releases the circuit for testing and repair. An interruption period ends when the circuit is returned to the Customer in operating condition.

No credit allowances will be made for:

1. interruptions due to negligence or willful misconduct by the Customer;
2. interruptions due to failure of power, equipment, systems or connections not provided by the Company;
3. interruptions due to failure of access outside the Company's serving area; or
4. interruptions beyond the control of the Company.