

CenturyLink Communications, LLC  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: July 23, 2015

Section 2  
Leaf 24  
Revision: 0  
Superseding Revision:

## **SECTION 2 – REGULATIONS**

### **2.5 PAYMENT ARRANGEMENTS (Cont'd)**

#### **2.5.7 INTEREST ON CUSTOMER OVERPAYMENTS**

A customer who makes a payment to the Company in excess of the correct charge for telephone service, which overpayment was caused by erroneous billing by the Company, shall be paid interest on the amount of the overpayment. The rate of interest on such amount shall be the greater of the unadjusted customer deposit rate or the applicable late payment rate. The interest shall be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit or late payment charge rates and compounded monthly until the date when the overpayment is refunded. No interest will be paid on customer overpayments that are refunded within 30 days after such overpayment is received by the company.

### **2.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE**

The following provisions shall apply to all service.

#### **2.6.1 CREDIT FOR INTERRUPTIONS**

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the customer, or the operation or failure of the facilities or equipment provided by the customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption, whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on pro-rata basis against the rates specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

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