

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

Section 2  
Leaf 38  
Revision: 0  
Superseding Revision:

## 2. GENERAL REGULATIONS

### 2.3 PAYMENT FOR SERVICE

#### 2.3.4 ADJUSTMENT OF CHARGES (Cont'd)

- G. Allowances for Interruptions shall be granted upon a customer's request and at the Company's sole discretion. No credit allowances shall be made for:
1. Interruptions that are caused by the negligence of the customer or others authorized by the customer to use the customer's service;
  2. Interruptions that are due to the failure of power, equipment, systems, or services not provided by the Company;
  3. Interruptions during any period during which the Company or its agents are not afforded access to the premises where access lines associated with the customer's service are located;
  4. Interruptions during any period when the customer or user has released the service to the Company for maintenance, rearrangement, or the implementation of a customer order;
  5. Interruptions during any period when the customer or user has refused to release the service for testing or repair;
  6. Interruptions during any period when the non-completion of calls is due to network busy conditions; or
  7. Interruptions not promptly reported to the Company.
- H. Interruption of Service

It shall be the obligation of the Subscriber to notify the Company of any interruption of service. Before giving such notice, the Subscriber shall ascertain that the trouble is not being caused by any action or omission of the Subscriber or is not in the wiring or equipment connected to the terminal of the Company.

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