

Section 2
1st Revised Sheet 22
Canceling
Original Sheet 22

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

C. General Regulations (Continued)

7. Obligation of Company (Continued)

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.

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 \$25.00 for residence-class service.

(R)

(D)

(D)

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.