

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

Section 6
Leaf 17
Revision 0
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6. SWITCHED ACCESS SERVICE

6.5 OBLIGATIONS OF THE COMPANY

In addition to the obligations of the Company set forth in Section 2, preceding, the Company has certain other obligations pertaining only to the provision of Switched Access Service. These obligations are as follows:

6.5.1 NETWORK MANAGEMENT

The Company will administer its network to ensure the provision of acceptable service levels to all telecommunications users of the Company's network services.

Generally, service levels are considered acceptable only when Company end users and customers are able to establish connections with little or no delay encountered within the Company network. The Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network, including that associated with a customer's Switched Access Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Company or customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Company result in the complete loss of service by the customer, the customer will be granted a Credit Allowance for Service Interruption as set forth in 2.4.5.B., preceding.

6.5.2 DESIGN AND TRAFFIC ROUTING OF SWITCHED ACCESS SERVICE

When ordering Switched Access Service, the customer shall specify on the order for service the number of trunks and the desired directionality (i.e., one-way, two-way). When the customer orders facilities, routing, directionality or optional features different from that determined to be available by the Company, the Company will work cooperatively with the customer in determining an acceptable configuration based on available facilities, equipment and the Company routing plans. Rates and charges for Switched Transport, as set forth in Section 6.8 in the Addendum, following, will be applied based on the transport provisioned at the time the order is completed.

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