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GENERAL RULES AND REGULATIONS

3. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

I. APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued)

b. Residence Rates apply if any one or more of the following criteria are met:

- (1) In private residences, including the individual apartments of hotels, apartment buildings, boarding houses, and dormitory rooms where the service would not be classified as a business service by the regulations.
- (2) In a residence of a person conducting business in the residence, providing the customer has other service at business rates.

Where it is determined that a customer with residence service is using the service in a manner that should be classified as business service, the Company may discontinue service if the customer refuses to pay the applicable business rate.

J. DIRECTORIES

The Company shall provide directories in accordance with WAC 480-120-251.

K. ALTERATIONS

The customer agrees to notify the Company promptly when-ever alterations or new construction on premises owned or leased by him necessitate changes in the Company's wiring or equipment, and the customer agrees to pay the Company's current charges for such changes.

L. CUSTOMER SERVICE - USE OF

Customer telephone service, as distinguished from payphone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.

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GENERAL RULES AND REGULATIONS

3. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

M. 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.

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

4. DEPOSITS

The Company may require a deposit of \$33.00 for provision of service in accordance with WAC 480-120-122.

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