

PSC NO: 3 TELEPHONE  
ALLTEL New York, Inc.  
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## SECTION 2 - GENERAL RULES AND REGULATIONS

### D. LIABILITY (Cont'd.)

#### 3. Liability of Telephone Company for Directory Errors (Cont'd.)

##### b. (Cont'd.)

- (6) Such allowances or credits as specified in Sections (1), (2), and (3) above, shall be given upon notice to the company by the customer that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the company to have knowledge of such error, mistake, or omission, the company shall give credit without the requirement of notification by the customers.

#### 4. Liability of Telephone Company for Service Interruptions

- a. Except as provided in Paragraph 2, when service is interrupted for a period of at least 24 hours after notice by the subscriber to the company, an allowance equal to 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered useless or substantially impaired shall apply for the first 24 hours during which the interruption continues after notice to the company. For each additional 24 hours or fraction thereof during which the interruption continues, an allowance of 2/30 of the tariff monthly rate for all services and facilities furnished by the company rendered useless or substantially impaired shall apply. For any subsequent interruption during the same billing period, an allowance of 2/30 of the tariff monthly rate for all services and facilities furnished by the company rendered useless or substantially impaired shall apply for each 24 hours or fraction thereof during which the interruption continues after notice to the company by the subscriber. Credit in any billing period shall not exceed the total charges for that period for the services and facilities furnished by the company rendered useless or substantially impaired.
- b. When service is interrupted for a period of at least 24 hours due to such factors as storms, fires, floods or other conditions beyond control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered useless or substantially impaired shall apply for each 24 hours or fraction thereof during which the interruption continues after notice by the subscriber to the company. In cases where groups of subscribers are affected by interruptions due to such factors as storms, fires, floods or other conditions beyond control of the company, credit shall be given for the period during which the interruption occurs providing such interruption is of at least 24 hours duration and that notice is given by the subscriber to the company.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas