

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

Original Leaf 42
Revision 0
Supersedes Revision 0

INTRASTATE ACCESS SERVICE

2. General Regulations (cont'd)

2.4 Payment Arrangements and Credit Allowances (cont'd)

2.4.3 Cancellation of an Order for Service

Provisions for the cancellation of an order for service are set forth in other applicable sections of this tariff.

2.4.4 Credit Allowance for Service Interruptions

A. General

A service is interrupted when it becomes unusable to the Customer because of a failure of a facility component used to furnish service under this tariff or in the event that the protective controls applied by the Company result in the complete loss of service by the Customer as set forth in Section 6 following. An interruption period starts when and inoperative services are reported to the Company and ends when the service is operative.

B. When a Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the Customer, shall be provided.

Service interruptions for Specialized Service or Arrangements provide under Section 12 following shall be administered in the same manner as those set forth in this Section 2.4.4 unless other regulations are specified with the individual case filing.

For Switched Access Service, no credit shall be allowed for an interruption of less than 24 hours. The Customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of an applicable monthly rate or assumed minutes of use charge for each period of 24 hours or major fraction thereof the interruption continues.

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