ALEC, LLC d/b/a ALEC Telecom, LLC New York PSC No. 1 – Telephone

New York PSC No. 1 – Telephone Revision: 0 Effective: August 24, 2013 Superseding Revision:

Leaf 45

SECTION 2.0 - REGULATIONS (Cont'd)

2.6 Allowances for Interruption in Service (Cont'd)

2.6.4 Application of Credits for Interruptions in Service (Cont'd)

D. Interruption of 24 Hours or Less

Length of Interruption	Amount of Service To Be Credited
Less than 30 minutes	None
30 minutes up to but not	1/10 Day
including 3 hours	
3 hours up to but no including	1/5 Day
6 hours	
6 hours up to but not	2/5 Day
including 9 hours	
9 hours up to but not	3/5 Day
including 12 hours	
12 hours up to but no	4/5 Day
including 15 hours	
15 hours up to but not	One Day
including 24 hours	

E. Interruptions Over 24 Hour and Less than 72 Hours

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

F. Interruption Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hur period. No more than thirty (30) days credit will be allowed for any one month period.

Lexington, KY 40507