

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

Section 6
Leaf 108
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 (Cont'd)

(b) Quarterly Account Review Guarantee

The Company guarantees that the assigned CenturyLink account team will review all new CenturyLink guaranteed customers accounts on a quarterly basis for the entire length of the customer's term commitment.

(c) Service Outage Resolution Guarantee

- The Company guarantees that it will restore any service outages the customer may incur on their end-to-end CenturyLink guaranteed service within four (4) hours or less or the customer is entitled to receive a \$500.00 credit (if commitment level is between \$7,000.00 and \$20,000.00) or a \$1,000.00 credit (if commitment level is between \$35,000.00 and \$100,000.00). This credit will be applied on the customer's subsequent month's invoice.
- The Service Outage Resolution Guarantee shall not apply for the following reasons:
 - Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service;
 - Interruptions due to failure of power, equipment, service, or systems not provided by the Company;
 - Interruptions during any period in which the Company or its agents are not afforded access to the premises where the access line is terminate;
 - During any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis;

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Issued by: Chantel Bosworth

Director-Government Operations
100 CenturyTel Drive, Monroe, LA 71203