

West Telecom Services, LLC

New York P.S.C. No. 2  
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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

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## SECTION 3 – GENERAL RULES AND REGULATIONS, (CONT'D.)

## 3.11 Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff.

## 3.11.1 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 thirty (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 thirty (30) minutes or more. Credit allowances will be calculated as follows:
  - 1. if interruption continues for less than twenty-four (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 w, of at least twenty-four (24) hours in the same billing period.
  - 2. if interruption continues for more than twenty-four (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 twenty-four (24) hours of interruption.

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