

NGA 911, L.L.C.  
NYPSC Tariff No. 1 - Telephone  
Effective Date: June 17, 2019

Leaf No. 24  
Revision: 0  
Superceding Revision:

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Rule 13 - Continuity of Service/Allowances for Service Interruptions (Cont'd)

(b) If interruption continues for more than 24 hours:

- iv) 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.
- v) 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.

B. Limitations on Credit Allowances

No credit allowance will be made for:

- (1) interruptions due to the negligence of, or non-compliance with the provisions of this tariff, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- (2) interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- (3) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (4) interruptions of service during any period when the customer has released service to the Company for aintenance purposes or for implementation of a customer order for a change in service arrangements; e. interruptions of service due to circumstances or causes beyond the control of the Company.

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Issued By:

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