

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

Original Leaf 43  
Revision 0  
Supersedes Revision 0

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## INTRASTATE ACCESS SERVICE

### 2. General Regulations (cont'd)

#### 2.4 Payment Arrangements and Credit Allowances (cont'd)

##### 2.4.4 Credit Allowance for Service Interruptions

##### C. When a Credit Allowance Does Not Apply

No credit allowance will be made for:

1. Interruption of a service due to the failure of equipment or systems provide by the Customer or others.
2. Interruptions of a service due to the failure of equipment or systems provided by the Customer or others.
3. Interruptions of a service during any period in which the Company is not afforded access to the premises where the service is terminated.
4. Interruptions of a service when the Customer has released that service to the Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the Customer prior to the release of the service. Thereafter, as credit allowance as set forth in (B) preceding applies.
5. Interruptions of a service that continue because of the failure of the Customer to authorize replacement of any element of this tariff. The period for which no credit allowance is made begins of the seventh day after the Customer receives the Company's written notification of the need for such replacement and ends on the day after receipt by the Company of the Customer's written authorization for such replacement.

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ISSUED BY: Jill Sandford, Vice President and General Counsel  
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