

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

Section 11
Leaf 10
Revision: 0
Superseding Revision:

11. OBSOLETE PRIVATE LINE SERVICE OFFERINGS

11.1 DATA SERVICES (Cont'd)

K. Provision Of Service With Non-Fiber Access Facilities

Private Line Services may be provided using non-fiber access facilities at the request of the customer. However, in such cases, the Company may not meet the performance objectives and applicable standards for service set forth in this Tariff. Under no circumstances shall the Company be responsible for any direct, indirect, special, incidental or consequential damages arising directly or indirectly from the provision of service using such facilities, including without limitation any loss of customer income or profits. The customer shall indemnify and hold harmless the Company from any and all claims, actions, costs, expenses and damages associated with or arising out of customer's use of such facilities.

L. Discontinuance of Service Without Liability

A customer will not be penalized for discontinuing a private line agreement if:

1. A revision in Section 11 of this Tariff provisions results in higher plan rates for the plan to which the customer has committed. The customer may request affected circuits be disconnected up to 30 days after the effective date of the higher Tariff rates without penalty. Otherwise, the customer's existing agreement remains in effect and the new rates will be billed.
2. The customer selects a new plan having a longer term.

M. Trouble Shooting At Customer's Premises

This charge is to cover the cost to the Company of a visit to customer's premises to determine what equipment is the cause of a malfunctioning channel. This charge applies in cases where the Company identifies the trouble to be caused by customer-provided equipment and is unrelated to any malfunction of the Company's service. The charge applies from the time the Company's personnel are dispatched until the problem is identified.

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