

Media Three Corporation, Inc.
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Superseding Revision:

ACCESS SERVICE

4. SWITCHED ACCESS SERVICE (Cont'd)

4.5 Obligations of the Telephone Company

In addition to the obligations of the Telephone Company set forth in 2. preceding, the Telephone Company has certain other obligations pertaining only to the provision of Switched Access Service. These obligations are as follows:

4.5.1 Network Management

The Telephone Company will administer its network to insure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services. Generally, service levels are considered acceptable only when both end users and customers are able to establish connections with little or no delay encountered within the Telephone Company network. The Telephone Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network including that associated with a customer's Switched Access Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Telephone Company or customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer, the customer will be granted a Credit Allowance for Service Interruption as set forth in 2.4.4(B)(1) preceding.

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Cancelled by supplement No. 1 effective 06/13/2022