

TVC Albany, Inc. dba FirstLight Fiber
P.S.C. Tariff No. 3 – Access
Date Effective: November 30, 2016

Original Leaf 100
Revision 0
Supersedes Revision 0

INTRASTATE ACCESS SERVICE

6. Switched Access Service (cont'd)

6.2 Undertaking of the Company

In addition to the obligations of the Company set forth in Section 2 preceding, the Company has certain other obligations concerning only the provision of Switched Access Service. These obligations are as follows:

6.2.1 Network Management

The Company will administer its network to insure the provision of acceptable service levels to all telecommunications users of the Company's network services. Generally, service levels are considered acceptable only when both end users and Customers are able to establish connections with little or no delay encountered within the Company network. The Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network, including that associated with a Customer's Switched Access Service.

Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Company result in the complete loss of service by the Customer, the Customer will be granted a Credit Allowance for Service Interruption as set forth in Section 2.4.4.B preceding.

6.2.2 Transmission Specification

Each Switched Access Service transmission path is provided with standard transmission specifications. There are three different standard specifications (Types A, B, and C). The standard for a particular transmission path is depending on the Feature Group, the Interface Group and whether the service is directly routed or via an access tandem. Data Transmission Parameters are also provided with each Switched Access Service transmission path. The Company will, upon notification by the Customer that the data parameters set forth in Section 15.1.3 following are not being met, conduct tests independently or in cooperation with the Customer, and take any necessary action to insure that the data parameters are met.

ISSUED BY: Jill Sandford, Vice President and General Counsel
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