

TelCove Operations, LLC  
NY P.S.C. Tariff No. 1  
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## Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

### 2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

#### 2.11.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
  - 1) if interruption continues for less than 24 hours:
    - a. 1/30th of the monthly rate if it is the first interruption in the same billing period.
    - b. 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

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By: General Counsel – Regulatory Policy  
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Cancelled effective 03/11/2021.