

Level 3 Telecom of New York, LP
NY PSC No. 3 - Telephone
Initial Effective Date: September 11, 2016

Leaf 36
Revision 0
Superseding Revision

INTEREXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.19 Service Level Standards and Credit Allowances for Service Interruptions, (Cont'd.)

2.19.2 Credit Allowances for Interruptions of Service

The Company guarantees that long distance facilities shall have a minimum service availability of 99.99%. Availability is defined as the time the Company's network is available for processing a telephone call. Upon Customer's request, Company shall credit Customer's invoice for service interruptions of five minutes or more. Credit allowance will be calculated as a percentage of the monthly recurring charge for the affected service(s) as follows:

<u>Length of Interruption</u>	<u>Credit Allowance</u>
More than 5 minutes up to 4 hours	5%
More than 4 hours up to 8 hours	10%
More than 8 hours up to 12 hours	15%
More than 12 hours up to 16 hours	20%
More than 16 hours up to 24 hours	35%
More than 24 hours	50%

By: General Counsel, Regulatory Policy
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Cancelled by supplement no. 1 effective 06/01/2023
Broomfield, CO 80021

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