

Sonic Systems, Inc.
NY PSC Tariff No. 1
Effective: 03/01/18

Leaf No. 11
Revision 0
Superseding Revision

END-USER TELECOMMUNICATIONS SERVICES TARIFF

2.3 Refunds or Credits for Service Outages or Deficiencies

2.3.1 Credit Allowance for Interruption of Service

Credit allowances for interruptions of service that are not due to the Carrier's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment, or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.2 herein. No credit is issued for outages less than one day in duration. Credit for outages greater than one day in duration is issued for fixed recurring monthly charges only. No credit is given for usage-sensitive charges. Outage credits are calculated in thirty-minute intervals. The amount of the credit due is determined by pro-rating the monthly recurring charge for the term of the outage (in thirty-minute intervals). It shall be the obligation of the Customer to notify the Carrier immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, and is not in wiring or equipment, if any, furnished by the customer and connected to the Carrier's terminal.

2.3.2 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.4 Liability of the Company

- A. The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, errors, other defects, or representations by the Company, or use of

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