

CenturyLink Communications, LLC  
PSC NO. 1 - TELEPHONE  
Interexchange Services  
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Section 5  
Leaf 77  
Revision: 0  
Superseding Revision:

## **5. BUSINESS COMPLEX SERVICE OFFERINGS**

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

- 5. CenturyLink Guaranteed
  - g. Guarantees
    - (2) Performance Guarantees
    - (e) Frame Delivery (Cont'd)

- Calculation

Frame Delivery (Throughput) is measured as the percentage of frames presented to the Company network by the customer versus those which are successfully delivered by the Company network. The percentage is based on Frame Delivery (Throughput) across the customer's entire network, not on an individual location or PVC basis.

- Exclusions

Frame Delivery (Throughput) measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:

- Any act or omission causing interruptions by negligence on the part of the customer, its contractors, any local access provider, or any other entity over which the customer exercises control or has the right to exercise control.
- 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 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.

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