

CenturyLink Communications, LLC  
PSC NO. 1 - TELEPHONE  
Interexchange Services  
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Section 5  
Leaf 74  
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## **5. BUSINESS COMPLEX SERVICE OFFERINGS**

### **5.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS**

#### **5. CenturyLink Guaranteed**

##### **g. Guarantees**

##### **(2) Performance Guarantees (Cont'd)**

The following three performance guarantees are available to all customers regardless of monthly volume commitment levels:

##### **(d) Network/Service Availability Guarantee**

- The Company guarantees for all Basic Digital Service, Extended Digital Service, Terrestrial Digital Service, and High Speed Digital Service circuits that it will provide an average of 99.9% customer network availability and 99.85% end-to-end availability (when access is ordered by the Company on behalf of the customer) per month for all CenturyLink guaranteed customers or the customer is entitled to receive a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month. This credit will be applied on the customer's subsequent month's invoice and shall be in lieu of any service interruption or outage credit(s) that the customer might have been entitled to receive as set forth in this Tariff. This credit is applicable on a per account basis per month and is based on the average availability across all of the customer's circuits throughout the given month. This guarantee shall not apply to @ccess service or Private Line Service.
- Network availability is measured as the total number of minutes in a calendar month during which private line circuits are available to exchange data between two network end points, divided by the total number of minutes in a calendar month. For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the customer informs the Company of service non-availability and ends on the date of service restoration. For purposes of this measurement, the private line circuit will be measured from Point of Presence to Point of Presence and will not include customer premise equipment or local access facilities.

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