

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

Section 5
Leaf 75
Revision: 0
Superseding Revision:

5. BUSINESS COMPLEX SERVICE OFFERINGS

5.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS

5. CenturyLink Guaranteed

g. Guarantees

(2) Performance Guarantees

(d) Network/Service Availability Guarantee (Cont'd)

No credit allowances will be made for:

- Circuits provisioned within the last 30 days.
- Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service.
- Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink.
- Interruptions during any period in which CenturyLink or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated.
- Interruptions during any period when the customer or user has released service to CenturyLink for maintenance or rearrangement purposes or for the installation of a customer service order.
- 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.
- 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.
- Labor Strikes.

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NY2015-004