

CenturyLink Communications, LLC
PSC NO. 4 - TELEPHONE
Competitive Access Services Tariff
Effective Date: July 23, 2015

Section 2
Leaf 32
Revision 0
Superseding Revision: }

2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.5 CREDIT ALLOWANCE FOR SERVICE INTERRUPTIONS

A. General

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Tariff or in the event that the protective controls applied by the Company result in the complete loss of service by the customer as set forth in 6.5.1, following. An interruption period starts when an inoperative service is reported to the Company, and ends when the service is operative.

Reports of an inoperative service will be taken only from the customer of record for that particular service.

B. When a Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be as follows:

1. For Switched Access Service, other than Entrance Facilities and Direct-Trunked Transport Facilities, no credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of (a) any applicable monthly rates or (b) the assumed minutes of use charge for each period of 24 hours or major fraction thereof that the interruption continues.
2. For Switched Access Entrance Facilities, Direct-Trunked Transport Facilities and any optional multiplexing arrangements associated with such facilities, no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for each period of 30 minutes or major fraction thereof that the interruption continues. The monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service (i.e., Entrance Facility, Direct-Trunked Transport Facility and Multiplexer) that is inoperative.
3. The credit allowance(s) for an interruption or for a series of interruptions shall not exceed (a) any applicable monthly rates or (b) the assumed minutes of use charge for the service interrupted in any one monthly billing period.

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