

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: May 17, 2021

Section 6
Leaf 112
Revision: 0
Superseding Revision:

6. OBSOLETE BUSINESS COMPLEX SERVICE OFFERINGS

6.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS

3. CenturyLink Guaranteed

g. Guarantees

(2) Performance Guarantees

(d) Network/Service Availability Guarantee (Cont'd)

- End-to-end availability is measured as the total number of minutes in a calendar month during which private line circuits are available to exchange data between two network end points, divided by the total number of minutes in a calendar month. For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the customer informs CenturyLink of service non-availability and ends on the date of service restoration. For purposes of this measure, the private line circuit will be measured from demarcation point to demarcation point, and will not include customer premise equipment.

Calculation: Monthly Network Availability Time (%) – 1 - [Total minutes of network non-availability per month / (Total number of private line circuits x days in month x 24 hours x 60 minutes)].

(e) Frame Delivery

CenturyLink guarantees to achieve a Frame Delivery rate of 99.9% for CIR frames (end-to-end CIR packet delivery only applies to frame slot marked discard eligible). CenturyLink guarantees to achieve a Frame Delivery rate of 99% for non-CIR frames. If CenturyLink does not meet this guarantee, the customer is entitled to a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month.

• Definition

Frame Delivery is the percentage of frames which are successfully delivered over the Company network, excluding frames which are not delivered due in whole or in part to factors unrelated to the Company network.

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