

CenturyLink Communications, LLC
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: July 23, 2015

Section 5
Leaf 80
Revision: 0
Superseding Revision:

5. BUSINESS COMPLEX SERVICE OFFERINGS

5.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS

5. CenturyLink Guaranteed

g. Guarantees

(2) Performance Guarantees

(f) Network Transit Delay

• Exclusions (Cont'd)

- Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
- Any circuits provisioned within the last 30 days.
- Scheduled maintenance interruptions and outages.
- Labor strikes.
- Force majeure events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider.
- During periods in which a major network component (e.g., backbone link or gateway switch) is not functioning and the network is in an emergency reroute configuration.
- Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink.

h. Credit Limitation

If the customer experiences network or service performance for FramePlus Frame Relay at levels below those stated herein for two or more elements (Network Availability, Frame Delivery, and Network Transit Delay) in the same month, the customer is entitled to receive credits pursuant to one of the applicable credit sections only. In addition, CenturyLink will not issue credits pursuant to the Service Level Guarantee for more than six months in any twelve month period.

Issued by: Chantel Mosby

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