

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

Section 5
Leaf 73
Revision: 0
Superseding Revision:

5. BUSINESS COMPLEX SERVICE OFFERINGS

5.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS

5. CenturyLink Guaranteed

g. Guarantees

(2) Performance Guarantees

(c) Service Outage Resolution Guarantee

- The Service Outage Resolution Guarantee shall not apply for the following reasons: (Cont'd)
 - Interruptions not immediately/promptly reported to the Company;
 - Interruptions during any period when the customer or user has released service to the Company for maintenance or rearrangement purpose, or for the installation of a customer service order;
 - Force majeure events beyond the reasonable control of the Company including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by the Company or the access provider;
 - Labor strikes.

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