

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

Section 2  
Leaf 37  
Revision: 0  
Superseding Revision:

## 2. GENERAL REGULATIONS

### 2.3 PAYMENT FOR SERVICE

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

- C. An interruption period begins when the customer reports to the Company that the service has been interrupted and releases it for testing and repair. An interruption period ends when the service is restored. If the customer reports the service to be inoperative but declines to release it for testing and repair, the service is deemed to be impaired, but not interrupted.
- D. If the customer elects to use the services of another carrier after any of the above interruptions, or during a period when the customer is unable to place a call using the Company's service(s), the customer shall pay the charges for the alternative service used.
- E. For services which are subject to a monthly recurring charges, allowances for interruptions will be determined as follows:
  - 1. When service is interrupted for a period of less than two hours, no credit allowance will be given;
  - 2. When the service is interrupted for a period of two to twenty-four hours, the amount of the credit allowance shall not exceed one-thirtieth (1/30) of the monthly recurring charge or charges for the circuit; or
  - 3. When the service is interrupted for a period over twenty-four hours, the amount of the credit allowance shall not exceed one-thirtieth (1/30) of the monthly recurring charge or charges for the circuit multiplied by the number of twenty four hour periods during which the service was interrupted.
- F. Allowances for Interruptions shall be included in a subsequent monthly invoice. The amount of the credit allowance shall be determined by the Company and shall in no event not exceed an amount equivalent to the proportionate charge for the period during which the service is interrupted. In no event shall usage charges be eligible for Allowances for Interruptions.

NY2021-04

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