

ETRALI NORTH AMERICA, LLC
P.S.C. NO 1 TELEPHONE
Effective Date: July 20, 2016

Leaf: 24
Revision: 0
Superseding revision:

2.0 RULES AND REGULATIONS (CONT'D)

2.11 EMERGENCY/CRISIS/DISASTER RESTORATION AND PROVISIONING - TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

1. General (Cont'd)

- b. The TSP program has two components, restoration and provisioning.
 - i. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 - ii. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

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