

GetGo Communications LLC
New York P.S.C. No. 1 – Communications
Effective: August 18, 2017

Leaf 27
Revision: 0
Superseding Revision:

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.7 INTERRUPTION OF SERVICE (Cont'd.)

2.7.1 General (Cont'd.)

B. No credit allowance will be made for:

1. Interruptions due to the negligence of, or noncompliance with the provisions of this Tariff by the Customer, End User, or any common carrier providing service connected to the Service of the Company;
 2. Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's Facilities;
 3. Interruptions due to the failure or malfunction of non-Company equipment;
 4. Interruptions of Service during any period in which the Company is not given full and free access to its Facilities and equipment for the purpose of investigating and correcting interruptions;
 5. Interruptions of Service during a period in which the Customer continues to use the Service on an impaired basis;
 6. Interruptions of Service during any period when the Customer has released Service to the Company for maintenance purposes or for implementation of a Customer order for a change in Service arrangements; and
 7. Interruption of Service due to circumstances or causes beyond the control of the Company.
- C. For the purposes of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network capacity shortages. Nor shall the interruption allowance apply where Service is interrupted by the negligence or willful act of the Customer or End User or where the Company, pursuant to the terms of this Tariff, suspends or terminates Service because of nonpayment of bills due to the Company, unlawful or improper use of Facilities or Service, or any other reason covered by this Tariff. No allowance shall be made for interruptions due to electric power failure.

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Cancelled by supplement No. 1 effective 08/30/2023