

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

Section 6
Leaf 114
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

(e) Frame Delivery (Cont'd)

- Force majeure events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider.
- Frames dropped at infrastructure egress due to improper customer specifications of customer port speeds.
- Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink.
- Any circuits provisioned within the last 30 days.
- Scheduled maintenance interruptions and outages.
- Labor strikes.
- Force majeure events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider.
- Frames dropped at infrastructure egress due to improper customer specifications of customer port speeds.
- Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink.

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