

ExteNet Systems (New York), Inc.
New York P.S.C. No. 1 – Telephone
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.9.1 Credit for Interruptions (Cont'd)

- 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:

(1) 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.

(2) if interruption continues for more than 24 hours:

- a. if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
- b. for other interruption, 1/30 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.

Issued By:

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