

AT&T INTERSTATE ACCESS GUIDEBOOK

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)

(F) When a Credit Allowance Does Not Apply (Cont'd)

- (9) For service provided under a Shared Facility Credit/Shared Facility Channel Service arrangement, any affected customer not notifying the Telephone Company of a service outage will not receive a credit allowance.
- (10) Periods of temporary discontinuance as set forth in Section 2.1.5(B).
- (11) Periods of interruption for maintenance of service.
- (12) A credit allowance set forth in Section 2.5.6(D) (2) will not apply for interruptions caused by or related to labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and other circumstances beyond the Telephone Company's reasonable control. **(CA)**
- (13) Trouble tickets that AT&T closed with the coding of came clear (CC), no trouble found (NTF), or test okay (TOK). (N)
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(N)

(G) Use of An Alternative Service Provided by the Telephone Company

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the rates and charges for the alternative service used.

(H) Temporary Surrender of a Service

In certain instances, the customer may be requested to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit allowance will be granted. The credit allowance will be determined in the same manner as a credit for service interruptions as set forth in (A) preceding.

ACCESS SERVICE

2 - General Conditions

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(C) When a Credit Allowance Does Not Apply (Cont'd)

No credit allowance will be made for: (Cont'd)

- (8) An interruption or a group of interruptions, resulting from a common cause, for amounts less than one dollar.
- (9) Periods of interruption as set forth in Section 13.3.1 of BellSouth Telecommunications Tariff F.C.C. No. 1.
- (10) Interruptions of a service due to commercial power failure.
- (11) Interruptions of a service due to labor difficulties, governmental orders, civil commotions, criminal action against the Telephone Company, acts of God, war, or other circumstances beyond the Telephone Company's control.
- (12) When the Telephone Company has identified a condition that requires maintenance, and the customer refuses to release the service to the Telephone Company for repair and a subsequent service interruption occurs.
- (13) Periods of interruption due to testing and/or repair during any maintenance window agreed to in advance by the customer and the Telephone Company in response to a customer reported trouble.
- (14) Trouble tickets that AT&T closed with the coding of came clear (N) (CC), no trouble found (NTF), or test okay (TOK). (N)

(D) Use of an Alternative Service Provided by the Telephone Company

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the guidebook rates and charges for the alternative service used.

(E) Temporary Surrender of a Service

In certain instances, the customer may be requested by the Telephone Company to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit allowance will be granted. The credit allowance will be 1/1440 of the monthly rate for each period of 30 minutes or fraction thereof that the service is surrendered. In no case will the credit allowance exceed the monthly rate for the service surrendered in any one monthly billing period.