

FairPoint Business Services LLC  
d/b/a Consolidated Communications Services  
PSC No. 1 - Telephone  
Effective Date: September 17, 2018

Leaf 33  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES

---

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

#### 2.11 Allowances for Interruptions in Service (Cont'd.)

##### 2.11.1 Credit for Interruptions

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. 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.
- c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
  - i. if interruption continues for less than 24 hours:
    - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
    - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.