

FairPoint Business Services LLC
d/b/a Consolidated Communications Services
PSC No. 2 – Access Services
Effective Date: September 17, 2018

Leaf 33
Revision: 0
Superseding Revision:

ACCESS SERVICES TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.19 Allowances for Interruptions in Service (Cont'd.)

2.19.2 Limitations of Allowances (Cont'd.)

- A. No credit allowance will be made for any interruption in service (Cont'd.):
- (e) 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;
 - (f) that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
 - (g) that was not reported to the Company within 30 days of the date that service was affected.
 - (h) Cellular and other wireless transmission is subject to interruptions including but not limited to, dropped calls, interrupted calls, unintelligible calls, one-way audio and other problems created by factors beyond Company's control. Under no circumstances will Company provide credit or payment of any kind for calls which experience problems related to cellular (wireless) transmissions.

2.19.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

2.19.4 Application of Credits for Interruptions in Service

- A. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.