

Level 3 Communications, LLC
PSC NO. 9 - TELEPHONE
Interexchange Service
Effective Date: October 16, 2019

Section 2
Leaf 44
Revision: 0
Superseding Revision:

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this tariff by, the customer or of an authorized or joint user, or to the operation or malfunction of the facilities, power, or equipment provided by the customer or authorized or joint user, will be credited to the customer for the part of the service that the interruption affects.

2.10.1 Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished under this tariff. An interruption period begins when the customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

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