

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

Original Leaf 9
Revision 0
Supersedes Revision 0

INTRASTATE ACCESS SERVICE

2. General Regulations (cont'd)

2.1 Undertaking of the Company (cont'd)

2.1.2 Limitations (cont'd)

C. Sequence of Provisioning

Subject to compliance with the rules mentioned in (B) preceding, the services offered herein will be provided to Customers on a first-come, first-served basis.

The first-come, first-serve sequence shall be based upon the received time and date recorded, by stamp or other notation, by the Company on Customer access orders. These orders must contain all the information as required for each respective service as delineated in other sections of this tariff. Customer orders shall not be deemed to have been received until such information is provided. Should questions arise which preclude order issuance due to missing information or the need for clarification, the Company will attempt to seek such missing information or clarification on a verbal basis.

2.1.3 Liability

- A. Except as set forth elsewhere in this tariff and apart from the allowance for service interruptions as set forth in Section 2.4.4 following, no liability shall attach to the Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the subscribers of users of the service or facilities) in the absence of gross negligence or willful misconduct.

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