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**RULES AND REGULATIONS**

**QUALITY OF SERVICE GUARANTEE**

1. 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.
  - a. The customer will receive a credit for each repair or installation commitment missed due to reasons within the Company's control (\$15.00 for residential customers, \$25.00 for business customers). The Quality of Service credit applies only to the access line(s) applicable to the missed commitment.
  - b. The customer will receive a credit should the Company fail to restore basic telephone service (dial tone) within 48 hours of a reported service outage due to reasons within the Company's control (\$15.00 for residential customers, \$25.00 for business customers). The Quality of Service credit applies only to specific access lines reported out of service.