

Finger Lakes Regional Telecommunications Development Corporation
d/b/a Axxess Ontario, Fiber Network Development
PSC No. 1 – Telephone
Effective Date: 03/02/2018

Section: 2 Leaf: 21
Revision: 0
Superseding Revision:

SECTION 2 – RULES AND REGULATIONS (cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.11.1 Credit For Interruptions (cont'd)

- b) for other interruption, 1/30th of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions.

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

d. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

e. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to use the fiber network for either sending or receiving information 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 network response across the fiber or in fiber ring configurations where the fiber continues to operate in a limited capacity due to operations in a "Wrap Mode". Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for

Issued By: Sean Barry, Chief Executive Officer, Finger Lakes Regional Telecommunications Development Corporation d/b/a Axxess Ontario, Fiber Network Development, 70 Ontario Street, Canandaigua, NY 14424

Cancelled by supplement No. 1 effective 09/02/2023