

CenturyLink Communications, LLC  
PSC NO. 1 - TELEPHONE  
Interexchange Services  
Effective Date: August 1, 2017

Section 6  
Leaf 103  
Revision: 0  
Superseding Revision:

## 6. OBSOLETE BUSINESS COMPLEX SERVICE OFFERINGS

### 6.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS

#### 3. CenturyLink Guaranteed

##### g. Guarantees

##### (2) Performance Guarantees (Cont'd)

##### (b) Quarterly Account Review Guarantee

The Company guarantees that the assigned CenturyLink account team will review all new CenturyLink guaranteed customers accounts on a quarterly basis for the entire length of the customer's term commitment.

##### (c) Service Outage Resolution Guarantee

- The Company guarantees that it will restore any service outages the customer may incur on their end-to-end CenturyLink guaranteed service within four (4) hours or less or the customer is entitled to receive a \$500.00 credit (if commitment level is between \$7,000.00 and \$20,000.00) or a \$1,000.00 credit (if commitment level is between \$35,000.00 and \$100,000.00). This credit will be applied on the customer's subsequent month's invoice.
- The Service Outage Resolution Guarantee shall not apply for the following reasons:
  - Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service;
  - Interruptions due to failure of power, equipment, service, or systems not provided by the Company;
  - Interruptions during any period in which the Company or its agents are not afforded access to the premises where the access line is terminate;
  - During any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis;

(M) Material moved from Section 5, Leaf 72.

Issued by: Chantel Mosby

Director - Tariffs, CenturyLink  
100 CenturyTel Drive, Monroe, LA 71203