

RULES AND REGULATIONS

QUALITY OF SERVICE GUARANTEE

The Company will strive to maintain Quality of Service in meeting local residential basic service and local business basic service customers' appointment times for repair and installation requests. Should the Company fail to maintain this level of commitment to the customer, the customer will be provided a Quality of Service credit. The following credits will exclude natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the Company, or circumstances that present endangerment to the safety of the Company's employee.

1. Missed Appointments or Commitments

The customer will receive a credit for each **out-of-service** repair (**no dial-tone**) or installation **appointment or** commitment missed due to reasons within the Company's control (\$25.00 for residential customers, \$25.00 for business customers). The Quality of Service credit applies only to the access line(s) applicable to the missed **appointment or** commitment.

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2. Allowance for Service Interruptions

- a. **Customers who have an out-of-service condition (no dial tone) on their lines that is not cleared within two working days (excluding Sundays and holidays) will receive a credit of \$5.00.**
- b. **If the out-of service condition exceeds seven calendar days, the customer will receive a credit equal to their monthly local exchange service rate, including any associated features for the month in which the outage occurred.**
- c. **These credits do not apply if the out-of-service condition or the Company's inability to clear the condition is due to:**
  - **Emergency situations**
  - **Unavoidable catastrophes**
  - **Force majeure**
  - **Work Stoppage**
  - **Inside wiring**
  - **Customer premises equipment**

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