

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

Original Leaf 164
Revision 0
Supersedes Revision 0

INTRASTATE ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

13.3 Miscellaneous Services (cont'd)

13.3.1 Testing Services (cont'd)

B. Special Access Service (cont'd)

3. Obligation of the Customer

When the Customer subscribes to Testing Service as set forth in this section, the Customer shall make the facilities to be tested available to the Company at a time mutually agreed upon.

13.3.2 Maintenance of Service

A. When a Customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of a Maintenance Service charge as set forth in the Company's rate schedule for the period of time from when Company personnel are dispatched, at the request of the Customer, to the Customer designated premises to when the work is completed. Failure of Company personnel to find trouble in Company facilities will result in not charge if the trouble is actually in those facilities but not discovered at the time.

B. The Customer shall be responsible for payment of a Maintenance Service charge when the Company dispatches personnel to the Customer designated premises, and the trouble is in equipment or communications systems provided by other than the Company.

In either (A) or (B) preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service Charge applies.

ISSUED BY: Jill Sandford, Vice President and General Counsel
TVC Albany, Inc. d/b/a FirstLight Fiber
41 State Street
Albany, New York 12207