

Global Crossing Telecommunications, Inc.  
PSC NO. 4 - TELEPHONE  
Interexchange Service  
Effective Date: August 19, 2019

Section 2  
Leaf 50  
Revision: 0  
Superseding Revision:

## 2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

### 2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

#### 2.10.1 Credit for Interruptions (cont'd)

##### d. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

##### e. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

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