

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

C. General Regulations (Continued)

7. Obligation of Company (Continued)

b) Maintenance and Repair

All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company except as specified elsewhere in this Tariff.

The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction, neglect, carelessness, or any other cause except from fire or unavoidable accidents.

Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing, or removing any part of the Company's facilities.

c) Allowance for Interruptions

The Company will provide a prorated credit when it becomes aware that a customer has been without service for more than 24 hours in a month.

The amount of prorated credit will be the monthly cost of service divided by thirty, then multiplied by the number of days or portions of days during which service was not provided.

A prorated credit will not be provided when negligence of the customer, force majeure, customer premises equipment, or inside wiring is the proximate cause for the unavailability of a service.

Residential customers requesting new local service that is not delivered on time as agreed with the Company at the time of the order will be offered Out of Service (OOS) Support, as described in Section 2 of this tariff.

(N)
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(N)

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

C. General Regulations (Continued)

7. Obligation of Company (Continued)

d) Service Performance Guarantee (SPG)

If a business-class or a residence-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00 for business-class service or \$35.00 for residence-class service. (C)

If, after the Company's repair commitment date, an out of service condition is greater than two days (excluding Sundays and holidays) residential customers are eligible to receive a credit of \$5.00. (N)
(N)

One credit per service order or per trouble report may be applied, if the installation or repair involves services from the tariff but excludes the following:

Public Telephone Service
Toll Service
Wide Area Telephone Service (WATS)

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions when a missed commitment is reported to or discovered by the Company.

A credit will be extended in accordance with the above conditions only after the Company fails to meet a commitment to install or repair one or more of the services specified above or fails to restore Company-owned facilities used to provide any of the services specified above.

The Company will not make firm service date agreements during labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts).

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

C. General Regulations (Continued)

11. Lifeline/Washington Telephone Assistance Program (WTAP) (Continued)

d. Rates and Charges (Continued)

With the exception of the initial installation charges, (see Washington Telephone Assistance Program (WTAP), Section 2.b, and Link Up Service, Section 5.D) all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.

When a customer is no longer eligible for Lifeline Service/Washington Telephone Assistance Program (WTAP), the credit amounts specified previously will be discontinued, and regular tariffed rates and charges will apply.

For any WTAP application made from July 1, 2010 through June 30, 2013, the Company will provide a one time \$75 credit to any WTAP-qualified customer that fails to receive the appropriate discount, credit, or waiver of the deposit within the first bill cycle after application, provided that for existing customers the application is received ten or more calendar days prior to the end of the customer's bill cycle. (N)
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(N)