

Savecom Telecom, Inc.
New York PSC Tariff No. 1
Effective: October 2, 2015

Leaf 19
Revision 0
Supersedes

RESALE OF COMMUNICATIONS COMMON CARRIER SERVICE

2.8 Carrier Responsibility

2.8.1 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.7.4, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than two hours.
- B. The customer shall be credited for an interruption of two hours or major fraction thereof that the interruption continues beyond two hours.
- C. When a minimum usage charge is applicable and the customer fails to meet a usage minimum credit, the outage shall be applied against that minimum equal to 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues.
- D. Customers have up to 30 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. After this time, the invoice shall be considered correct and binding on the Customer.

ISSUED BY: Simon Jalas, President, 709 Church Avenue, Brooklyn NY 11218

Cancelled by supplement No. 1 effective 07/08/2023