

Clear Rate Communications, Inc.  
Effective Date: June 6, 2014

PSC NY No. 1 - Communications  
Section: 2  
Leaf: 22

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## 2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

### 2.12.1 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)  $\text{Credit} = A/720 \times B$   
  
A = interruption time in hours (must be 8 or more)  
B = total monthly Recurring Charge for affected service
  - 2. if interruption continues for more than 24 hours:
    - (a) Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous interruption of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the interruption or cumulative service credits.